

**GREEN FLAG MANAGEMENT PLAN 2020-25**

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# Feltham Green

# 2020-25



**London Borough  
of Hounslow**



**FRIENDS OF  
FELTHAM GREEN**

**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 Friends of Feltham Green. 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 Feltham Green.

\*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.





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# Purpose of the Plan

The Management Plan for Feltham Green 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 Feltham Green.

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 Feltham Green 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

Feltham Green has a unique village green character located just off Feltham High Street. The green boasts a large pond, which is home to various wild fowl and fish, and has ample seating around the pond which is well used by the local public.



### Site Information

**Name:** Feltham Green

**Contacts:** 020 8583 5555

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

**Designation:** Open Space

**Size:** 0.87ha

**Access:** open access at all times

**Transport:** Train: Feltham Station

**Buses:** 90/117/235/285/490/H25/H26

**Local Facilities:** Pond, Dog free area, High Street, War Memorial

**Address:** Feltham High Street

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

**Ownership:** London Borough of Hounslow

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

**Tube:** n/a

**Parking:** Feltham Leisure Centre

## Detailed History

Feltham village was originally centered around St Dunstan's Church and was largely an agricultural area, important for growing food and crop supplies for London. In the 20th Century, the centre of Feltham was said to have 'moved' from the church to nearer Feltham Green and Feltham Station. Feltham Green, a remnant of Feltham Common, has one of Feltham's oldest buildings adjacent to it, the Red Lion Pub. In addition to a drinking trough donated in 1899 in the southwest corner of the site.

The Green was radically changed by the widening of the High Street in the mid-1960s and the shopping precinct on the west side of the road, and later the New Chapel Square development. A retaining wall forms the western boundary of the open space, which affords a formal promenade overlooking the green and its large pond, fed by water from the Longford River. An island was created in the pond after 1869. On one corner of the Green is the Red Lion public house of c.1800, one of Feltham's oldest buildings, and it is also overlooked by St Lawrence's Catholic Church. In the early 19th Century, the 'Loyal Lads of Feltham' gathered here in preparation for invasion by Napoleon.



A drinking trough donated in 1899 is in the south corner of the Green. Along the boundary with the main road the wide area of pavement overlooking the pond has a line of London plane trees, seating, and a war memorial. The Green has been recently restored with gravel paths and seating, low wood railing and some new perimeter trees with oak and ornamental species.

