



# Twickenham Green Management Plan

## 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 the use of 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 the graffiti removed effectively and quickly? Do the facilities need improving or changing?

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 Friends of Twickenham Green will be consulted on any proposed changes or improvements to facilities.

We actively encourage suggestions both regarding the management and maintenance of the Green and ideas about changes or possible improvements to elements of the Green's 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 Green is a long established local green space that is generally 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 Veolia 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 practises, as well as careful consideration of ideas to improve and maintain the Green.

The current gloomy 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 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.

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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## 1.0 Introduction

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

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 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 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.

### 3.0 **Relationship to Council's Aims and Objectives**

The London Borough of Richmond upon Thames 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](http://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:

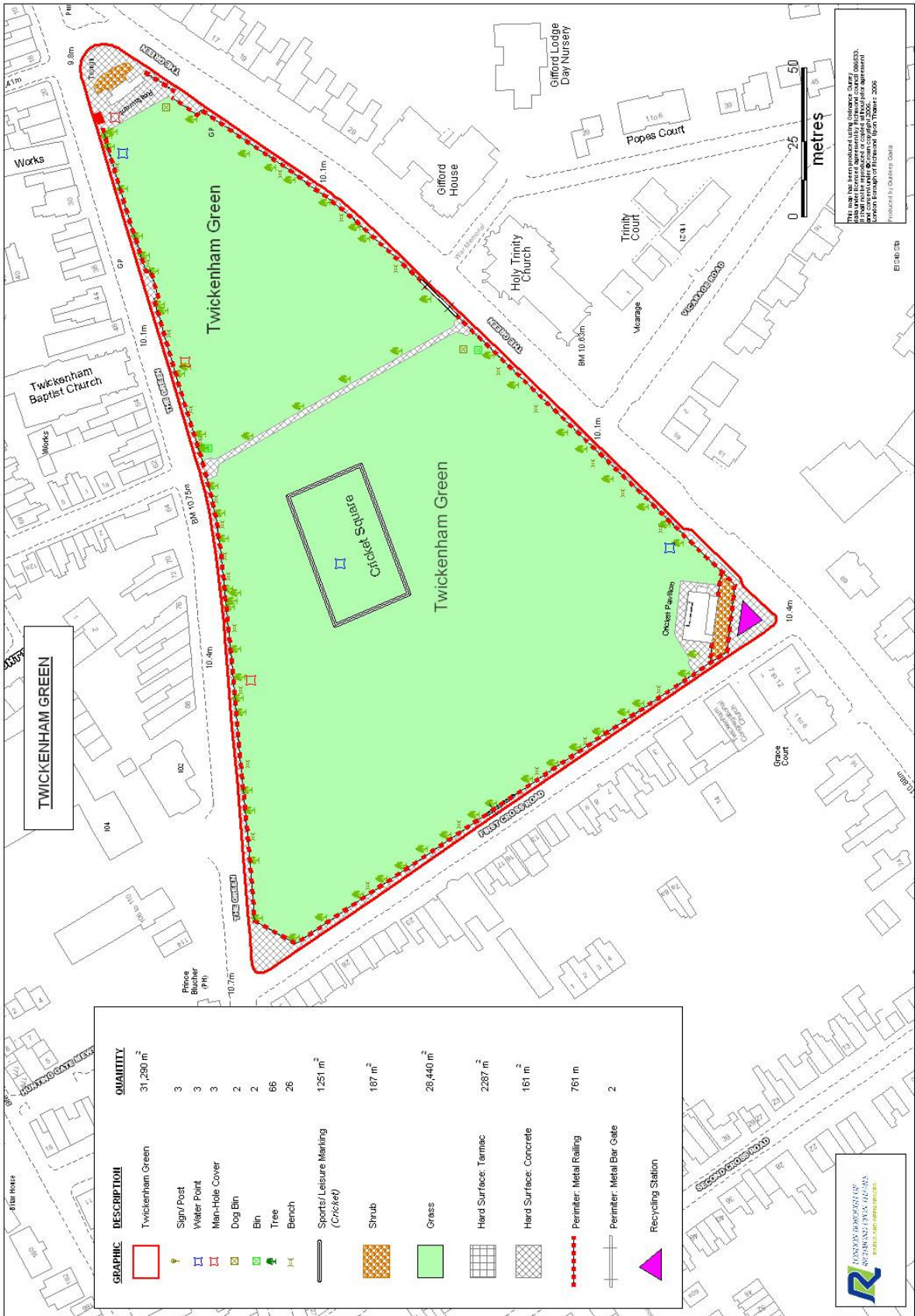
- To conserve and where possible enhance Richmond's variety of habitats and species, in particular those which are of international or national importance, are in decline locally, are characteristic to Richmond or have particular public appeal, which can raise the profile of biodiversity
- To ensure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

