

**GREEN FLAG MANAGEMENT PLAN 2020-25**

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# Bridge House Pond

# 2020-25



**London Borough  
of Hounslow**



**Friends of  
Bridge House Pond  
Feltham**

**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 major 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 former Friends of Bridge House Pond. 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 Bridge House Pond.

\*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 Bridge House Pond has been prepared by LBH and Lampton Services Greenspace with input from the former Friends of Bridge House Pond. 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 Bridge House Pond.

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 former Friends group.

The Management plan is a 'working document' that brings together all the information relating to Bridge House Pond 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 livable. 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

Bridge House Pond is situated at the heart of Feltham town centre, opposite Feltham railway centre, at the entrance to Feltham High Street, and near the Longford River which flows through the town. The main pedestrian entrance to Bridge House Pond is located off Hanworth Road, near Feltham high street and Feltham station. There is a further access road (Freddie Mercury Close) leading to Bridge House (now also known as World Zoroastrian House), which runs past the playground to a car park behind it. It is part of the town centre conservation area, which notes the area's Victorian village character. Bridge House Pond, the green and gardens next to it, and the playground next to Alf King's Children's Centre (Alf King's Playground) are treated for the purposes of this plan as a single site called Bridge House Pond.



### Site Information

**Name:** Bridge House Pond

**Contacts:** 020 8583 5555

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

**Designation:** Open Space

**Size:** 0.56ha

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

**Access:** open access at all times

**Transport:** Train: Feltham Station

**Address:** Hanworth Road, Feltham TW13 4AH

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

**Ownership:** London Borough of Hounslow

**Tube:** n/a

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

**Parking:** Pay and Display/Pay by Phone

**Local Facilities:** Playground, table tennis, pond and decking, seating, community garden, cafe, and heritage mosaics

## Detailed History

Bridge House Pond is at the heart of Feltham's historic 'civic quarter,' linked to the Victorian expansion of Feltham from a small village to a significant town and industrial centre. Bridge House was formerly the headquarters of Feltham Urban District Council, and Hanworth Road contained the local police station and Magistrates Court.

The area which is now Bridge House Pond and Gardens was created out of what was known as Feltham Common which itself was part of Hounslow Heath. Under the Enclosures Act of 1802 the area was purchased by Edmund Hill, who was also the owner of the Hounslow Gunpowder Mills. The original Hanworth Road continued through the site (along what is now called Freddie Mercury Close) and met the Hounslow Road at a T-junction.

The area served as an orchard for many years until in 1848 South Western Railway brought their railway lines to Feltham. Hanworth Road was diverted, and the land excavated for gravel and earth to make the bridge over the new Railway line. These dug out areas are called 'borrow pits,' this is how the 'pond' was created.



*Figure 1 Historic view of Bridge House*

In 1861 the original Bridge House, including a coach house and stables, was built. These were set within the existing orchard. By 1888 the house was owned by James Babb, relative of churchwarden Billy Babb. In 1895 the southern end of the grounds including the pond were now formally laid out and enclosed by a five feet high wall.

In 1902 the house was acquired by the parish vestry in anticipation of the formation, in 1906 of the Urban District Council of Feltham. In 1915 a wooden fire station was built on the Western side of the grounds directly on the route of the old Hanworth Road.





In and after 1914 a Lady Called Madam Melascho, wrongly pronounced by locals as 'Madam Alaska' lived in the adjacent building. She was allegedly a circus lion tamer of the famous Wombwell Show People family. Madam Alaska was often seen with her lion which used to roam free in the garden – although some say that it was a large dog. She left in 1921.

In 1931 the house became Council Offices for Feltham Urban District Council. It was used until Hounslow Civic Centre opened in 1975.



*Figure 2 Historic view of the gardens.*

In March 1933 Feltham's first fire station was opened by Mr. and Mrs. Ridge of Hanworth. Mr. R.G Ridge J.P.C.C was the Chairman of Feltham Urban District Council. The Council purchased a fire engine which was named 'The Ridge.' The fire station moved to Faggs Road in the 1960s.

In 1976 Bridge House was severely damaged by fire caused apparently by young juvenile vandals. In 1980 it was rebuilt by Messrs Gosling. The new building was used as the local job centre. After this closed in 2008, it was vacant for several years, and then subsequently used as a local school for a couple of years, being occupied by two new academies, Reach Academy from 2012 to 2014, and then Space Studio from 2015 to 2016 before their own buildings were available. In 2015 it was purchased by the WZO (The World Zoroastrian Organisation) to use as their global community centre, who have undertaken building work to convert it for this purpose and hire out space to other organisations including an education tutoring service.

