

Terrace and Buccleuch Gardens Management Plan

Foreword

Terrace and Buccleuch Gardens are an important asset for local people and visitors to the borough. 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 absolutely committed to maintaining the heritage of the site.

Between November 2007 and April 2009 The London Borough of Richmond upon Thames 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, 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 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.

We actively encourage suggestions both regarding the management and maintenance of the Gardens and ideas about changes or possible improvements to elements of the Gardens infrastructure or its facilities.

While the section 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 Veolia 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, as well as careful consideration of ideas to improve the Gardens.

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 Veolia, 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.

Central to our determination to maintain and if possible improve the facilities and infrastructure of parks and open spaces across the borough is the ongoing review of the Parks and Open Spaces Strategy.

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1. Introduction

1.1 This Management Plan for Terrace and Buccleuch Gardens provides guidance for the management and any relevant development of the Gardens over the next five years. 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:

- The Friends of Terrace Gardens (once established) 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

The Plan will be reviewed and updated on an annual basis.

Following this Introduction the Management Plan is set out in the following sections:

Section 2: Outlining the National Context.

Section 3: Describes the plan's relationship to the Council's aims and objectives.

Section 4: Site Description and audit of facilities.

Section 5: Vision and objectives for the site.

Section 6: Management principles and practices and the Action Plan.

2.0 The 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:

- In 1988 the Audit Commission estimated that local authorities in England and Wales maintained approximately 120,000 hectares of parks and open spaces - an area approximately the size of Berkshire.
- In 2000, the Heritage Lottery Fund estimated that there were approximately 30,000 urban green spaces in the UK, of which 5,000 are urban parks.

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 big 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 members of 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 sense of well-being as well as 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

3.0 Relationship to Council's Aims and Objectives

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

- To the overall Vision and Priorities of the Council
- To the quality of life of local people
- To the physical, social and economic regeneration of the borough
- To the 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

All Council's are now required to develop a Community Plan as part of their commitment to delivering more 'sustainable communities'. The Community Plan is a top tier strategy that sets out how the Council will target, manage and monitor its services for the benefit of all local people. The Community Plan has been created in partnership with residents and key local stakeholders and is reviewed on a regular basis. The vision of the plan is:

- Inclusive
- Puts protection of the environment at the core of its services and community life
- Delivers quality public services that truly reflect the needs of all its local people
- Addresses its challenges by harnessing the capacity of all its partners in the public, private, voluntary and community sector.

3.1.2 Parks and Open Spaces Strategy 2003

Vision

- 'to provide access to an exciting range of open space experiences for all'

Key Principles

- **Stewardship**
 - Protect visual and physical access to open land
 - Protect, enhance and promote the characteristic features of the Borough particularly the riverside, historic landscapes and features
 - Improve the maintenance infrastructure
- **Management and Use**
 - Plan to provide for the needs of the community and visitors
 - Make the best use of public and private resources and maximise

- external funding
 - Work in partnership with the community and other local landscape agencies
 - Promote the use of open land for all
 - Reduce the fear of crime by providing healthy, safe environments and promoting activity
- **Environmental Protection**
 - Maintain and enhance the Borough's biodiversity
 - Provide high quality, sustainably managed open spaces

This strategy is currently under review.

3.1.3 **Local Biodiversity Action Plan for Richmond**

The main aims of the Plan are:

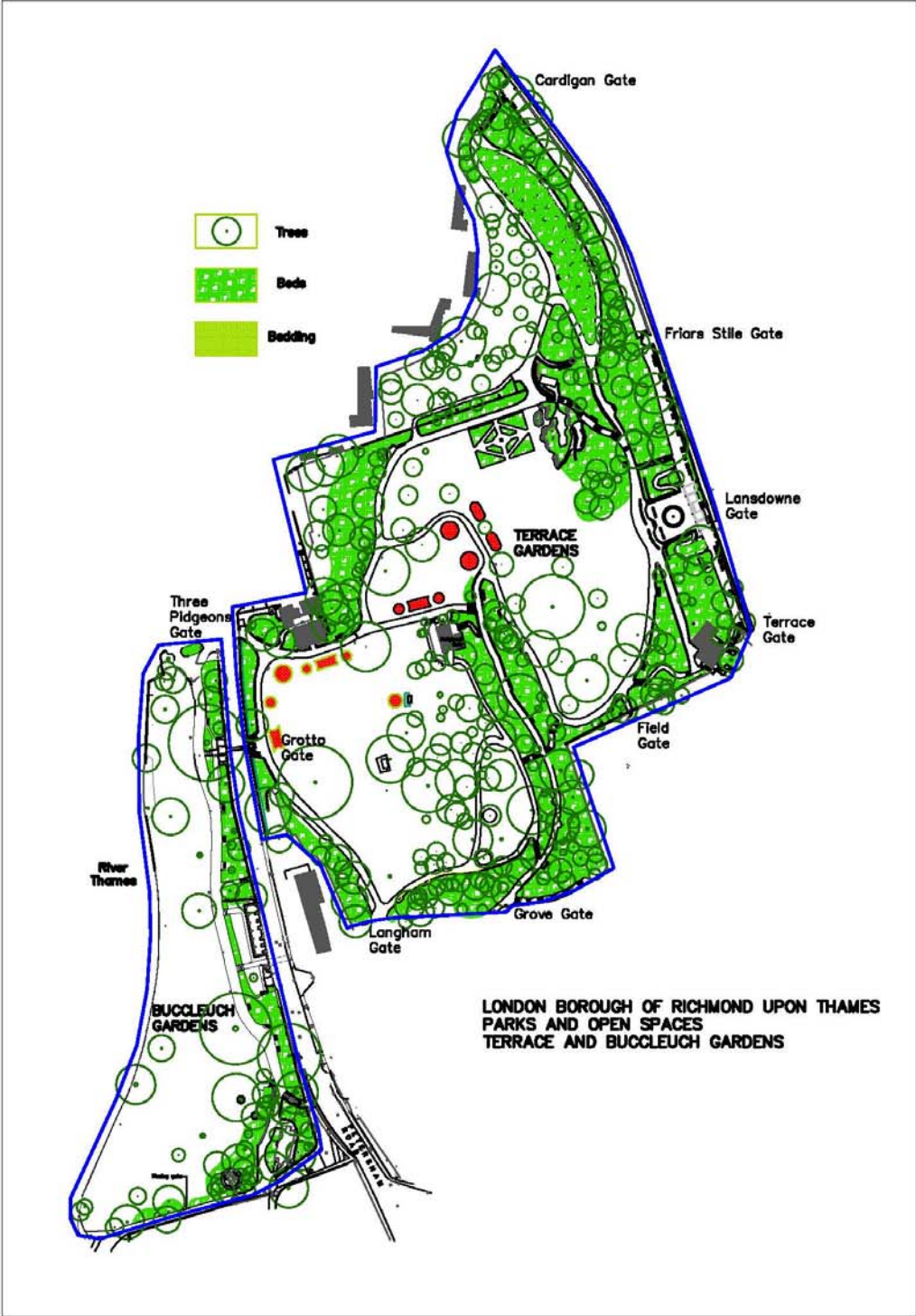
- To conserve and where possible enhance Richmond's variety of habitats and species, in particular those which are of international or national importance, are in decline locally, are characteristic to Richmond or have particular public appeal, which can raise the profile of biodiversity
- To ensure 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

