

**GREEN FLAG MANAGEMENT PLAN 2020-25**

---

# Heston Park

# 2020-25



**London Borough  
of Hounslow**

**Lampton**  
Services  
Greenspace

*Updated 2025*



# Foreword

The London Borough of Hounslow has some superb greenspaces that everyone can be proud of. They are places where people can relax, enjoy nature, play, or take part in cultural and historic activities and recreation. They are essential for the health and well-being of our residents, and they are vibrant spaces that provide a borough-wide green infrastructure for our communities.

In Hounslow, we are committed to stimulating a strong and robust green recovery related to our Greener Borough Framework and Climate Emergency. The Council's Green and Blue Infrastructure Strategy plays a key role in delivering the Greener Borough Framework and sets out key priorities for our greenspaces in areas such as health and wellbeing, regeneration, climate change and nature recovery.

The London Borough of Hounslow considers the Green Flag Award process as a tool towards positively developing our greenspaces within this strategic framework and in partnership with our communities. It contributes to providing a vision, with clear objectives and priorities for how the Council and its partners would like to see greenspaces managed in future years.

This plan is not only the commitment from the Council to improve our greenspaces but is an important recognition of the support and commitment of the friends of parks, community groups, local clubs, third sector and partners who share our visions and work with us to respond to our green agenda.

# Acknowledgements

This plan has been produced by Lampton Services Greenspace\* (GS) and the London Borough of Hounslow (LBH) Parks Team with input from the Heston Action Group. In addition, it is important to acknowledge the great contribution from all interested groups for their commitment and dedication in supporting the development, promotion, and management of Heston Park.

\*Lampton Services Greenspace (GS) is part of the Lampton Limited Group and is a company wholly owned by London Borough of Hounslow with an aim of returning value to the Council representing a bold new ambitious approach.





# Contents

<b>Foreword</b>	<b>1</b>
<b>Acknowledgements</b>	<b>1</b>
<b>Purpose of the Plan</b>	<b>3</b>
<b>Where are we now?</b>	<b>5</b>
<b>Site Description &amp; Facilities</b>	<b>5</b>
<b>Detailed History</b>	<b>6</b>
<b>Where do we want to go?</b>	<b>9</b>
<b>Green Flag Analysis</b>	<b>9</b>
<b>SWOT Analysis</b>	<b>10</b>
<b>How do we get there?</b>	<b>11</b>
<b>Vision &amp; Objectives</b>	<b>11</b>
<b>Meeting the Green Flag Award Criteria</b>	<b>12</b>
<b>A Welcoming Place</b>	<b>13</b>
<b>Healthy, Safe &amp; Secure</b>	<b>13</b>
<b>Well Maintained and Clean</b>	<b>15</b>
<b>Biodiversity &amp; Heritage</b>	<b>21</b>
<b>Ecological Survey 2023</b>	<b>22</b>
<b>Community Involvement</b>	<b>23</b>
<b>Marketing</b>	<b>23</b>
<b>How do we know we have arrived?</b>	<b>26</b>
<b>Appendix 1-Action Plan</b>	<b>27</b>
<b>Appendix 2-GS Works Programme</b>	<b>30</b>
<b>Appendix 3-Management Structure &amp; Responsibilities</b>	<b>32</b>







# Purpose of the Plan

The Management Plan for Heston Park has been prepared by LBH and Lampton Services Greenspace. The plan is specifically developed for the individual site with a dedicated Green Flag Action Plan.

This plan has been developed following detailed assessment of the Green Flag Award criteria and a comprehensive collaborative review of the existing uses, management, and maintenance of Heston Park.

As part of the development of the plan, detailed consultation has taken place with the Lampton Services Greenspace parks maintenance and management team, LBH officers and Friends groups.

The Management plan is a 'working document' that brings together all the information relating to Heston Park and will be updated, revised, and annually reviewed. This plan has been developed based on the Commission for Architecture and the Built Environment (CABE) Space document "*A Guide to Producing Park and Greenspace Management Plans*" and the "*Green Flag Award Guidance Manual*" guidelines.

## Policy & Strategic Context

Actions and aims within this management plan are both guided by, and relate back, to wider Council strategies. The development of parks and open spaces are a vital component of the Council's Corporate Plan 2022 – 2026. Our work during this period is focused on six priority ambitions for a borough that is greener, healthier, cleaner, thriving, safer, and liveable. Green infrastructure contributes in many ways to helping us achieve these priorities.

A key approach of Hounslow Council is working under the concept of "One Hounslow" where services are delivered without silos, working for specific outcomes with several internal council departments, community groups, NGOs, and government bodies.

Parks and open spaces play an important role in the approach highlighted in the Council's Joint Health and Wellbeing Strategy with start, live and age well, preventing ill-health, which in turn has an impact on reducing costs within the wider economy, the Council, and the NHS.

The Council's Equalities and Diversity Strategy 2023, created to improve equality, diversity, and inclusion - sets out an ambitious approach to target policies and funding to the areas which need them most to thrive. The strategy is based on three pillars - Equality by Place, Equality by Group, and Equality as Employer. Hounslow Council has committed to transform the opportunities and life-chances of communities in the borough's 30 most disadvantaged neighbourhoods.

The Council approved the Greener Borough Framework 2020-30 which seeks to provide a high-level framework to deliver on the Council's ambition and aspirations for the borough through enhancing our environment and reducing our use of resources. The framework is part of a wider ambitious green agenda bringing different people and organisations together to discover, engage, innovate, and deliver.





The adoption of the Green and Blue Infrastructure Strategy and Nature Recovery Plan are the pillar of the strategic framework for the development of our parks and open spaces and their management plans through the Green Flag Award process.

#### Useful Links:

- [Corporate Plan 2022-26](#)
- [Climate Emergency](#)
- [Green Infrastructure Strategy](#)
- [Greener Borough Framework](#)
- [Nature Recovery Action Plan](#)
- [Equalities and Diversity Strategy](#)

### Parks Funding

The Council's Parks service is funded by an annual salary and contract revenue budget for base line ground maintenance activities, and provided by our service providers, Lampton Services Greenspace, to maintain all of Hounslow's parks and open spaces, including allotments, cemeteries, trees, countryside and other workstreams.

Current capital funding has been allocated through a parks improvement project, and sites which require improvement will be prioritised. This funding will cover 2 years of project delivery and staff resourcing 2023 – 2025. Other capital funding is obtained via Community Infrastructure Levy (CIL); S106, the Council's Thriving Communities fund (local CIL) and other grants and initiatives. These are applied for annually or as necessary and are based on need and strategic investment required by both the Council and local communities.



# Where are we now?

## Site Description & Facilities

Heston Park is a large 5ha local park in the west of the borough and has a wide range of play and sports facilities on site. Wooden trim trail pieces and many children's activity areas have been placed on the outer edge of the park and are very popular with the local public. The park itself was landscaped to have a large open space in the centre of the park. Along the border of the park, there are several commissioned pieces of woodwork, which take the form of animals, a decorative tower, children's play equipment, MUGA and a tree house.