The former Friends of Bridge House Pond had been working with the Parks Department, Hounslow Highways, Hounslow Council and Hounslow Council Education Department, who are all responsible for different areas of the site, to ensure it is maintained as well as possible, and that responsibilities for different areas of the site are clear.





## Recent Developments

### Achievements 2024

- Established new Volunteering in Parks (VIP) VIP initiative programme – Bridge House Pond being one of six sites across the borough. The sessions, funded by the UK Shared Prosperity Fund, are led by Lampton Services Greenspace Countryside Team. The initiative has already encouraged regular 22 volunteers and occurs every Wednesday from 2pm – 4pm and the last Saturday of every month from 10am to 12 (noon). Community VIP sessions are a great way for local people to support their local green space and immerse themselves into nature, whilst learning new skills, meeting new people, and improving general health and wellbeing.
- New Entrance “Bridge House Pond” mosaic.
- Friends “LOVE” mosaics added to the Hope Garden.
- A second “Feltham Beauty” apple tree planted by Friends.
- Repairs to timber pedestrian gate leading into heritage garden.



### Announcement 2024

- The Constituted Friends group have closed with remaining funds / resources shared with other groups - including funds to countryside team to renew planting.
- The former Friends group established in 2014 and over the last 10 years has delivered a revitalized green space focused on community and nature.
- The former Chair has left the local area and in the absence of a replacement chair the parks team will continue to work with the former group members on an informal level and explore ways to regain a new Friends group for Bridge House Pond.
- The former friends group will continue as an informal network / website / social media.



## Achievements 2023

- Painting of the fence around the pond
- New café established; open Monday – Saturday. Creates a new community focal point.
- One Friends meeting bringing together community.
- Regular community volunteer gardener who comes 1-2 times a week to keep the area looking good.
- Let's Go Outside and Learn have run activities in the park for children.
- Re-surfacing of road to car park

## Achievements 2022

- The new (privately run) café adjacent to the park opened which offers potential for mutual benefits and a toilet (for those using café)
- The slide in the playground was fixed.
- Several community events were held in the park with Heathrow funding, including community celebration event was held in March 2022 to mark the end of the Heathrow project.



- Greenspace Countryside Rangers led conservation activities with the community.
- A thank you event for our volunteers in April.
- “Art in the Park” display – run by Friends group, and by Creative People and Places
- New pump / aerator installed.
- Silver Gilt in London in Bloom
- Lots of positive feedback from park users
- Regular volunteer groups establish to ensure that the park is well kept.
- Regular attendance from Greenspace, including Rangers has resolved some basic issues (litter, graffiti etc.).



### Achievements 2021

- In July the Friends of Bridge House Ponds organized the “Pondfest” festival which was a free community event celebrating creativity, heritage, nature, and community.
- Community activities were run by Let’s Go Outside and Learn which included pond dipping and creative environmental activities.
- Six sessions of conservation / environmental management led by Greenspace were run which included activities around the pond area.







- Achieved London in Bloom silver award in small parks category. Friends group have added new seasonal planting at regular points, in addition to repeat flowering bulbs.
- A good range of wildlife using park, including nesting birds, ducks, geese, and sightings of a range of birds, including kingfisher.
- Shortlisted for most improved park in Green Flag anniversary awards in 2021.
- New mosaics added to the bridge wall to reflect Feltham's history.
- New green wall including climbers, trees, and wildflowers to soften the hard infrastructure of the new bridge wall using a mixture of climbing plants against a trellis and trees. This has been a huge success and one that adds an important habitat for wildlife.
- A new pond aerator has been installed.
- New signage was installed at entrances and play area, which also includes a new notice board that the Friends Group regularly update.



The Bridge House Pond infrastructure and habitat improvements has enabled a programme of community activities and events in 2021. From Spring, monthly community pond improvements and conservation works have been run by the GS Countryside rangers. A new family learning Project run by Let's Go Outside & Learn started in the Summer 2021 focused on wildlife and fun outdoor activities such as pond dipping.





## Previous Achievements

In March 2020, 10 new park appropriate trees were planted across Bridge House Pond, including the play area. An outdoor table tennis area was created with an urban planting arrangement and new trees in this redesigned space. All the old lanterns have been replaced with new LED lights across the site, with the addition of 4 new lights installed by the new bridge construction. Improved sight lines were created across the open space with a complete rejuvenation of old plant borders and the creation of new ones with wildlife and amenity planting following soil conditioning.