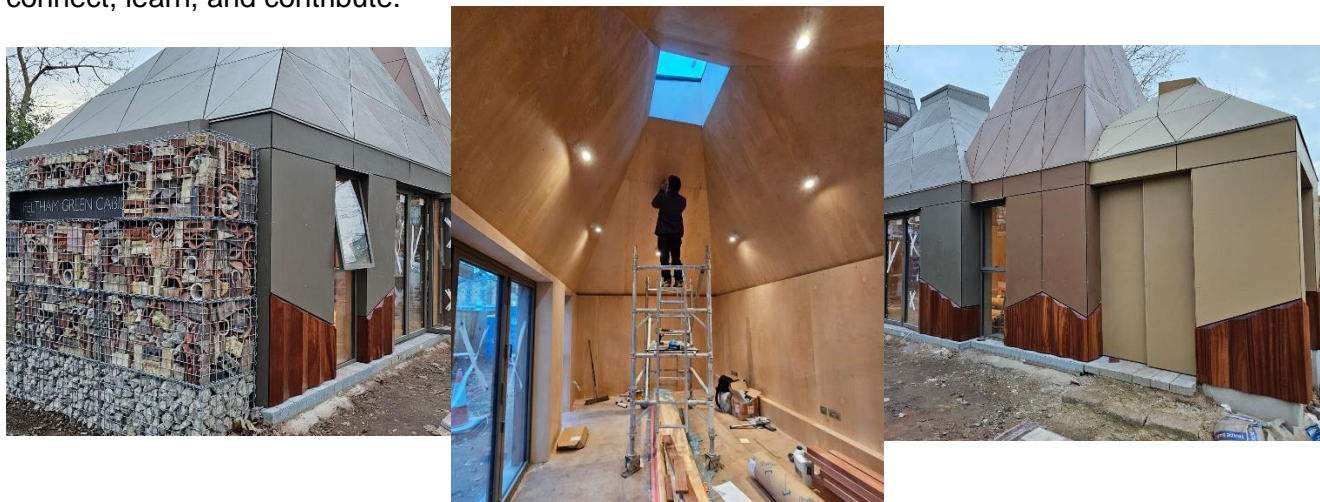


## Recent Developments

### Achievements 2024

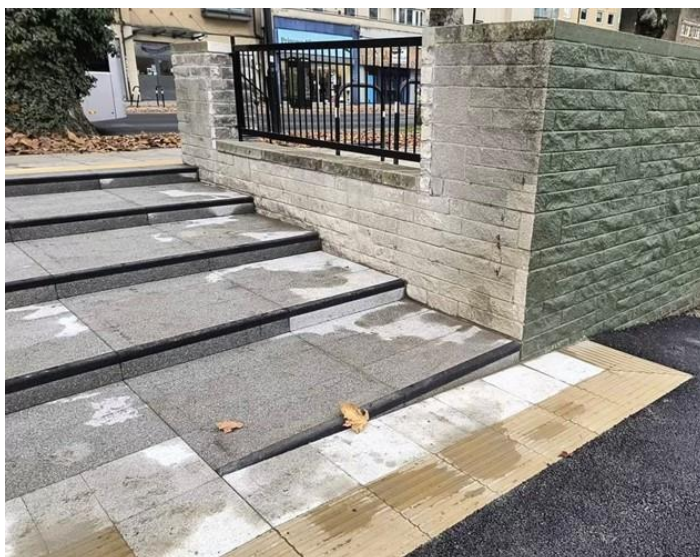
#### Feltham Green Eco Cabin

Building works for Feltham Green Eco Cabin commenced in 2024 and is set to open in early 2025. This flexible community hub will be home to the Friends of Feltham Green and support a variety of local activities, from community gardening to public events. The Cabin embodies our commitment to fostering social integration and active participation, offering a space where residents can connect, learn, and contribute.




#### Feltham Green Open Space Masterplan

Phase 1 of Feltham Green masterplan landscape works started in August 2024 and are set to be completed by May 2024. This will consist of the Freddie Mercury Memorial Garden, steps leading to pond either side of war memorial platform and a redesigned entrance from the Northern section from the memorial garden to the pond area. Funding has also been secured to deliver the new family dog free area with outdoor play equipment (a strategic CIL bid was submitted in November 2023).







The remaining features associated with the Masterplan will be delivered as soon as new funding opportunities are available, which the council are actively exploring. The next phase will be for the delivery of the boardwalk around the pond, ecological enhancements to the pond, bee corridor, planted borders, new trees, and improvements to the amenity grass.

Feltham Green concept masterplan was agreed in 2019 following extensive engagement and consultation. The concept ideas were developed into a detailed plan with community and gained planning approval during 2021. The plan includes the existing green space and the additional space along the high street that we plan to incorporate into the GS remit.

In 2022, the masterplan was further revised to incorporate a new 25 square metre community eco cabin, which will be located next to the Freddie Mercury Memorial by Feltham High Street, is a multifunctional space with storage and basic services, including a small kitchenette. The principal purpose of the Cabin is to provide a base for the Friends of Feltham Green and to create a central community hub as a pop-up museum/art gallery/ exhibition venue/ meeting room /workspace for different community groups and public sector services.

### Overview of the Feltham Green Masterplan design



**Eco Cabin to be included as part of  
Feltham Green Masterplan delivery**





### **Friends of Feltham Green Achievements 2024**

Activities and events led by the Friends of Feltham Green were again well attended by the community in 2024. The friends formed a partnership with SWR to support their aspirations around improving the local spaces near to the Green and establishing music and arts events in 2025. Ground Force, London, supported some greening activities within the High Street.

The friends have recruited two more committee members which will help support their plans for 2025 which include:

- Deliver more activities and introduce an annual event to celebrate Freddie Mercury life and Feltham's community.
- Explore funding opportunities for the improvement of the pond island, to include the installation of a an already built replica of 'wind pump' that used to be used in Feltham in the early 1900. This was used to bring up water for the nurseries.
- Educate residents about bird feeding and how it impacts the park and number of wildfowl.
- Introduce more nesting boxes for smaller birds and habitats.
- Deliver more regular volunteer days per month especially in the Summer to make sure Feltham Green is litter free and report any issues.

### **Achievements 2023**

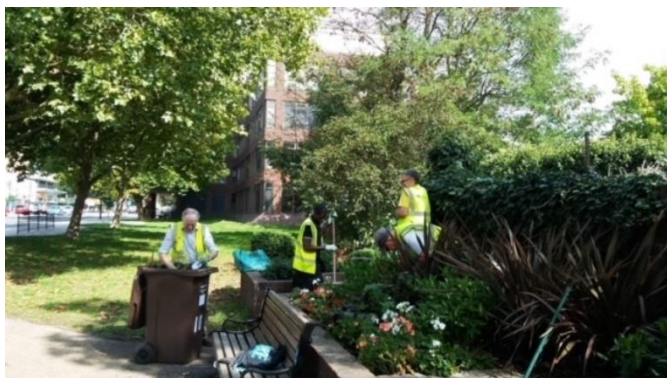
On 5<sup>th</sup> September 2023, Kashmira Bulsara (Freddie Mercury's sister) and the Mayor of Hounslow were present to unveil the tree at the ceremonial tree planting event. The event was attended by over 60 Japanese fans, MP Seema Malhotra, the Freddie Mercury Fan club, The Friends of Feltham Green, and a large number of local Councillors. The tree is temporarily planted in a wooden planter and will be replanted within the Freddie Mercury Gardens early in 2024.