### Site Information

**Name:** Heston Park

**Address:** New Heston Road, Heston

**Contacts:** 020 8583 5555

**Email:** [parcs@hounslow.gov.uk](mailto:parcs@hounslow.gov.uk)

**Web:** [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

**Designation:** Open Space

**Ownership:** London Borough of Hounslow

**Size:** 5ha

**Byelaws:** A copy can be downloaded at [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

**Access:** open access at all times

**Transport:** **Train:** Southall Station

**Tube:** Hounslow West, East or Central

**Buses:** H32/111/120/482

**Parking:** Leisure Centre

**Local Facilities:** Play area, tennis courts, rugby, distance marked trail, multi-use games area, cricket, outdoor gym, active trim trail, wildflower mounds, tree house, table tennis, leisure centre and library.



## Detailed History

Heston Park was formally opened on 10 June 1933 by the Mayor of Heston and Isleworth on the site of the Heston Recreational Grounds. Granted a Royal Charter in 1296 the site has long been used for the May Fair.

When it was first established, the grounds contained a Pavilion which was later burnt down in 1952 and demolished in 1999. As well as, a bowling green, tennis courts, playground, village hall and Heston library as the Ordnance survey map from 1935 shows:



1C1937/38 - Heston Park (source: Hounslow local studies)



Behind the library the Heston Pool site was built in 1937, a pre second world war swimming pool. This remained open until 2014 when the almost 80-year-old building was closed and demolished for the later upgraded leisure centre that now stands in its place.

Before the implementation of 2013 - 2016 Masterplan the provision for children's play was limited to a few brightly coloured play items even though there were two separate play areas one for the younger kids and one for the older. This was then combined into one larger playground that you would see now.

The entrances to the park were long and plain with no seating and didn't feel welcoming. That was all improved during the masterplan to create a more friendly and defined feel.





## Recent Developments

In 2025, LBH will review the park in relation to Council's climate resilience and Nature Recovery plans and to look for further opportunities to adapt and develop the site for people and wildlife. This will be in addition to the ongoing conversations with Lampton Leisure who manage the leisure centre with regards to integrating the horticultural and maintenance regimes into one contract to ensure that the specifications and frequency are uniform across the site.

Discussions are also ongoing about developing better synergies regarding physical activity and social cohesion between Lampton Leisure and GS. This will be fully supported by recruitment of more staff within the parks team to enable a better focus on park development opportunities and community engagement to ensure that a continual development and improvement is delivered within our parks such as Heston Park. We will also look to identify opportunities to establish a dedicated Heston Park Friends Group.

### Achievements 2024

- Active cycling hub
- 3 benches replaced.
- Replacement of wooden slats to the adventure play wooden tunnel



### Achievements 2023

- New cricket strip reinstated.
- Wildflower mound cut and maintained as grassland.
- Playground equipment replacement (zipwire)
- Fruit tree planting as part of the borough planting programme

### Achievements 2022

- Greenspace teams worked hard to support the newly planted trees during the drought with an increased watering regime. There were no notable improvements to Heston Park in 2022 as the focus was on maintaining and managing the existing assets such as repair and replacements of the play equipment and effective ground maintenance suitable for a busy park.

### Achievements 2021

- New Park signage was installed at all entrances in Spring 2021.
- As part of the Cleaner Greener programme the wildflower mounds were rejuvenated via a community wildflower plug planting event on the 26 July 2021. In Spring 2021, 41 new standard trees were planted in addition to 8 new trees planted the Autumn of 2020.



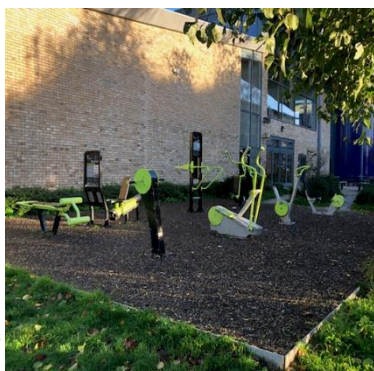
## Achievements 2020

- 8 new trees planted the Autumn of 2020.
- Six new trees were planted in February 2020. Bollards have been re-installed at both entrances to ensure that only the GS team and emergency services have access to the park. The principal public access route has been passed to GS to manage and is now reinstated to amenity grass and trees to ensure a more welcoming access route is provided.



## Achievements 2013-2019

- Since late 2017, the park has been brought back under the management of the Parks Team, who are responsible once again for the maintenance of the infrastructure and grounds.
- Between 2013-2016, the park was taken out of the parks management contract to undergo major regeneration by Hounslow Council. The £1.1 million capital regeneration spend included refurbishing the swimming pool into a large leisure centre complex offering a wider range of indoor and outdoor sports and fitness facilities.
- The park itself was landscaped to have a large open space in the centre of the park, surrounded by a trim trail for independent fitness. Along the border of the park, there are several commissioned pieces of woodwork, which take the form of animals, a decorative tower, children's play equipment and an outdoor gym by the playground and leisure centre.





# Where do we want to go?

## Green Flag Analysis

The ambition for LBH in partnership with GS and community groups is to continue to work to improve standards and develop parks and opens spaces strategically according to corporate priorities and local needs.

A clear connection between the criteria identified by the Green Flag Award Scheme and the main points gained from the SWOT analysis and site review completed with the Stakeholders of Heston has helped to establish a comprehensive management plan for this site.

The management plan process is described below the section “How do we get there?”

## Consultation & Co-design

The Council has a strong partnership with the stakeholders of Heston Park. Co-designing the future of the park together in most initiatives and opportunities.

Continuous dialogue is in place through regular communication and a quarterly forum where Friends discuss wider issues and learn from each other to improve overall management standards.

LBH works in close partnership with GS with monthly project and development team meetings where the monitoring and progress of these plans are discussed.

LBH engage annually with Friends groups and community groups in compiling these management plan and their progress.

Ward Councillors and the Lead Cabinet Member for Recreation, Public Spaces and Parking are regularly updated on parks development projects and strategies.

Liaison with the Hounslow Met Police and the Councils Enforcement Team on matters around ASB and public safety.





## SWOT Analysis

A SWOT analysis is a management critique to identify Strengths, Weaknesses, Opportunities and Threats to help shape future improvements.