At the time, the pond was not in any maintenance contract and was barely visible because of overgrown trees and weeds. It then underwent a major restoration with the installation of new decking and a T shaped pontoon to act as an educational pond dipping area. The end-of-life upright oak planters along the footpath to the platform were replaced and a shade tolerant perennial bed was created. The pond was reprofiled, including swales underneath the pontoon and the pond island had coir rolls with aquatic planting. At this stage there is insufficient funding to dredge the pond, but this will be part of a future improvement plan.

In 2019, three quarters of Bridge House Pond Play area was fenced with new play gates and in Winter 2020 on request of the police and community safety teams the rough shrub area at the back of the play area bordering the car park was removed and further knee-high railings were installed. To screen the area from the car park a specialist team was commissioned for an expert planting arrangement. The play area was revitalised through the repair and replacement of existing equipment and the installation of new equipment such as the cradle swings.

In 2018, Bridge House Pond entered London in Bloom, winning silver. In 2019, the Friends also supported the creation of 'Feltham in Bloom', organising a town-wide competition, and entry into London in Bloom. This included a talk on Sir Harry Veitch, an eminent local horticulturalist, by a leading expert – Caradoc Doy at a local prize-giving event.

With funding support from Our Space, a new 'Heritage Garden' was created in 2018 (which includes a Feltham Beauty Apple Tree, and where we have grown Feltham First Peas), with raised beds created by The Conservation Volunteers (TCV) and a new HOPE garden that was finished in 2019. The area was plagued by antisocial behaviour, together with local Councillors and the council, a first clear up was held that collected around fifty bags of litter from the site and since then the Friends have held regular clear ups. Bridge House Pond innovated the first '2-minute litter pick' board in London, which has encouraged pro-social behaviours, and has subsequently been replicated in other parks.





# 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 Bridge House Pond 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 Bridge House Pond. 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>• Pond, wildlife areas and links to other green spaces (e.g., nearby Longford River)</li><li>• Heritage and character of site, including several historic trees.</li><li>• Upgraded play area.</li><li>• Active Friends Group, including clear ups and community focused activities.</li><li>• Active stakeholder collaboration</li><li>• Active community use</li><li>• Friends led masterplan developed.</li><li>• Location near town centre and children's centre</li><li>• Revitalised pond area</li><li>• Pond dipping platform for learning.</li><li>• Accessible spaces for all</li><li>• Table tennis area</li><li>• Improved green landscaping.</li><li>• New planting arrangements across the site</li></ul>	<b>WEAKNESSES</b> <ul style="list-style-type: none"><li>• Past ineffectiveness to recognise and support the areas historic and landscape significance.</li><li>• Ongoing management and maintenance of the pond, especially the management of duck weed and marginal areas.</li></ul>
<b>OPPORTUNITIES</b> <ul style="list-style-type: none"><li>• Outdoor community events</li><li>• Create a mini-Amphitheatre.</li><li>• External funding opportunities</li><li>• Outdoor gym equipment</li><li>• Increase the range of usage including physical activity, community education and conservation activities and arts.</li><li>• Introduce a small picnic area.</li><li>• Creating a wildflower area/wildlife habitat</li><li>• Future projects and initiatives to be friends led.</li><li>• Tree planting</li></ul>	<b>THREATS</b> <ul style="list-style-type: none"><li>• Anti-social behaviour</li><li>• Litter issues</li><li>• Long term pond water supply and water quality issues (e.g., Duckweed)</li><li>• Climate change/disease/drought/pests and invasive species</li><li>• Road safety – access road to LBH managed car park dissects through BHP.</li></ul>





# How do we get there?

## Vision & Objectives

### Vision for Bridge House Pond:

“The Bridge House Pond Friends Group, the London Borough of Hounslow and Lampton Services Greenspace will work together to create and maintain a high-quality park that celebrates local heritage, supports a diverse range of people to engage with and enjoy nature and participate in practical conservation activities, and which is beautiful, wildlife friendly, sustainable, resilient to climate change, safe and accessible to all.”

### Key objectives for Bridge House Pond 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 Bridge House Pond 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 wellbeing.
- Creating opportunities for connecting green spaces for wildlife and increasing the boroughs ecological resilience and connectivity.





## Meeting the Green Flag Award Criteria



### Management of Bridge House Pond

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 Bridge House Pond within existing revenue budgets and through capital infrastructure funding opportunities.