## Achievements 2022:

- Monthly Gardening Days working on borders and raised beds.



- Regular and well attended community events including 70+ visitors for the Freddie Mercury and Brian May tours which includes history talks of the three Feltham ponds, promoting the Freddie Mercury Memorial and Feltham history and ecology.
- A new water aerator was installed to the pond this year to improve oxygen levels in pond and filtering pf algae. Plus, visually a wonderful feature for the pond which has been greatly welcomed by the community. Currently exploring the opportunity to install a second fountain on other side of island to gain visual balance for people on other end of seating at war memorial to enjoy.
- Defense Geographical Centre Feltham donated an elm tree to the people of Feltham which was planted at Feltham Green in October 2022. Invitees included Mayor of Hounslow and Director of Défense Geographical Centre, community groups, schools' children, and residents of Feltham. The tree was part of the Queen's Green Canopy to celebrate her platinum jubilee and woodland trust project.



- Achieving a Silver London in Bloom, which promotes the group and gives a sense of pride and achievement to the community and volunteers.



- Feltham Arts Mosaic project 'Great Mullein' complete and mosaics now installed on the retaining wall by the war memorial. Great excitement from the community to have the flowers installed and local mosaic group helped to make them. The Great Mullein is connected to how Feltham got its name and was voted by the community to be the mosaic design choice for the wall next to the pond.



- Nine planters installed on the war memorial railings has been a positive addition to that area, especially during the summer months with the wonderful display of petunias.



- In 2022, a group of Japanese fans came forward and suggested that a Sakura Japanese Cherry Tree should be included within the forthcoming Freddie Mercury Memorial Garden at Feltham Green, – as while Freddie toured Japan he fell in love with the gardens and country. A crowdfunding campaign went live on Freddie's birthday in 2022 and within 48 hours of the campaign opening the funding target was reached.

#### **Achievements 2021:**

- Granite paving was installed at the Freddie Mercury Memorial Garden and a commemorative service was conducted.

- The recent phase of improvements at Feltham Green initiated more friends and volunteering activities within the open space to include an Easter egg hunt and a Friends Open day, and the development of additional improvement features with full friends' involvement to complement the masterplan delivery.
- Successful crowdfunding campaign to install 9 new self-watering planters along the war memorial railings. An Earth watch water survey of the pond was carried out and a water aerator pump has been installed to improve water quality.

### **Achievements 2020:**

- Feltham Green Pond, which had its pond completely dredged in 2019 was stocked with new fish late in 2020 by local school children.
- To support the pond restoration ahead of the masterplan delivery new benches and bins were installed, the old shrubs on the perimeter of the pond were replaced with sensitive planting schemes to open the vista of the pond and deter anti-social behaviour and new trees have been planted. The wall adjacent to the pond and high street was repainted and Feltham Arts have been commissioned to create mosaics for the wall that reflect the nature and history of the pond.
- Parks team also employed the services of a beautiful Peregrine to clear the entire area of pigeons. The birds were under the watchful eye of Falconer Martin Cattell who has over 40 years' experience of handling different types of birds of prey.



- As part of the campaign, Hounslow Council invited children from St Lawrence Catholic Primary School, immediately next door to the Green, to design a poster to deter local people from feeding the birds. The competition attracted about 500 entries with the winning entry coming from nine-year-old Michael from Feltham. The winning poster, along with the five runners-up, were temporary displayed on site.





- The friends of Feltham Green were constitutionalised in January 2020 and are actively looking for funding to support the masterplan.
- CCTV cameras were installed to support the council enforcement teams and police in tackling excessive bird feeding, drinkers and ASB. This was backed by new Public Space Protection order/Environment Protection Act 1990 signs.

**Achievements 2019:**

In Autumn 2019 the pond was fully restored with the aim to revitalise the pond by delivering long overdue infrastructure improvements to optimise water quality levels for wildlife. As well as reinstate the outlet to control water levels and minimise flooding of the perimeter areas and re-establish an attractive green amenity space for people and to enhance the wider desirable landscape qualities of the high street which is undergoing major regeneration. This was achieved by removing accumulated silt and rubbish; re-establishing the outlet flow; translocation fish and introducing new fish and creating floating reed beds and lily beds to help control oxygen levels and create an additional habitat.