<b>STRENGTHS</b> <ul style="list-style-type: none"><li>• Large, refurbished play area</li><li>• 3 Tennis courts</li><li>• Outdoor gym</li><li>• Outdoor play equipment</li><li>• Netted cricket strip</li><li>• Distance marked exercise path.</li><li>• Heston Residents Association</li><li>• Heston Action Group</li><li>• Nearby café at the Leisure centre</li><li>• Toilets in the cafe</li><li>• Newly planted fruit trees selected for park suitability to promote healthy living.</li><li>• Park signage in-line with the LBH new branding</li></ul>	<b>WEAKNESSES</b> <ul style="list-style-type: none"><li>• Lack of strategic synergy with the Leisure centre</li><li>• Section of green boundary needs improving.</li><li>• Wildflower meadows not established</li><li>• Trim trail- signage removed</li><li>• Heston Park Masterplan delivered in 2016 with some assets needing to be replaced</li></ul>
<b>OPPORTUNITIES</b> <ul style="list-style-type: none"><li>• Tree planting and increasing wildlife habitats.</li><li>• Establish a dedicated Heston Park friends' group.</li><li>• Promote better synergies between the park and the new Leisure centre provider linked to health and exercise programmes.</li><li>• Develop environmental/nature programmes with young families and the wider community.</li><li>• Explore opportunities for planting schemes that are drought resistant and promote biodiversity.</li><li>• Establish more regular and frequent community events.</li><li>• Using existing earth mounds as viewing platforms and summertime sitting spaces</li><li>• Rewilding of some earth mounds and wildflower strips within the park.</li><li>• Review and revisioning of the park to identify what needs to be replaced or created new.</li></ul>	<b>THREATS</b> <ul style="list-style-type: none"><li>• Anti-social behaviour</li><li>• Climate change/disease/drought</li><li>• Pests and invasive species</li><li>• Daytime drinkers, Drug use and BBQs</li></ul>







# How do we get there?

## Vision & Objectives

Vision for Heston Park:

“Heston community, the London Borough of Hounslow and Lampton Services Greenspace will work together to create and maintain an exemplary centre for community involvement and enjoyment which is beautiful, wildlife friendly, sustainable, resilient to climate change, safe and accessible to all.”

### Key objectives for Heston Park are:

- To continue to work closely with Heston Park user groups of the facilities to adequately maintain and improve the facilities.
- To ensure that Heston Park 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 heritage character of the park.
- To ensure that the park is promoted and managed to provide a high-quality service for the people using it.
- To continue to encourage and promote community involvement in the management of the park.
- To ensure that the management of the park protects and enhances the biodiversity of the site and borough.
- Provide and improve opportunities for good physical and mental health and well-being.
- Creating opportunities for connecting green spaces for wildlife and increasing the boroughs ecological resilience and connectivity.





## Meeting the Green Flag Award Criteria



### Management of Heston Park

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

Management of the park needs to deliver high standards of maintenance of the soft and hard landscaping of Heston Park within existing revenue budgets and through capital infrastructure funding opportunities.

### Delivery Partners

The Council works pro-actively with Heston Action Group and Heston Residents Association in consulting with local people regarding their views of the facilities and any impact that is made on their lives. Continuing this relationship is a very high priority for the management of the open space.

GS are responsible for maintaining all the parks and open spaces within the LBH Parks Service. Maintenance is carried out by the contractors' operatives who have the necessary skills to achieve high and consistent horticultural standards. We also work with environmental volunteering groups, such as the Environmental Champions and others, see the "Community Involvement" section below for more information.





## A Welcoming Place

The following management regimes all play a part in ensuring that Heston Park continues to be a welcoming area.

### 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 regularly inspected for graffiti. All graffiti will be removed within 7 days of notification, where the graffiti is racist or offensive it will be removed within 24 hours of notification.

### Signage

Park signage will be kept clean and is regularly inspected, any repairs will be carried out promptly. For more information, please refer to the “Marketing Section” below.

### Pathways

All paths and hard surfaces will be inspected annually. Any necessary repairs will be reviewed, and funding opportunities explored with the aim of rectification as soon possible.

### Visibility

Vegetation will be reduced so that where possible site lines are achieved across the site.

## Healthy, Safe & Secure

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

### Health & Wellbeing

We recognise the benefits that our green spaces can make to the health of our residents.

We are committed to developing active environments that enhance leisure, sport, physical activity and play opportunities in priority areas.

The Councils [Playing Pitch Strategy](#) in particular, identifies needs for sports facility improvements and sets out priority projects for delivery in partnership with key stakeholders. We work with Council services to ensure that our approach supports the broader Council strategies around health and wellbeing and together with Active Travel team, Leisure Services, Transport, Public Health, Community Development team and the local community we aim to deliver these improvements.

### Useful Links:

- [Health and Wellbeing Strategy 2023-26](#)
- [Data Hub](#)

### Healthy Hounslow

Healthy Hounslow is a partnership between several organisations supporting people in leading healthier lifestyles; to become more active, eat well and stop smoking. The partners that make up Healthy Hounslow are Hounslow Council, West London Trust, Feltham & Bedfont Primary Care Network, MoreLife, Maximus/BeeZee and Lampton Leisure. The services and support offered by Healthy Hounslow are: Smoking cessation, Health and wellbeing coaching, Healthy weight management, Exercise on referral, Cook and eat sessions, and Community NHS Health Checks





You can find out all about Healthy Hounslow at our website [www.healthyhounslow.co.uk](http://www.healthyhounslow.co.uk)

### Move More Hounslow Activity Map

- Available online to be [here](#).
- Map shows most parks in the borough that have a multitude of free activities available.



### Site Safety

All GS staff and contractors play an important role in terms of a visible staff presence. All are uniformed and where necessary will wear highly visible clothing. All works will have been risk assessed to ensure the highest level of public safety.

### Control of Dogs

Most dog owners act responsibly and keep their pets under control. However, the council continues to receive comments and complaints from residents about the behaviour of some dogs and irresponsible dog owners within parks and open spaces.

In response to this, the council is holding a public consultation process to gather residents' opinions about a variety of dog control related issues. The feedback will help us decide whether to introduce a dog control public space protection order (PSPO).

PSPOs are aimed at ensuring public spaces can be enjoyed free from anti-social behaviour. They are not about stopping the responsible use of public spaces - but they do provide councils with a tool to tackle persistent issues that are damaging their communities.

Heston Park welcomes responsible dog owners. The play area and fenced sports areas are already dog exclusion zones, and this has been reflected in the PSPO consultation.

For more information on the status and findings from the dog PSPO consultation please see the webpage [here](#).



## Community Safety

Hounslow Community Safety Partnership (HCSP) is responsible for reducing crime, disorder, and substance misuse in the London Borough of Hounslow. Along with other supporting partners, HCSP brings together key local agencies including:

- London Borough of Hounslow – Safer Communities Team
- Metropolitan Police Service (Hounslow Division)
- Hounslow district of the National Probation Service
- Hounslow NHS Trust
- London Fire and Emergency Planning Authority
- [www.hounslow.gov.uk/community-safety](http://www.hounslow.gov.uk/community-safety)

The Council's Enforcement Team have responsibility for overseeing Community Safety in the boroughs Parks and Open Spaces. They walk through parks to show presence and work with the Parks Team and GS to target regular occurrences of ASB. Occasionally a joint task force operation including those above is required i.e., rough sleeping, food dumping, drinking and drug misuse.