3.1.4 **Other relevant council policies**

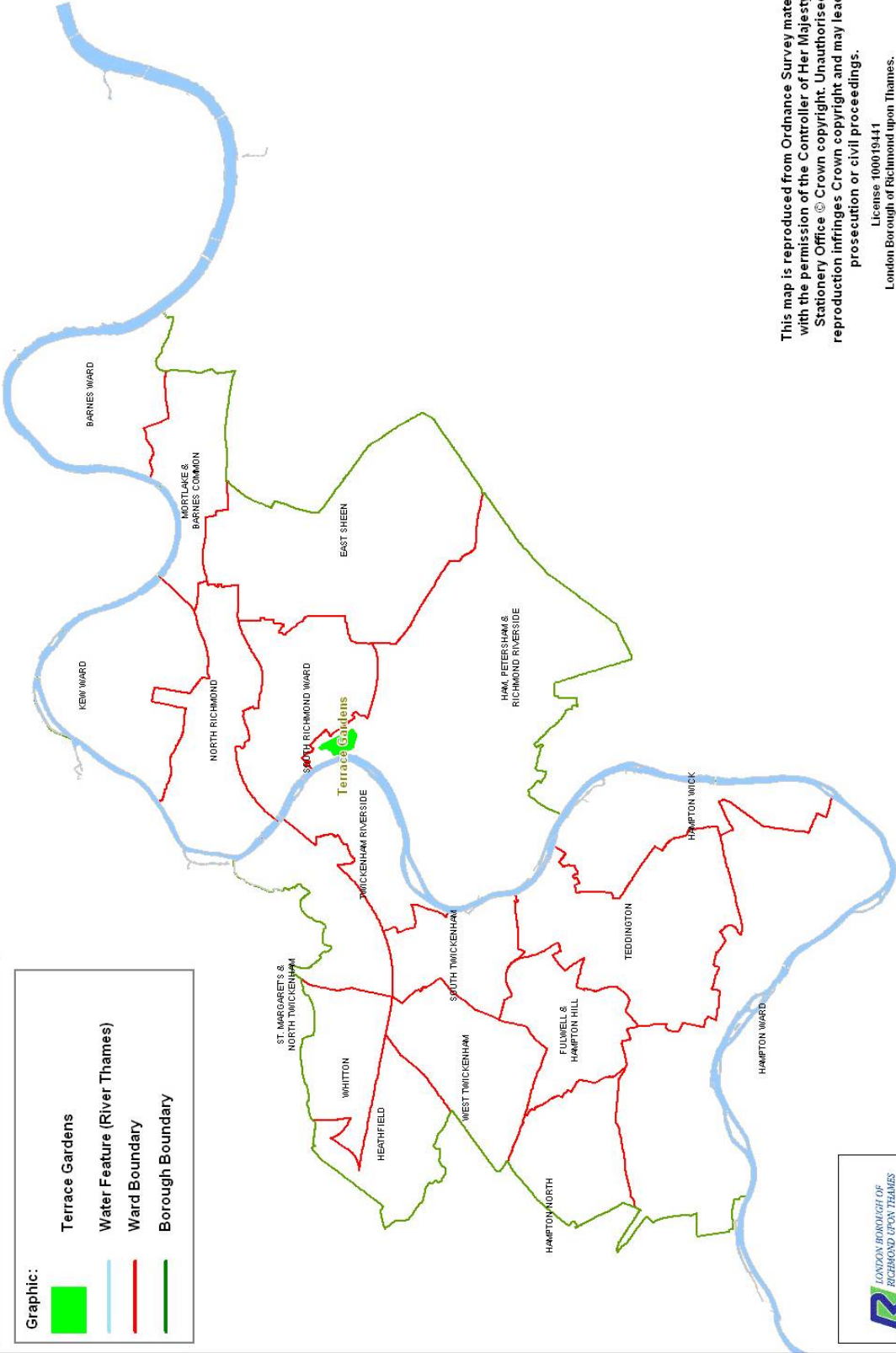
The following policy documents are available at www.richmond.gov.uk.

Printed versions of these policies are available on request:

- Community Safety Policy
- Equality and Diversity Plan
- Unitary Development Plan
- Local Agenda 21
- Cultural Strategy
- Health and Safety Policy
- Parks Byelaws
- Customer Service Standards
- Dog Control Orders
- Tree Strategy
- Events Policy



London Borough of Richmond Upon Thames



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4.0 Site Description

4.1 Outline History of Terrace and Buccleuch Gardens

PRE-1600's

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 1600's 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 were 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.

1700's

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 more gentle 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).

1800's

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 1960's. 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.

Enabling Acts: Local Government Act 1963,
Parks and Open Spaces Order 1971
Open Spaces Act 1906
Town and Country Planning Act (S. 32)
Commons Registration Act

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 No 65 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 are Grade 2 listed structures.

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 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

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 PPG 17.

These are:

- provision of accessible, high quality park space for sport and recreation that meet the 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

- Management
- Educational value

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
- Access for the disabled

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 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 Richmond 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 which 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.

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 the Disabled

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. 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.

5.3.17 Educational Value

The potential educational value of the Gardens primarily lies in the historical interest of the site and its relationship to the history of the surrounding buildings and town. The Gardens also have considerable horticultural and ecological value.

6.0 **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 The key objectives for the Gardens are to:

- To protect the Gardens as Grade II listed
- 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

7.0 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.

The parks section is headed up by the Head of Parks. It is made up of three sections.

- The Operations team is responsible for liaising with contractors and monitoring the parks. The team includes an ecology officer and a GIS mapping officer.
- The Service Development team which is responsible for consultation and the planning and initiation of projects.
- The Arboricultural team is responsible for all street trees and arboricultural work in council managed parks and open spaces.

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

Management needs to deliver high standards of maintenance of all aspects of the soft and hard landscaping of Terrace and Buccleuch Gardens within existing revenue budgets. Any developments have been funded by a major borough wide capital investment programme that began in 2005 and finished in 2010.