# 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 Friends of Feltham Green 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 Feltham Green. 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>• Unique village green character with a pond</li><li>• Active friends' group</li><li>• Active stakeholder collaboration</li><li>• War Memorial</li><li>• Freddie Mercury memorial</li><li>• Active community use</li><li>• Fully restored balancing pond with the creation of aquatic ledges and islands and a pond lily area</li><li>• A site masterplan developed following extensive engagement and consultation.</li><li>• Improved landscaping around the pond</li><li>• New CCTV to tackle ASB and excessive bird feeding issue.</li><li>• New benches and seats</li><li>• New trees</li></ul>	<b>WEAKNESSES</b> <ul style="list-style-type: none"><li>• Bird feeding and excessive pigeon numbers and associated issues.</li><li>• Daytime drinking</li><li>• Establishing aquatic plants such as reeds and waterlily's due to excessive bird numbers</li><li>• Lime bikes thrown into the pond</li><li>• Adjacent to busy roads which generate noise and air pollution</li></ul>
<b>OPPORTUNITIES</b> <ul style="list-style-type: none"><li>• Schools and education</li><li>• Improve horticultural landscape features for wildlife, landscape value and reducing antisocial behaviour.</li><li>• External funding opportunities for Community cohesion and Nature Recovery</li><li>• Greater involvement and participation of friends and community groups in the management and maintenance of the green.</li><li>• Children's play area to increase activity levels.</li><li>• Tree planting</li><li>• Events – Outdoor theatre, craft markets, environmental education</li></ul>	<b>THREATS</b> <ul style="list-style-type: none"><li>• Anti-social behaviour</li><li>• Bird feeding issues.</li><li>• Area negativity</li><li>• Climate change/disease/drought/pests and invasive species</li><li>• Increased footfall due to new housing developments</li></ul>



# How do we get there?



## Vision & Objectives

Vision for Feltham Green:

“The Friends of Feltham Green, 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.”

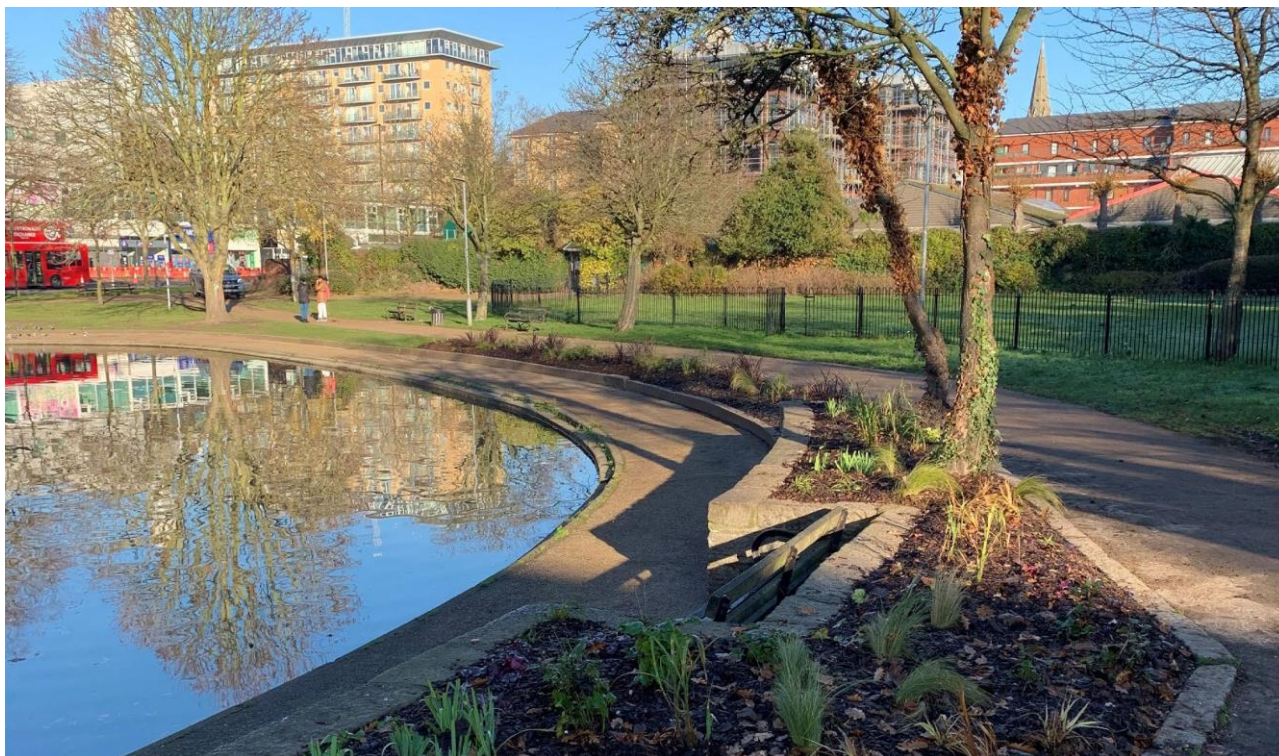
### Key objectives for Feltham Green are:

- To continue to work closely with the Friends group and users of the facilities to adequately maintain and improve the facilities.
- To ensure that Feltham Green is a place that is secure, safe to use and is clean and well maintained.
- To ensure that the management of the landscape maintains the 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.
- To promote 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 Feltham Green

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

Management of the open space needs to deliver high standards of maintenance of the soft and hard landscaping of Feltham Green within existing revenue budgets and through capital infrastructure funding opportunities.