In 2024, Hounslow Council established a Violence Against Women and Girls (VAWG) Steering Group focused on addressing VAWG issues in parks and open spaces. This group identifies short term and long-term strategies and opportunities for partnership development. Key approaches include clearing sightlines, encouraging natural surveillance, and fostering a sense of ownership within these spaces through vegetation removal, raising tree canopies, encouraging volunteering in parks, and organising police walk and talks. The team have also been working closely with:

- London Borough of Hounslow – Domestic Violence Reduction Unit
- London Borough of Hounslow – Rough Sleepers Unit

Additionally, they contribute to the WA – BCU (West Area – Borough Command Unit) meetings, which include boroughs of Hounslow, Hillingdon, and Ealing.

## Well Maintained and Clean

The following regimes are designed to ensure that Heston Park is clean and well maintained:

### Grass Maintenance

GS employ several different management approaches to maintain grass areas within our parks and open spaces. Generally, grass areas are managed either as amenity grassland, rough grassland, or as wildflower meadow. Within many of our larger parks, the grass is left uncut as part of the annual No Mow May campaign which was also referred to as [Hounslow's Natural Summer](#) in 2024. For more information see the Council's webpage [here](#).

### Amenity Grassland

Amenity grassland consists of areas used for general recreation, and formal and informal sports, and can include wide-open spaces or those areas planted with trees and shrubs. These areas are regularly cut during the growing season, to ensure they can continue to be used for recreation throughout the year (see Annual Maintenance Work Schedule). 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.

Heston Park is mainly managed as amenity grassland, however there are boundary areas managed as rough grassland, and plans to reinstate and manage the wildflower mounds.

### Rough Grassland

Rough grassland consists of areas which are cut less frequently generally 2-3 times a year. These are usually areas which are less accessible to the public and help support beneficial insects and small mammals, as well as protect features such as boundaries, hedges, and ponds.

### Wildflower Meadows

Wildflower meadows are areas which are actively managed and promoted as wildlife areas. They are suitably prepared, sown and protected by GS, to ensure they establish and flourish to help promote pollinators, and to increase the biodiversity within the open space.

As part of the council's commitment to invest in green infrastructure, GS help identify additional areas within our parks and open spaces, which can be managed as wildflower meadow, where suitable and in consultation with Friends groups and other stakeholders. For more information about wildflower meadows and how we manage them, please see the Council webpages [here](#).

### Trees

Trees are an incredibly significant feature in the borough's parks and open spaces. They provide a variety of benefits not only to visitors but to the overall environment of an area, creating habitats and providing natural shade. They form an important part of the borough's green infrastructure, and this is reflected within the council's [Green Infrastructure Strategy](#).

### Tree Maintenance

To ensure that trees continue to contribute to the landscape it is essential that we think about their health and safety. Trees within parks and open spaces are subject to inspection by suitably qualified and experienced GS Arboriculturists. This is to identify and remedy any unacceptable risks to people using the sites, 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 Hounslow's parks to retain a natural landscape with well-formed specimens.

Hounslow Council works closely with Friends, Councillors and Lampton Services Greenspace tree team to consider the tree population within Heston Park to make improvements and ensure that there is continuity in the way that the trees are managed.

### Tree Planting

Between 2020 and 2024 the Council set ambitious tree planting targets, successfully planting over 25,000 new trees and whips in parks and open spaces. This formed one of the main ongoing targets set out in the [Green Infrastructure Strategy](#).

Since 2020, Heston Park has had around 80 trees and whips planted around the site.

For more information on tree planting locations and species, please see the Council webpages [here](#).





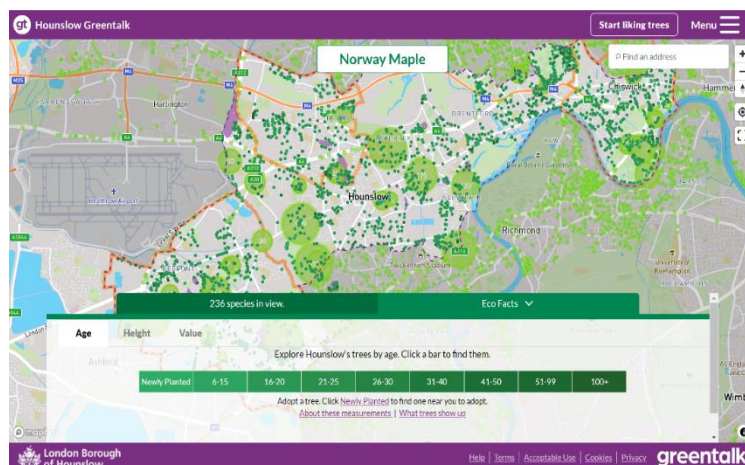
## Greentalk

Hounslow Greentalk is an innovative new platform developed as a bespoke resource for Hounslow residents. It has lots of clever features to help explore public trees and make a positive difference to the environment. The platform provides a unique opportunity for Hounslow residents to adopt newly planted trees and help their borough become greener.

Anyone who wants to find out about trees in the borough can use the Greentalk interactive map to explore their area through a tree focused perspective.

Other features include but not limited to:

- Adopting a tree
- Watering notifications
- Green walks
- Tree giveaways



Over 120,000 trees have been mapped, and around 33,000 can be liked by registered users. Liked trees are saved as favourites and can be accessed through the user profile. The data used to display all the information on Hounslow Greentalk is derived from the council's tree partners who manage the trees in the borough and regularly provide up-to-date information to keep the system as relevant as possible. If a resident is aware of a problem with a tree, Hounslow Greentalk can help them report the exact tree with the right information to the relevant tree partner.

For more information, please visit [Hounslow Greentalk](#)

## Wetland Management

### Sustainable Urban Drainage Design

The Parks team work closely with the Flood Risk team, to help inform on Sustainable Urban Drainage (SUDs) features and design during parks development projects. This approach helps provide ecological and sustainable solutions, to help alleviate flooding within urban areas.

As part of the redevelopment of Heston Park, a series of swales were designed as linear grass covered depressions which help store surface water and reduce peak flows.

### Ponds & Rivers

There are no areas of open water within Heston Park.

## Cleansing

The collection of litter is extremely important in maintaining the appearance of Hounslow's parks and open spaces and has a direct effect upon how people treat and respect the site. Litter is collected and bins emptied daily by the GS cleansing crews. Any occurrences of fly tipping are cleared by GS within 48 hours of notification, and we work closely with the Enforcement Team to investigate fly tipping issues where possible.

## Furniture & Fittings

GS ensure that all furniture is clean and will check benches, notice boards and bins on a regular basis. Items will be cleaned when necessary. Any repairs will be reviewed, and funding opportunities explored with the aim of rectification as soon possible.

## Playgrounds

All playgrounds are visually inspected a minimum of once per week (based upon site usage), a recorded quarterly operational inspection, and an annual inspection carried out by an independent inspector to ensure the playground meets ROSPA standards. Any hazards identified are dealt with accordingly and where necessary equipment will be cordoned off whilst repairs are scheduled.