Throughout the refurbishment of the Gardens the Council consulted and worked with the Terrace Advisory Group. This group fulfilled its function with completion of the works. The Council is committed to continue to work with the local community and, to this end, is working with members of the TAG group to form a Friends group open to all members of the community

The Council works in partnership with Veolia Environmental Services in a contract that began in 2003 and will end in 2013. In broad terms maintenance will be carried out by the contractor's operatives who have the necessary skills to achieve high and consistent standards.

Veolia Environmental Services has a contracts manager in overall control of the service. It is made up of grass cutting teams and mobile maintenance gangs who are managed by supervisors who monitor the work. The Parks Patrol Service is managed by Veolia Environmental Services. They play a community safety role patrolling the parks and also inspecting playgrounds on a daily basis. The patrol will attend incidents involving anti-social behaviour and liaise directly with Police Safer Neighbourhood Teams.

Grounds Maintenance Staff - Health and Safety

All staff complete a company induction before they commence their employment. The induction includes relevant Health & Safety legislation and responsibilities along with environmental awareness training.

An assessment is carried out on each employee to ascertain their skill and competence levels. This includes manual handling training and driver assessment where applicable.

Following a 6 month probationary period for new employees, the new employee will complete a one to one personal development plan with their line manager which will set key targets for development and training needs. The information will be entered on the staff training matrix and is reviewed and updated on an annual basis.

Throughout the year, a refresher programme of tool-box talks, including Health & Safety issues, new legislation and machinery training, is given to all employees.

All employees have the opportunity to raise any Health & Safety concerns at monthly meetings through their nominated Health & Safety representative who is invited to all contract Health & Safety meetings.

The maintenance works will be monitored effectively and regularly by parks officers who understand the nature and purpose of the works being carried out. Any points and actions arising from monitoring will be communicated to the parks contractors and officers will ensure that any necessary work is completed.

Client / Contractor jointly inspect 25 sites a month on a random basis. Comments are made at the time and the client will advise the contractor of any items below specification that need to be put right, before the site is passed. The inspections are recorded and are scored to provide a % satisfaction figure for that particular month.

The Client / contractor site inspections for Green Flag sites (and those parks that have received major investment) also include comments and proposals to protect the investment of both hard and soft landscaping and will form part of the revenue infrastructure and planting programmes.

The following management processes and regimes are listed below under the Green Flag standards listed in 5.2.2. Any new initiatives in the following sections will also be included in the action plan that follows.

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 our aim to make the Borough safe, green and clean we are committed to reducing and removing graffiti. The Gardens are 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 Councils Street Scene Contractor Continental Landscapes to manage the removal of all graffiti within five working days. Where the graffiti is racist or 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 repairs will be carried out promptly.

7.2.3 Pathways

All paths will be inspected annually. 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 operatives working at Terrace and Buccleuch Gardens undertake an important role in terms of a visible staff presence in the park and structure their maintenance work accordingly. All staff are uniformed and wear highly visible clothing. The Parks Patrol regularly patrols the site.

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

Local residents and members of the Terrace Advisory Group have raised the following community safety issues

- Bicycles are ridden through the Gardens on footpaths and because the slope of the Gardens there are concerns about the resulting dangers to pedestrians. Signs at all entrances and in the notice boards have been displayed to enforce the message that is not acceptable to ride bikes through the Gardens.
- The local community is also concerned and disturbed by occasional rowdy gatherings of young people in the summer months and particularly at weekends. The council is working with the local Safer Neighbourhood Team to address this issue.

7.3.2 Dog fouling

The Mobile Litter gang, Parks Patrol and the Parks Service make efforts to educate dog owners to be responsible, particularly close to areas where people are liable to be eating or children playing. Signage clearly indicates that dog mess should be picked up and disposed of by those walking their pets.

Dog bins are emptied on Mondays, Wednesdays and Fridays and more when required. Richmond has adopted the new 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 smother 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, particularly on newly planted beds that are on a steep slope preventing 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

A detailed and exhaustive tree strategy for the Gardens has been completed and is available on request.

7.4.3 Cleansing

The collection of litter is extremely important in maintaining the appearance of the Gardens and in the consequent respect with which people will treat and use it. Litter is collected on a daily basis with a litter pick of the park being carried out before 10.30am each day by site based staff. If necessary the Mobile Litter Team will assist with this.

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.