### Delivery Partners

The Council works pro-actively with the Friends of Feltham Green 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. For more information, please see the "Community Involvement" section below.



## A Welcoming Place

The following management regimes all play a part in ensuring that Feltham Green 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 Feltham Green 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.

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:

1. London Borough of Hounslow – Domestic Violence Reduction Unit
2. 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 & Clean

The following regimes are designed to ensure that Feltham Green 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](#).

Feltham Green consists mainly of amenity grassland, with some smaller areas managed as wildflower meadow.

### 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 trimmers in most areas.



## 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.

## Trees

### Tree Maintenance

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 Feltham Green 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](#). 4 of these were planted in Feltham Green with a plan to plant more as part of the masterplan.

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

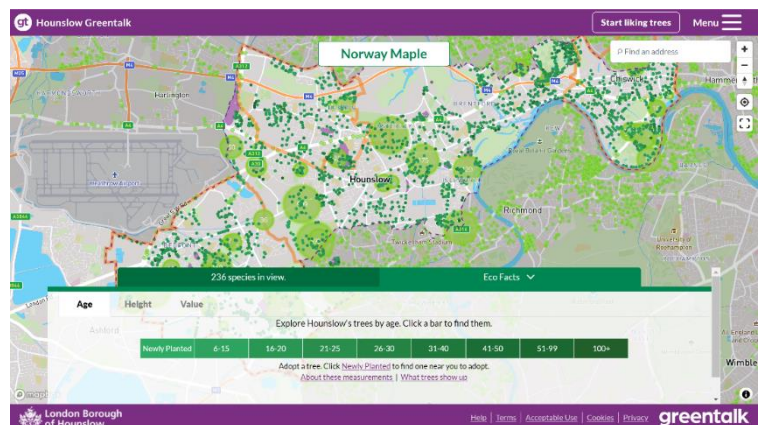
### Greentalk

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.

### **Ponds & Lake Maintenance**

GS manage and maintain water areas within Hounslow's parks and open spaces. This includes but is not limited to; removal of litter, debris, fallen trees/branches, dead foliage, and aquatic plants from the water feature/pond. Invasive aquatic "weed" species i.e., Spirogyra sp. (Blanket Weed) or Wolffia sp. (Duck Weed) are controlled, by removal.

There is one pond in Feltham Green.

### **Water Safety**

GS also ensure that water areas are safe, carrying out water safety audits, installing buoyancy aids and routine checks especially during extreme icy or hot weather conditions. These measures help ensure that all our water features and ponds remain healthy, encourage wildlife and are aesthetically pleasing and safe for all parks users. Standards are achieved by following guidance provided by BS7370-5: 1998 Recommendations for the Maintenance of Water Areas.

### **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.

### **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 is one building currently being built at Feltham Green. As part of the designs within the masterplan, an Eco Cabin is being erected. Please see masterplan sections above for more information.

## **Environmental Sustainability**

The following regimes are designed to ensure that Feltham Green 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% CO<sub>2</sub> 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 trialing 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.
- Managing invasive non-native species (INNS) e.g., Japanese Knotweed, Pennywort, Himalayan Balsam. 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

Feltham Green is managed by the Friends of Feltham Green and is a conservation area comprised of a pond, amenity garden, scattered semi-mature to mature trees, walking trail and a memorial garden and is 0.87ha in size.



Figure: Bird box, a pond and potential foraging and roosting area for bats at the Feltham Green

Habitats recognised during the site visit include regularly mowed amenity grassland, wildflower meadow, scattered tree lines which exhibit the potential to support foraging and/or roosting bats and for breeding birds and a pond. Besides pigeon, geese, and a warbler, no other wildlife were recorded during the site visit.

Urban green parks have the reputation of limited potential to support wildlife biodiversity as its localised in the urbanised region but there always is the opportunity to enhance the biodiversity of the site.

### Considerations

- Creation of woodland, and wildflower meadows to provide valuable habitat for invertebrates and pollinators.
- Using native plants in the landscape design, which are valuable as a habitat for wildlife.
- The addition of climbing plants on walls, hedgerow planting which can provide shelter and foraging opportunities for wildlife.
- The installation of bat and bird boxes on the trees, creation of log piles, artificial hibernacula, and bug hotels to provide habitat for stag beetles, invertebrates, reptiles, and amphibians.