## Hard Surfaces

Hard surfaces will be kept clean with litter and leaves removed. Hard surfaces will be maintained in a weed free state. Paths will be kept in a good state of repair and all paths being inspected annually. Any necessary repairs will be reviewed, and funding opportunities explored with the aim of rectification as soon possible.

Drains and gully's are inspected regularly as part of the Annual Infrastructure Survey.

## Buildings & Structures

There are no buildings or structures within Heston Park. There are two commercial containers on the east side of the park, which is used by Hounslow Highways for storage and the Cycle Hub. There are also various Council owned buildings nearby, namely Heston Leisure Centre and Heston Library.



## Environmental Sustainability

The following regimes are designed to ensure that Heston Park is managed in a sustainable way.

### Litter Recycling

All litter is taken to Transport Avenue, the West London Waste Authority site within Hounslow borough. It is then loaded onto trains and taken to an energy waste site in Avonmouth, where it is used as a renewable energy source.

### Green Waste Recycling

All green waste is either reused or recycled.

- Grass clippings are spread and left in situ in the park.
- Wood chippings are used on flowerbeds to provide a compost and a weed control.
- Other green waste (shrub pruning etc.) is taken to Transport Avenue Waste Disposal Site, where it is then transferred by road to a composting facility for processing.

### Pesticides

As a part of our commitment to ensuring a cleaner and greener Hounslow, the use of chemicals to treat weeds was stopped in 2020. This decision supports the Council's ambitions for a cleaner and greener borough and promotes biodiversity and encourages wildlife. This approach is now fully supported by GS in parks and open spaces, enabling the borough to become even more hospitable to plants and animals.

The use of specific herbicides will only be considered when it is not viable to use non-chemical alternatives, for example, controlling the spread of an invasive species such as Japanese Knotweed, as they are especially damaging to the environment.

Removing the use of herbicides does present operational challenges, herbicides have always been considered a cost-effective solution due to their less labour-intensive results. As such GS continue to assess and review their operational schedules to ensure that an adequate resource and suitable approach is applied to control weed growth.

### Peat Use

GS do not use peat, or any peat-based products within Hounslow's parks and open spaces.

### Infrastructure

GS follow the Council's procurement guidelines when sourcing replacement or new infrastructure items. This includes prioritising products made from recycled and environmentally and sustainably sourced materials wherever possible and financially feasible.

For example, using trees felled onsite for seating and fence work, and sourcing fibreglass heritage litter bins to replace ironwork bins. Products made from tropical hardwoods and other unsustainable sources are not used.





## Fuel, Fleet & Power Tools

### Fleet

As part of an ongoing trial within the Lampton group, the GS fleet use an alternative diesel product, Hydrotreated Vegetable Oil Fuel (HVO). HVO meets OEM fuel specifications and is certified to be a 90% CO2 saving on normal diesel. This efficiency is better than current electric vehicles and is a great stop gap to future technologies given the age of the HGV fleet. It is hoped that a switch to HVO will help GS transition to low carbon technologies in a systematic way, giving time to manage various operational constraints limiting early adoption of electric vehicles.



### Power Tools

GS are continuously trialling the use of electric power tools as alternative to 2 stroke machinery. They currently utilise several battery powered trimmers and blowers and continue to evaluate the effectiveness and development of the technology, and replacing older traditional machinery as it reaches end of life.





## Biodiversity & Heritage

We manage our parks and open spaces by ensuring that where possible we maintain a diverse range of age, species and structure in the canopy, understory and herb layers and aquatic spaces.

This is achieved by:

- Managing site specific habitats such as acid grassland, mature veteran trees, rivers, ponds, and woodlands.
- Supporting the borough's wildlife through interventions such as birds and bat houses, stag beetle loggeries, aquatic ledges and educational signage.
- Enhancing existing aquatic and terrestrial habitats to support a diverse range of flora or fauna.
- Exploring opportunities to create new habitats such as wildflower meadows, native hedge planting, aquatic ledges, and copses.
- Consider introducing sympathetic mowing regimes where suitable, for example leaving areas of rough grassland around trees.
- Recognising the effects of climate change e.g., drought, wildfires, floods, disease, biosecurity.
- Prioritising sustainability through resilient planting e.g., drought tolerant trees and plants.
- In 2021 LBH commissioned a baseline report of Invasive species Parks and open spaces portfolio, surveying 195 sites. This information was used to procure a specialist contractor to remove targeted species over a five-year period beginning in April 2025 and running for 5 years. This will seek to eradicate: Japanese Knotweed, Giant Hogweed, and floating Pennywort, and provide advice on how to deal with Himalayan balsam.
- Biosecurity – Anyone responsible for plant supplies must ensure that all plants and associated soil are supplied free of pest and disease at all points in the supply chain. To achieve this, GS consider the latency period and life cycles of all pests and diseases. Special attention to biosecurity is given to imported stock.
- GS procurement will always prioritise suppliers that are able to demonstrate a supply chain audit trail (for example, are part of a recognised Plant Health Assurance scheme) that ensures plant material sourced within the UK is under a regime of biosecurity-aware production and follow nationally agreed good practice guidelines.

The Nature Recovery Action Plan (NRAP) is a part of Hounslow's Greener Borough Framework and was adopted in 2023. A stakeholder board -Nature Recovery Stakeholder Board (NRSB) was launched in February 2024 and is led by the Nature Recovery Manager with quarterly meetings held in various locations across the borough. Currently planning the 4th meeting to be held in February 2025. More information can be found [here](#).





## Ecological Survey 2023

Heston Park is a local park, which has a jogging trail, play area, MUGAs and a trim trail for all ages. A preliminary evaluation of the habitats recorded within or adjacent to the site includes broadleaved semi-natural woodland-mature trees and has the potential to support protected species such as foraging, commuting, and roosting bats, and breeding birds and is of highly intrinsic ecological value.

Dead wood within these habitats also provides valuable habitat for fungi and invertebrates-stag beetle. Dense scrub is a small area comprising common species and supports breeding birds and reptiles. Wildflower meadow flowers were planted but did not grow. Species poor hedgerow was recorded during the site visit and has the potential to support breeding birds and reptiles.



Figure: Potential habitat opportunities for breeding birds and bats



## Considerations

- New green spaces should be sown with a native wildflower and grass seed mix that will provide the potential habitat for insects and food for birds.
- Hedgerow creation is a solution for habitat foraging and/or commuting birds.
- Habitat piles for amphibians, reptiles and invertebrates should be created across the western side of the park.
- The value of the site for breeding birds and bats could be enhanced by installation of range of artificial bird and bat boxes onto the trees.





## Community Involvement

This is crucial to the management of Heston Park and will continue to be of the utmost importance.