To prevent bins overflowing on days when the park has high numbers of visitors, the Mobile Litter gang or attendant will carry out additional emptying with the litter bags 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 attendants and Parks Patrol ensure that all park 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 site based staff and Parks Patrol on a Defect Report and repairs 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.

8.0 Environmental Sustainability

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

8.1 Recycling green waste

From a number of points of view, sustainability, environmental considerations and to comply with Local Agenda 21, efforts should be made to recycle green waste. In doing so it is essential to ensure that the recycled waste only includes acceptable material, i.e.

- Grass clippings – these are left in situ in the park
- Grass edgings – reused to fill hollows and dips in the park
- Soft herbaceous cuttings (not woody)
- Broken turfs (after lifting and turfing operations)
- Shredded shrub pruning's – chipped along with tree waste
- Fallen leaves. Where appropriate, these will be left on beds to breakdown naturally and enrich the soil

Wood chippings from Terrace and Buccleuch Gardens are taken to the compound within Hatherop Park and left there for approx 1.5 years to mulch down. The mulch is then used on the flowerbeds around the borough as both compost and a weed control.

8.2 Pesticides

Pesticides are used as and when necessary however this is kept to a minimum in the interest of nature conservation and ecology.

8.2.1 Conservation and Heritage

Terrace Gardens is Grade II listed and together with Buccleuch Gardens are of

great beauty and heritage value. The council is absolutely 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.

10.0 **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, to this end is working with members of the TAG group and Richmond Environment Network to form a Friends group open to all members of the community.

10.1 **Parks Events**

In relation to Terrace and Buccleuch Gardens the policy of the Council 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.

10.2 **Marketing**

Promotion and marketing of Terrace and Buccleuch Gardens is carried out by means of a range of measures to ensure that local people and visitors to the borough are aware of the facility.

Entrance Signage

A new corporate style of signage for Richmond's parks and open spaces was launched in 2007. This has been 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.

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. New images will be added in the spring and summer when the Garden is looking at its best.

<http://www2.richmond.gov.uk/Media/terracegardens/index.htm>

The information on the web site is currently being expanded and developed.

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.

8.0 Achievements and Action Plan

8.1 Achievements

Changes and improvements made to the Terrace and Buccleuch Gardens during 2010 are listed below:

- The final round of the major planting around the disused toilet block is due to be completed in autumn/winter 2011/12.
- Safe access to the Gardens via Three Pigeons Gate has been maintained during the property development in the adjoining Terrace Yard. Signs were put up to inform the public in advance, and a section of the pavement has been closed off. Access from Petersham Road is also possible via the grotto.
- Vegetation was cut back around the benches in Buccleuch Gardens
- Planting around the pillars at the covered terrace.

The following action plan is divided into three sections:

8.2 Development and renewal

As indicated above, Terrace and Buccleuch Gardens are coming to the end of a major refurbishment requiring very significant capital expenditure. Once completed, 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.

- The web information relating to Terrace Gardens has been developed and expanded. A virtual tour is now accessible via <http://www2.richmond.gov.uk/Media/terracegardens/index.htm>

Green Flag Priorities:

1. Maintain access to the Glasshouse
2. Maintain safe access into Terrace Gardens (Petersham road entrance) whilst Berkley homes development takes place in adjacent yard. Work with Berkley homes towards an improved park entrance.
3.
 - Renew shrub beds by disused toilet block.
 - Remove vegetation on the top of arches/entrance to tunnel to Terrace

Gardens – a sign is currently obscured.

- Cut back the vegetation to the left of Buccleuch Gardens benches.
- Introducing a seed triangle at Buccleuch Gardens or some additional flower planting.
- Plant up the areas in the front of the pillars at the covered terrace.
- Enclose the arches at the top of the gardens in order to protect the fabric of the arches and reduce their use by vagrants.

8.3 Community Engagement and Consultation

As discussed above the parks section worked closely with the Terrace Advisory Group. With the major works completed this groups has fulfilled its function. The Council is committed to working with community groups. The Council and Richmond Environment Network are actively assisting the local community to form a Friends group for the Gardens. We will continue to be receptive to concerns and suggestions voiced individually or through community groups.

- In 2010 an annual customer satisfaction survey was carried out across the borough parks and open spaces. Responses were collected on-site and online for Terrace Gardens, with the results indicating that, in a year of widespread satisfaction with the parks service, Terrace Gardens was once again highly rated by the public.

8.4 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 to minimise weed growth 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	of 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

8.4.1 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. This Management Plan will be reviewed annually.