## Community Involvement

This is crucial to the management of Feltham Green and will continue to be of the utmost importance.

### Friends Groups

The Council works closely with Friends of Feltham Green and encourages them in 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 Partnership provides a support network, and to provide opportunities to build relationships that are based on collaboration.

### Friends of Feltham Green

Formally constitutionalised in 2019, the friends are a group of residents who have informally looked after the Green for years prior; litter-picking, clearing the duck pond of debris, and taking care of the surrounding greenery have been their main priority.

After being constituted they proceed to encourage greater sense of ownership and pride within the local community and to work with the Council on ambitious plans to renovate the Green.



## 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, green gyms, 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 have been undertaking a new 2-year initiative since Spring 2024 called Volunteering in Parks (VIP) where they have expanded their volunteering sessions across 6 Hounslow's parks and open spaces which includes Feltham Green. The team organise, run, and promote opportunities, giving stakeholders the chance to volunteer in a local green space.

General Activities will include, but not limited to;

- Litter picking
- Meadow creation and management
- Tree planting, maintenance, and aftercare
- Bulb planting
- Wildlife Surveying
- River clean ups (where relevant)
- Creating and restoring habitats

The Council also have an Environmental Champions Scheme, more information available on the website [here](#).

## Marketing

Promotion and marketing of Feltham 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

Noticeboards on site are used to promote work in the park and activities and events held by Friends of Feltham Green.

## 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 are 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](#).



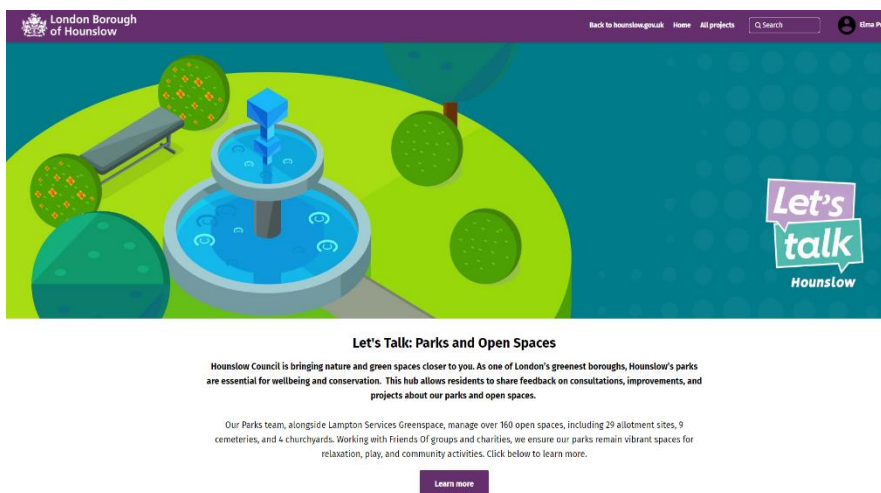


## Web & Press

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](#).

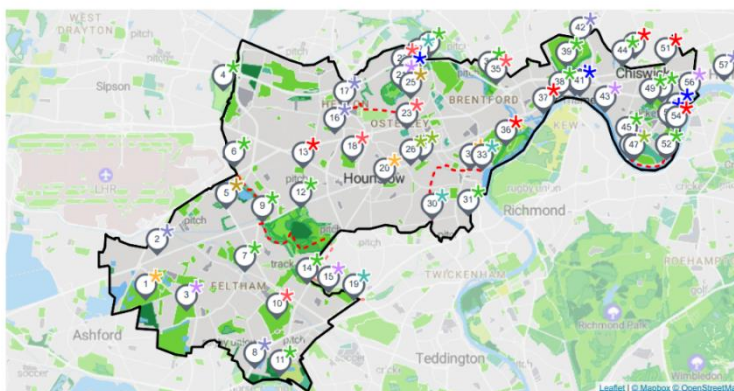


Hounslow also has several other websites which are designed to engage with the wider community about our services and the opportunities available in Hounslow. Please visit, [HounslowConnect](#) and [InHounslow](#) for more information.

- 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](#)

### LONDON NATIONAL PARK CITY Hounslow Mini-Guide\*

LONDON  
NATIONAL  
PARK CITY  
IS OPEN\*



Welcome to the first London National Park City Mini-Guide for Hounslow, celebrating Hounslow's great outdoors. Use it to find places to explore, play, or simply sit; groups to join and paths to walk; activities on land or water to try. Get there on foot, by bicycle or public transport.



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](#).