### Friends Groups

The Council works closely with the Heston Action Group and the Heston Residents Association by encouraging their efforts to apply for grants and to organise volunteer days and events. We also engage with other community groups and third parties to encourage and ensure opportunities for the needs and requirements of a diverse borough population.

The Parks Team provide support for applications to the Council's Thriving Communities Fund. More information about the scheme can be found on the Council webpages [here](#).

Hounslow Friends of Parks Forum holds quarterly meetings. The forums are facilitated by [Habitats & Heritage](#) who are a west London based organisation who help support new and established Friends Groups. The Friends of Parks provides a support network, and to provide opportunities to build relationships that are based on collaboration.

### Volunteering

The Council and GS work with the public to inform, educate, and volunteer in managing habitats through event opportunities and specific projects such as school planting in greenspaces, s, tree planting and habitat surveying. Community involvement and engagement in nature conservation projects helps to increase the health and wellbeing of our residents.

The GS Countryside Team help manage and coordinate several volunteer groups across the borough. More information can be found on the Parks Hub webpages [here](#). The Council also has an Environmental Champions Scheme, more information available on the website [here](#)

## Marketing

Promotion and marketing of Heston Park 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

There are 4 entrance signage boards with the new signage on that has pictograms showing what is available in Heston Park. Although no specific noticeboards on site there is space to add posters onto the poles as seen in the photo and there are grey bars at the Heston Road entrance point that can be used to promote works in the park and activities and events held.



## Signage Refresh

In 2021, the Parks Team secured significant funding for a borough-wide refresh of all parks and open spaces signage.

The signage was designed in partnership with Friends, local community groups and other stakeholders to ensure they were designed in consultation with our park's users. The design principles focused on inclusivity, using pictograms and maps to illustrate the facilities available in the park and the surrounding area. This programme was completed in Autumn 2024.

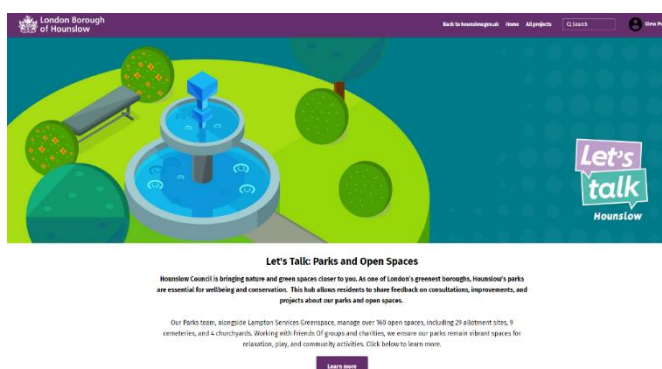
For more information and examples of the new signage please visit the Council webpages [here](#).

## Web & Press

The Council's website has a dedicated Parks and Open Spaces section which can be found [here](#). You can find general information about the service, with useful links, advice, and reporting channels for customers to use.

## Parks Hub

The Consultation and Engagement platform Let's Talk Hounslow has a new dedicated Parks Hub which includes current consultations, surveys, and live projects, as well as a digital noticeboard. Since the launch in February 2024, the site has had over 10,000 visitors to the homepage. To view the hub visit [here](#).



Hounslow also has several other websites which are designed to engage with the wider community about our services and the opportunities available in Hounslow. Please visit, [HounslowConnect](#) and [InHounslow](#) for more information.

- Promotion through the London National Park City [www.nationalparkcity.london](http://www.nationalparkcity.london)
- London National Park City Mini-Guide for Hounslow, celebrating Hounslow's great outdoors [Hounslow's Mini Guide](#)





The Council also has an active social media presence on [Facebook](#) and [X](#) with the handle @LBofHounslow.

To create community awareness for all its facilities the Council regularly produces articles and press releases about activities and facility development. The Council publishes a regular newsletter, Hounslow Matters, which is provided to all residents and includes news and information about our services, including parks and open spaces. To download the latest publication please follow the link [here](#).

## Events

The Council encourages the hire of parks to appropriate organisations for commercial and community events. Events are held in accordance with the Parks and Open Spaces Events Policy found on the council webpages [here](#).

### Upcoming in 2025:

The Events team are currently planning activities for 2025.

#### 2024:

'Hounslow Olympics' Event- 3<sup>rd</sup> August in Heston Park

In line with the new children's and young people plan to come out in 2024, there will be a day of sporting events, utilising a lot of the Parks features including the perimeter path, rugby and cricket space and access to the leisure centre, Muga, outdoor gym and more.

#### 2022:

'Films on the Green'- As part of the Summer of Culture programme of events we had through the Summer '22, our parks were used as a free open cinema for the locals to enjoy. Tickets were free but had to be reserved through a booking system to ensure no overpopulation. Families and individuals were thrilled, some cosplayed as their favourite characters, some brought their own picnics... it was a fantastic experience, and we hope to continue this idea moving forward across more of our parks.







# How do we know we have arrived?

## Monitoring & Review

This management plan has been designed as a live document that will guide development in the park over the next five years. Progress will be subject to monitoring and review to measure success and delivery of aims.

Members of the Greenspace Parks team regularly visit the site to monitor progress against the action plan; the results of these visits are then discussed at monthly management and meetings with LBH officers and relevant stakeholders.

LBH Parks Officers work closely with GS and the Friends group to monitor progress and discuss future. This includes:

- Performance against the requirements of the Management Plan
- Provision and analysis of infrastructure surveys
- Provision and analysis of asset surveys
- KPI's and performance monitoring

An annual SWOT analysis will be carried out by all stakeholders and, together with the information gathered from all the monitoring methods will be recorded and fed into annually updated management plans.

GFA Judges feedback and award outcome will enable continuous learning, development and improvement by all partners involved in the award process. Discussed at monthly Parks and GS management meetings and meetings with stakeholder.

## Action Planning

Our action plan for Heston Park is provided in Appendix 1. This plan is based on an evaluation of the SWOT analysis together with other projects and plans raised by the Friends group. The action plan lists actions and categorises based on timescales and the Green Flag award criteria. The plan will also allocate ownership for each task to the key stakeholders.