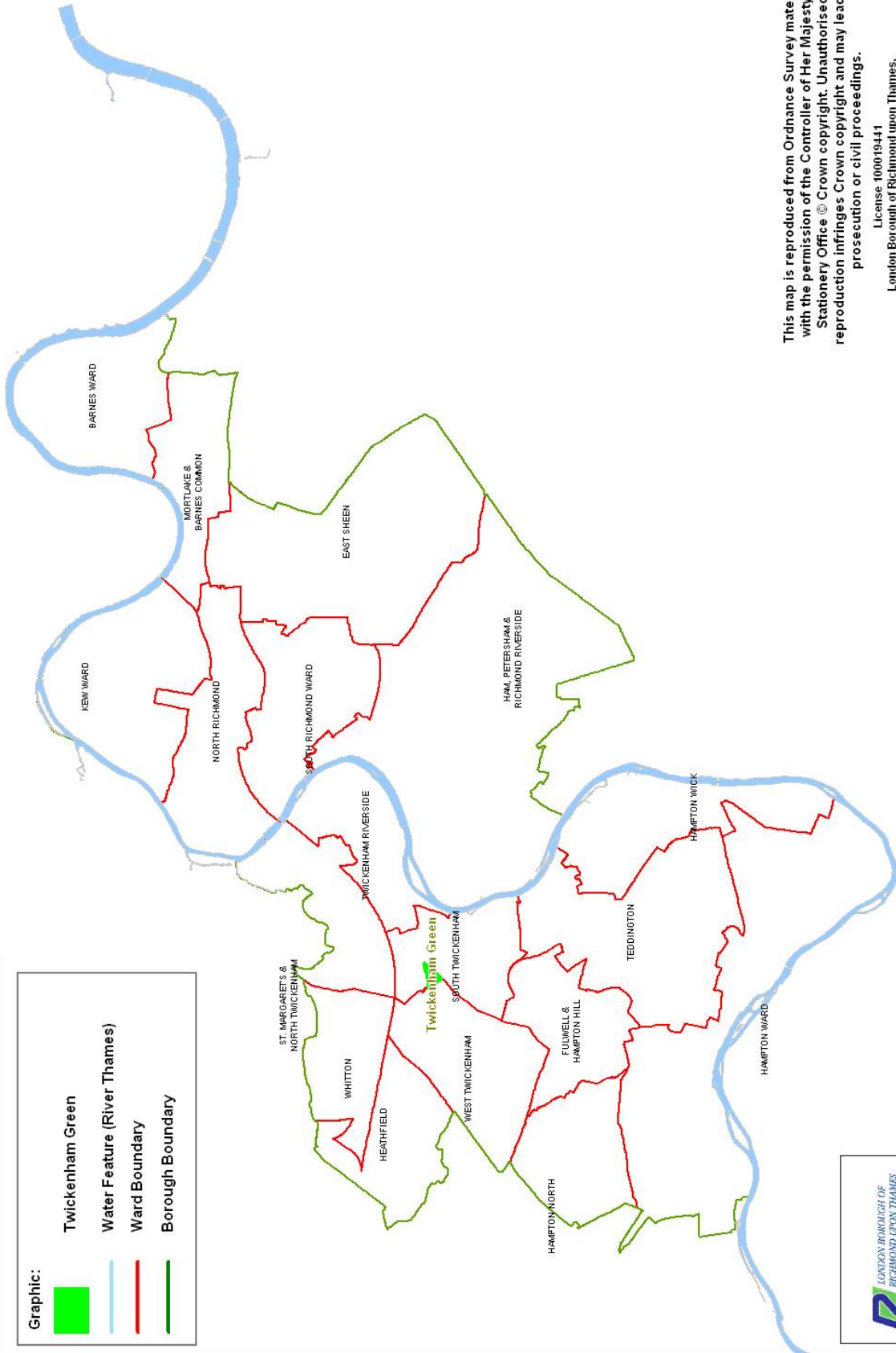
The following policy documents can be found at [www.richmond.gov](http://www.richmond.gov).

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 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 upon Thames and is managed by the Parks and Open Spaces Service.  
Twickenham Green is registered as Common Land.

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

#### 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 the 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) providing services to London (Waterloo), Staines, Reading, Wimbeldon and Windsor and Eton Riverside.

Strawberry Hill Railway Station. (approximately 10-15 minutes walk from the Green) providing 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 currently holds little conservation value, as the area is a formal recreational ground, although 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 and are the only features of conservation value.

Bird boxes have been installed to provide additional nesting opportunities for birds.

#### 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. The building does have refreshment facilities, but these are currently not operational.

- 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

## 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 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 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

- 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, 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
- Access for the disabled

#### 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 of the site). 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 two 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](http://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 the many visitors to the town. Both the cricket pavilion and restaurant sit well in the landscape. The mature tree-cape 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. Maintenance and renovation is likely to be an ongoing concern.

On the cricket side of the Green the turf was also badly worn as a result of extensive use. In October 2009 the green was verti-drained, to relieve compaction, and over-seeded. The out field was overseeded in autumn 2010 and February 2011 to strengthen the sward due to the high volume of use by local schools and the community.