To find out more about Friends of Feltham Green and how you can get involved visit:

Friends of Feltham Green website: [Home - Friends of Feltham Green](#)

Facebook [Friends of Feltham Green | Facebook](#)

Instagram: [@Feltham\\_green](#)

X: [OfFeltham](#)

## 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:

No current plans due to ongoing masterplan works.

### 2024:

**Funfairs** - Regular funfairs throughout the year





# 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 will be discussed at monthly management and meetings with Friends.

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 Stakeholders.

## Action Planning

Our action plan for Feltham Green 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

## Feltham Green | 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
FoFG	Friends of Feltham Green

#### 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
Delivery of a Feltham Green Masterplan possibly through a phased approach depending on budget opportunities	LBH	W, H, WM, S, BH, C, Mkt, Mgt	S	Eco cabin works now started and set to be completed in Early 2025. Works now started for delivering Mercury Memorial Garden, steps either side of war memorial platform and entrance improvements to Northern section of Feltham Green. This works is set to be completed by May 2025. The two projects are co-dependent with a staggered approach applied to minimise operational conflicts between the two contractors. The successful Strategic CIL bid for the family area means that this will now be delivered in Spring 2025.
Full restoration of the pond with the inclusion of aquatic features	LBH	W, H, WH	O	In 2022, a new pump was installed, and more aquatic plants were planted to support the fish and general ecology of the pond. Unfortunately, due to plastic bag waste from bird feeding the pump broke and the excess number of birds has made the establishment of aquatic plants difficult. In 2025 an aquatic specialised will be commissioned to deliver water quality and habitat improvements.

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
Progress the Pond Island master plan to create a wildfowl sanctuary, plus look for opportunities to install a windpump.	LBH, FoFG	BH	M	Draft Pond Island design completed and will form part of the pond improvement works when funds become available.
Develop a pond management plan to actively manage and enhance water quality and pond ecology	LBH, FoFG	BH, C	M	This will be progressed once additional funds are made available.
Improved planting schemes around the pond and wider open space	LBH, GS	W, WM	O	Improvements in line with agreed Feltham Green masterplan and delivery in 2024
Improvements to entrance design and surfaces	LBH	W, WM	O	These works will likely form part of the family area improvement project in 2025
Review of all Feltham Green infrastructure.	LBH, GS	W, H, WM	M	Infrastructure plan to be prepared for 2024/25.
New park signage and community noticeboard.	LBH, FoFG	W, S	S	New park entrance signs installed in November 2023. Noticeboards and interpretation boards to be install as part of masterplan programme.
Anti-Social Behaviour – signage review, continue stakeholder engagement and targeted enforcement.	LBH, GS, FoFG	W, H	O	LBH Enforcement team and Local MET police provide ongoing support.
A Live Hawk programme commissioned for 2020.	LBH	W, WH	O	Programme now ended.
Options to create hawk ledges in nearby tall buildings to be explored.	LBH	W, WH	M	This forms part of an ongoing discussion on how best to tackle the problems associated with excessive pigeons in the area.
Dog Fouling – signage review.	LBH, GS	H, WM	S	Feltham Green will have a dog free zone which will be promoted as a family area.
Review Green Waste.	GS	H, S	S	Any woodchip generated on site is used on site
Continue to maintain a healthy tree stock with a review of opportunities for new tree planting.	LBH, GS	S, W, WM, BH	M	All tree works are carried out by GS in compliance with UK legislation. Discuss with the friends all tree planting opportunities in 2024/25. Trees will be planted as part of the masterplan design but if opportunities arise through greening programmes these will be pursued.
Add bird boxes & bat boxes, Bat Surveying, and other site appropriate habitats/surveys.	LBH, GS, FoFG	BH	M	Three bird boxes installed in 2020. New opportunities will be explored in 25/26
Continue to work with the Friends of Feltham Green and the wider community. Continue to provide support to other Community Volunteers/Services to promote greening activities.	LBH	C	O	The community gardens to be delivered as part of the masterplan delivery in 2025 will become a key all year focus for the friends. This will be supported by the opening of a new community cabin in 2025.

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
Public launch of the Friends of Feltham Green.	LBH, FoFG	C	S	The launch has now been conducted.
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 and Heritage at the site.	LBH, FoFG, GS	C	S, M	Work with Feltham Arts on new mosaics to reflect the pond and heritage is now complete.
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	
Support other positive promotion of the park through various media platforms.	LBH, FoFG, GS	Mkt	O	
The management plan to be reviewed annually and the Action plan to be updated annually.	LBH, GS	Mgt	O	A new maintenance and management plan will be produced to support post masterplan delivery.
Assessment of fish health and sizes	LBH	Mgt	O	The fish introduced to the pond after desilting have grown large, so an assessment needs to be made about suitability of the pond for the larger fish and also the number of fish to ensure the welfare of fish is maintained.
Review of E-Bike scheme (Lime Bikes)	LBH	Mgt	S	The Lime bike docking station on the War Memorial section will be reviewed in February. It is currently not a well-used space but does cause ASB within the park where bikes are thrown into the pond. The Friends would like to see the bikes removed on the basis that it's a war memorial area and is not appropriate to have the docking station at this location. They want more benches so that people can sit and watch the pond and green space.