# Appendix 1

## Heston Park | Green Flag Award | Action Plan Updated 2025

### Key to Action Plan

#### Green Flag Award Criteria

W	Welcoming Place
H	Healthy, Safe and Secure
VM	Well Maintained and Clean
S	Sustainability
BH	Biodiversity and Heritage
C	Community
Mkt	Marketing
Mgt	Management

#### Stakeholders

LBH	Parks Service Management Team
GS	Lampton Greenspace
HPS	Heston Park Stakeholders


#### Delivery Timescales

S	Short term (less than 1 year)
M	Medium term (1 to 3 years)
L	Long term (3+ years)
O	Ongoing

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
Review entrances design.	LBH	W, WM	O	Heston park's entrances were relandscaped as part of the masterplan that was delivered in 2016
Review Park surfacing.	GS	W, WM	O	The surfaces were new as part of masterplan works but it is recognized that this was 8 years ago, so the condition of paths is kept under review
Review of all infrastructure.	LBH	W, H, WM	O	Part of Greenspace work programme with all defects reported to the Parks team
Review signage design and replacement program in line with new parks signage strategy to promote activity.	LBH	W, S	S/M	New Signage installed spring 2021 with a replacement for one of them in 2024 due to vandalism
Anti-Social Behaviour - Continue stakeholder engagement and targeted enforcement.	LBH, GS	W, H	O	
Dog Fouling – signage review.	LBH, GS	H, WM	O	
Reuse green waste.	GS	H, S	O	Any site generated wood chipping is re used on site.
Litter “hot spots.” Provide a targeted management/ education approach where necessary.	GS	W, WM	O	Heston Park suffers from poor behaviours towards litter and the use of BBQs that are not allowed in the park, where they leave all the associated waste. These behaviours are at the detriment of the park.
Developing better synergies between the new Lampton leisure group and	LBH, GS	C	M	These discussions were paused during the pandemic but will resume in 2023/24

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
GS to promote health and wellbeing activities in the park				
Continue to maintain a healthy tree stock with a review of opportunity for new tree planting.	LBH, GS	W, H, WM, S, BH	O, S	All tree works are carried out by GS in compliance with UK legislation. Discuss with the interested parties tree planting opportunities in 2023/24.
Develop plans for increasing habitats and the biodiversity of the site. Explore opportunities for enhanced hedge and meadow planting around the site to increase amenity value, biodiversity and reduce maintenance.	LBH, GS	BH	S	Ongoing
Add bird boxes & bat boxes, Bat Surveying, and other site appropriate habitats/surveys.	LBH, GS	BH	M	4 bird boxes were installed in 2020 and looking at opportunities to install more in 2023/24.
Restore wildflower mounds.	LBH, GS	W, BH	S	Wildflower mounds restored via a community wildflower plug event in July 2021. Regrettably, lack of adequate maintenance following their installation has resulted in a problem with invasive bramble. Looking at options to fully restore these mounds for wildflowers through eradicating the brambles.
Reprofile and re-establish the amenity grass mound designed for play.	LBH	H, WM	S/M	Play structure created during the park redevelopment works has failed and needs to either be repaired or removed. Heston Action Group will form part of this decision process.
Continue to consult and engage with the local community	LBH, GS, HPS	C	O	
Continue to work to establish a Friends of Heston Park group and with the wider community. Continue to provide support to other community volunteers/services to promote greening activities	LBH	C	O	Still exploring opportunities to establish a new group.
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH	C	O	
LBH to facilitate opportunities for education, culture, and heritage at the site.	LBH, GS	C	S, M	
Support Fitness activities in the park.	LBH, GS		O	Positive use of the park for fitness activities with minimal impact on the green assets
Continue to publicise the park through LBH website, social media platforms and notice board. Also, borough wide campaigns, including achievements, initiatives, and announcements.	LBH	Mkt	O	Ongoing
Support other positive promotion of the park through various media platforms.	LBH, GS	Mkt	O	Ongoing





MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
The Management plan to be reviewed annually and the action plan to be updated annually.	LBH, GS	Mgt	O	Ongoing

# Appendix 2

## Annual Maintenance Work Schedules

The following table provides an overview of the annual maintenance work schedules. All frequencies are subject to seasonal variations, resource, and specific horticultural requirements. They are reviewed annually by the Operations Manager at GS to ensure they remain suitable and reflect any significant site changes. See “*Meeting the Green Flag Criteria*” section for more detailed management information.

Service	Frequency/Management information
<b>GM Summer works (March - October)</b>	<b>Managed by the Grounds Maintenance Teams</b>
<i>Amenity grassland cutting</i>	Once every 3 weeks
<i>Rough grassland cutting</i>	1-2 cuts per summer season
<i>Wildflower meadow cutting</i>	1-2 cuts per summer season
<i>Hedge &amp; shrub cutting</i>	1 “reduce cut” dependent on horticultural requirements
<b>GM Winter works (October – March)</b>	<b>Managed by the Grounds Maintenance Teams</b>
<i>Hedge &amp; shrub cutting</i>	1 “hard cut” dependent on horticultural requirements
<i>Pond clearance</i>	As required, dependent upon size and conditions
<i>Leaf clearance</i>	As required, from hard surfaces and grass areas
<b>Cleansing</b>	<b>Managed by the Cleansing Teams</b>
<i>Litter collection &amp; bin emptying</i>	<b>[site specific]</b> Daily, including bank holidays.
<i>Non-offensive graffiti removal</i>	Within 7 days of notification
<i>Offensive graffiti removal</i>	Within 24 hours of notification
<i>Fly tip removal</i>	Within 48 hours of notification
<b>Playgrounds</b>	<b>Managed by the Playground Inspectors</b>
<i>Safety inspections</i>	1 visual inspection per week minimum (based upon site usage), quarterly “operational” inspections, recorded, annual independent inspections by the Royal Soc. for the Protection of Accidents (ROSPA), recorded.
<b>Infrastructure</b>	<b>Various teams/management</b>
<i>Cleansing (bins, benches, signs etc).</i>	As required, based on visual inspections and reports
<i>Lighting</i>	Inspections and repairs managed by Hounslow Highways
<i>Buildings</i>	All H&S checks conducted, electrical, fire, water, etc.
<b>Trees</b>	<b>Managed by the Tree Team</b>
<i>Tree inspections</i>	Annually
<i>Tree maintenance</i>	Based on previous inspections, prioritised by H&S
<i>Tree watering</i>	Summer: May – September (for trees under 3 years)
<i>Tree planting</i>	Winter: October – March



## Monitoring the Annual Maintenance Work Schedules

Members of the Parks Team conduct site visits to ensure that the work schedules are being adhered to and report issues to GS to resolve where necessary. Customer enquiries relating to maintenance issues are also routinely assessed to ensure they are rectified in a suitable and timely manner.

The Parks Team are currently working with the Ward Improvement Team to develop a new monitoring program, which we expect to be deployed in spring 2025.

The program will rely upon the Land Audit Management System (LAMS), developed by the Association of Public Service Excellence (APSE). This is an industry recognised approach, which many local authorities use to monitor the performance of their park services.

The program will also make use of and refer closely to the guidance provided by Parks for London in their recently updated Green Space Quality Manual. This provides valuable insight and understanding as to “what good looks like” and will help to ensure a consistent approach is taken during routine monitoring.

The new monitoring program will be periodically reviewed to help measure its success in improving the parks services. We expect it to help identify where there are issues and trends in performance to inform how best to deploy resource in the areas which require it the most.

For more information regarding the tools and approach that will be used for the monitoring program, please visit the [APSE LAMS](#) page and download the Parks for London [Green Space Quality Manual](#).