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 and it is understood that this is unlikely to be provided on the Green. It is felt that a playground would not be appropriate on this site. Nonetheless the Green provides a space for informal play and sports for children of all ages. The nearest playgrounds are Kneller Gardens and Wellesley Road Open Space both within fifteen minutes walk of the Green.

Kneller Gardens

[http://www.richmond.gov.uk/home/leisure\\_and\\_culture/parks\\_and\\_open\\_spaces/park\\_details.htm?parkId=199](http://www.richmond.gov.uk/home/leisure_and_culture/parks_and_open_spaces/park_details.htm?parkId=199)

Wellesley Road Open Space

[http://www.richmond.gov.uk/home/leisure\\_and\\_culture/parks\\_and\\_open\\_spaces/park\\_details.htm?parkId=262](http://www.richmond.gov.uk/home/leisure_and_culture/parks_and_open_spaces/park_details.htm?parkId=262)

### 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. The building does have refreshment facilities, but these are currently not operational.

#### **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**

Although there is conservation value in any green space, opportunities to enhance biodiversity on Twickenham Green are limited since the area is principally amenity grassland. However, the mature trees provide habitat, shelter and food for insects, bats and birds.

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

#### **5.3.17 Educational Value**

The potential educational value of the Green is limited. The exception to this is the historical interest of the site and its relationship to the history of the surrounding buildings and town. The local primary School use the Green for recreation and gatherings after school.

## 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 **The key objectives for the Green are to:**

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

## 7.0 Management of the Green

### 7.1 Introduction

This section sets 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 of the Green needs to deliver high standards of maintenance of all aspects of soft and hard landscaping of the Green within existing revenue budgets. Any developments have been funded by a major borough wide capital investment programme that began in 2005 and was completed in 2010.

The Council works and consults with the Friends of Twickenham Green. This assists the Council to work in harmony with users' and residents' views.

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 in a timely fashion.

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 Twickenham Green continues to be a welcoming area.

### **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 site 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](http://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

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. 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 operatives working at Twickenham Green 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 Green on foot.

### 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 owner clean up after their dogs.

Dog bins are emptied on Mondays, Wednesdays and Fridays and more if required. Richmond has adopted the new dog control orders.necessary repairs will be carried out as promptly as possible.

## 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 license agreement with the London Borough of Richmond upon Thames to maintain the cricket square.

#### **7.4.2 Trees**

Trees on Twickenham Green have been managed on a reactive basis since they were planted in 1872. They are a prominent feature in both the local and wider landscape while characterising the Green. Unfortunately many of the trees are reaching the end of their potential safe useful life expectancy and exhibiting signs of senescence and dieback. Failure of whole or part of many of the trees has occurred over the past 5-10 years which has led to an increased number of insurance claims being made against the Council.

##### **Management:**

The trees are currently inspected on an annual basis and following periods of high wind, following which any dangerous trees or limbs are removed / pruned. Any removed trees are subsequently replaced with new specimens in the next planting season.

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.

Trees will continue to be inspected on an annual basis and following periods of abnormal weather. Those trees that are growing under the canopies of the mature specimens should be removed and placed in more suitable locations. There are some memorial trees and families will be consulted before removal.

#### **7.4.3 Cleansing**

The collection of litter is extremely important in maintaining the appearance of the Park 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 the Mobile Litter gang.

The Mobile Litter gang carries 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 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 Mobile Litter gang 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 the Mobile Litter gang 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 Grounds Maintenance Team.

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 Mobile Litter gang and Parks Patrol. Kerb edges are swept twice a week and cleared of all litter.

#### **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 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

Wood chippings from Twickenham Green 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.

#### 7.5.2 **Pesticides**

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

#### 7.7 **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. In addition consultation is carried out with local Councillors.

##### 7.7.1 **Parks Events**

In relation to Twickenham Green the policy of the council 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.

The following events such as the HANDS Community Fair/Twickenham May Fair/Zippos Circus/Twickenham Festival Fun Day/Churches Together Services and various community events take place on the Green throughout the year.

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](http://www.richmond.gov.uk)

##### 7.8.1 **Marketing**

Promotion and marketing of Twickenham Green 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.

## **Internet**

Twickenham Green on the council's website and can be accessed from the Parks and Open Spaces link [www.richmond.gov.uk](http://www.richmond.gov.uk)

The Friends of Twickenham Green have also set up a web site; this can be accessed at [www.twickenhamgreen.org](http://www.twickenhamgreen.org)

## **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 Twickenham Green during 2010 are listed below:

- The Green has been verti-drained and over-seeded
- Repairs to the central footpath have been completed

The following action plan is divided into three sections:

### **8.2 Development and renewal**

As indicated previously, while the section 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.

#### **Green Flag Priorities:**

1. Remove old dog bins and put lids on current bins.
2. Improve the landscaping around the café.
3. Air-spading around perimeter trees to be considered. Tree on 1st Cross Road needs stakes.

### **8.3 Community Engagement and Consultation**

The parks section 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 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	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	Inspect bird boxes and replace if necessary	Annual

#### 8.3 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 the Friends of Twickenham Green. This Management Plan will be reviewed annually.