# 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.

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

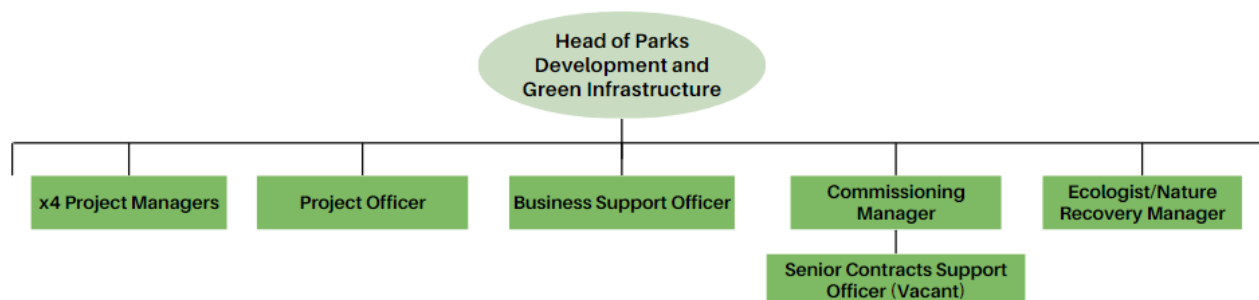
# Appendix 3

## Management Structure & Responsibilities

Feltham Green is owned and managed by the LBH and maintained by the 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.

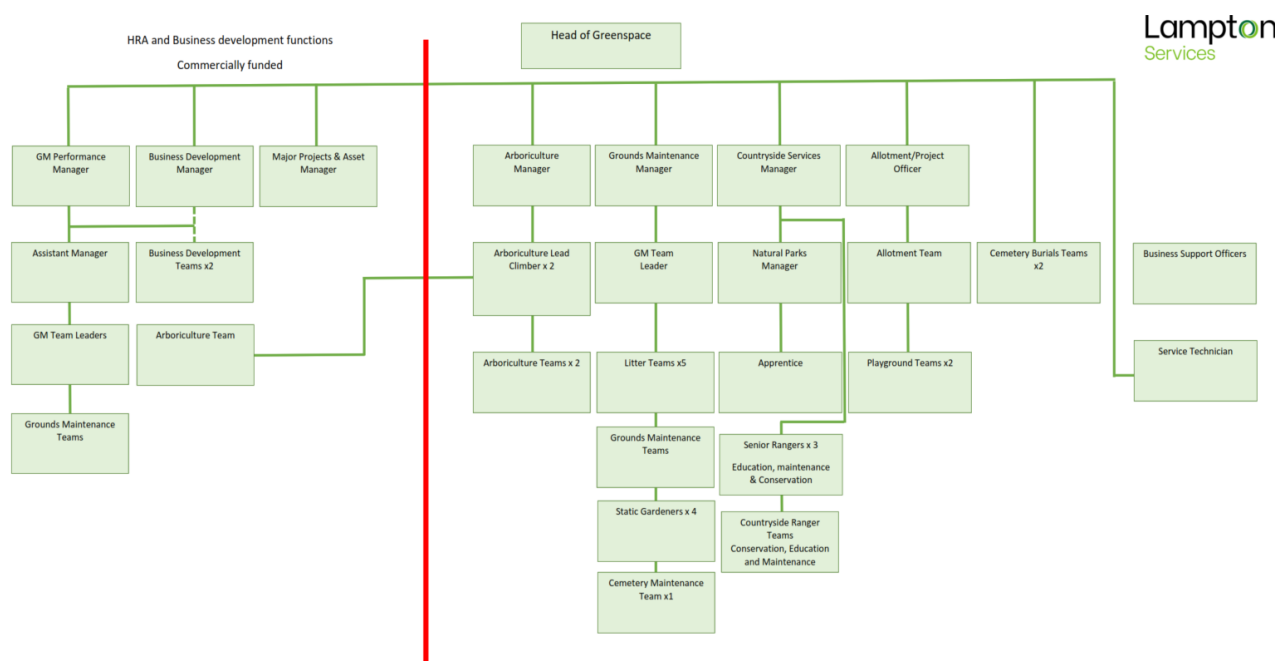
### Ecologist & Nature Recovery Manager

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 & 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.

### Operational Teams

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

### Business Support Officer

Provides administration for fleet, handles finances and overtime schedules.



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**London Borough  
of Hounslow**

**Lampton**  
Services  
Greenspace