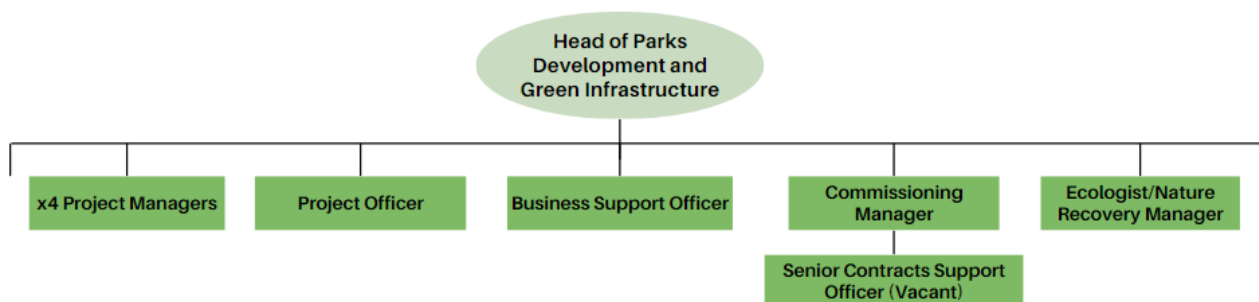
# Appendix 3

## Management Structure & Responsibilities

Heston Park is owned and managed by the LBH and maintained by GS. Information below sets out the management structure and describes the roles and responsibilities of the key personnel involved in managing and maintaining the site.

## LBH Parks Service Management Structure

The Environment and Culture Directorate provide the following roles who are responsible for the management, and associated roles, of Hounslow's parks and open spaces:



### LBH Head of Parks Development & Green Infrastructure

Senior commissioning role for the management and partnership with GS, senior advisor in relation to parks and open spaces, strategy and policy development, Member's liaison.

### LBH Parks Project Managers (x4)

Project development and management, fundraising, community engagement and consultation, implementation, strategy, and policy setting.

### Parks Project Officer

Development and delivery of projects, fundraising, community engagement and support Head of Parks.

### Commissioning Manager

Supplier performance governance and relationship management, Legal and contracts, Planning/Commissioning, Operational Service delivery and business processes/systems.

### Senior Contracts Support Officer

Supplier performance, customer service and casework, community engagement and consultation, project support.

### Parks Business Support Officer

Assistance with finance; administration, project support and communications.

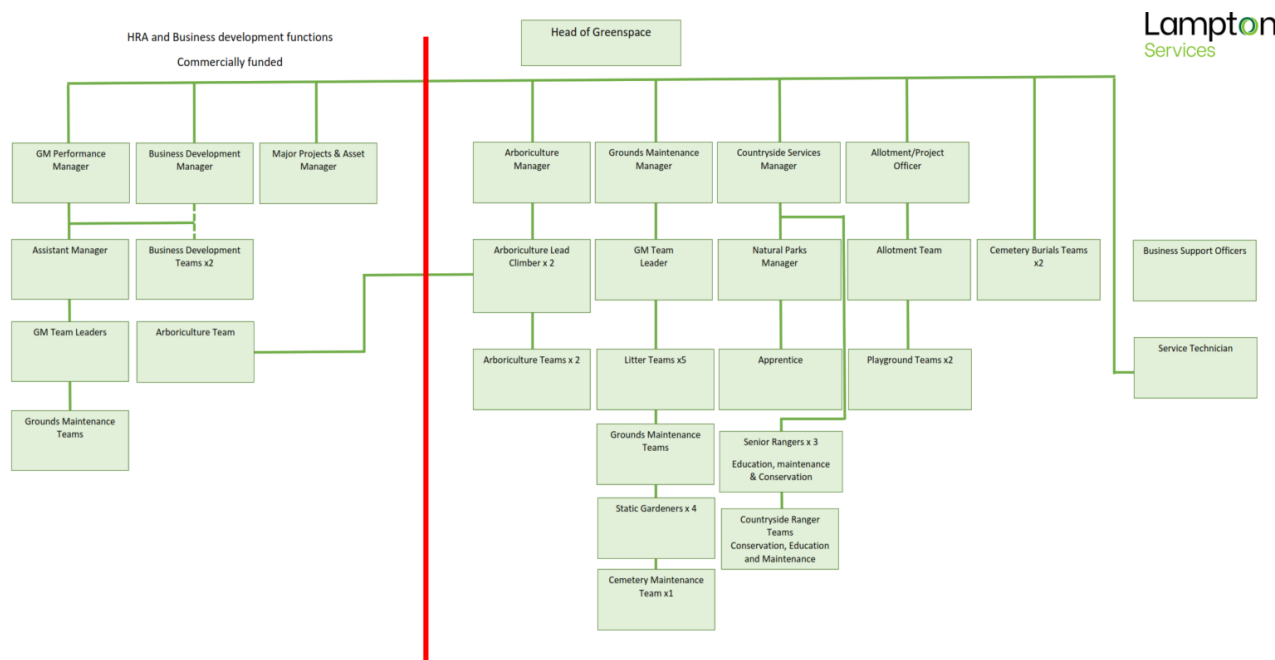
### Ecologist & Nature Recovery Manager (Fixed Term)

Responsible for providing expert ecological advice relating to the management, protection and enhancement of important habitats and species within the borough.



## Lampton Services Greenspace Management Structure

The following GS roles are responsible for the management of Hounslow's parks and open spaces:



### Head of Service

Responsible for the ground's maintenance service provision. Oversees the delivery of the specification which includes infrastructure.

### Projects Manager including the Allotment Service

Responsible for the development of park infrastructure, management of the allotment service, overseeing horticultural standards, schemes, and developments. Main contact for contractors (CDM). Friends and Member liaison.

### Countryside Manager

Responsible for the management of the borough's countryside service. This role includes the management of the Ranger team and educational, animal husbandry, environmental and wildlife operations/programs associated with these locations.

### Planned Maintenance Manager

Responsible for the management of the operational resources to deliver the ground maintenance services for the parks and open spaces sites.

### Performance and Support Officer

Customer Service functions- Freedom of Information (FOI), customer enquiries, councillors' enquiries, and monthly statistics; technical project support.

### Tree Team Manager

Responsible for the teams that carry out the inspections and maintenance of the boroughs 85,000 park trees. Oversees all tree planting schemes for the council and community groups in parks. Managing and mapping/recording of invasive species. Planning application guidance to LBH.



#### Playground Inspectors x2

Visual, operational, and minor repairs of playgrounds. Inspected annually external contractor.

#### Operational Teams

Grounds maintenance is delivered using mobile teams. These teams provide the Grass cutting, horticultural tasks, general maintenance, litter bin emptying and litter picking.

#### Business Support Officer

Provides administration for fleet, handles finances and overtime schedules.



**London Borough of Hounslow**  
Hounslow House, 7 Bath Road  
Hounslow TW3 3EB  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

---

**Tel: 0208 583 5555**

---



**London Borough  
of Hounslow**

**Lampton**  
Services  
Greenspace