### Delivery Partners

The Council works pro-actively with the Friends of Bridge House Pond 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 Bridge House Pond 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 Bridge House Pond 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

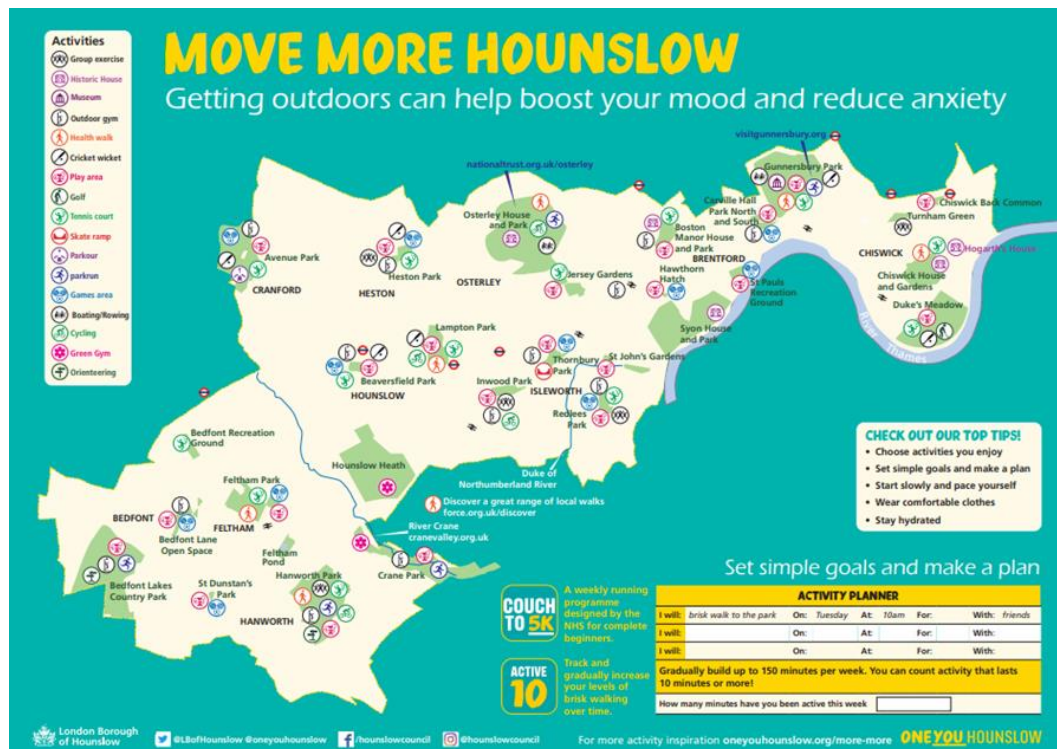
Healthy Hounslow is a partnership between several organisations supporting people in leading healthier lifestyles; to become more active, eat well and stop smoking. The partners that make up Healthy Hounslow are Hounslow Council, West London Trust, Feltham & Bedfont Primary Care Network, MoreLife, Maximus/BeeZee 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.

Bridge House Pond welcomes responsible dog owners. The play area is already a dog exclusion zone, 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:

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 Bridge House Pond 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, 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.





Bridge House Pond consists mainly of amenity grass, with some boundary areas managed as rough grassland.

### 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.



### Trees

Trees are an incredibly significant feature in the boroughs 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 Bridge House Pond 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](#). A couple of these were planted in Bridge House Pond as the remainder of trees had been planted earlier during the development project.

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



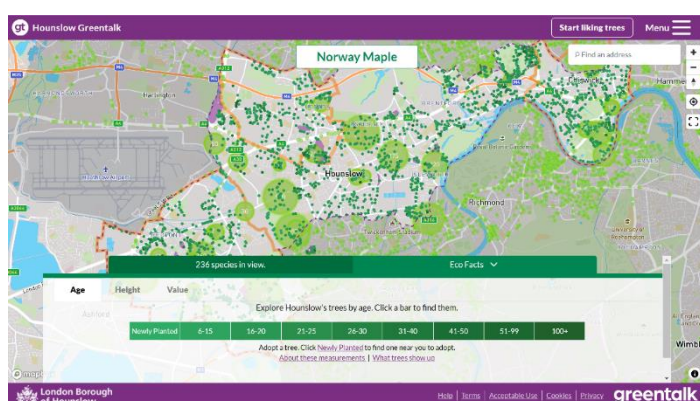
## Greentalk

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](#)

## Pond & Wetland Management

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.

GS also ensure that water areas are safe, providing buoyancy aids and routine checks. 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.



In June 2020, an Ecological Constraints Assessment was conducted ahead of the pond improvements works. This included an eDNA analysis for the Great Crested Newt. The pond is located within an urbanised setting in the centre of Feltham. It is surrounded by residential housing, major roads, and a railway line. The pond is however situated close to the railway line which links to Hounslow Heath, a large expanse of grassland, scrub, and woodland.

Overall, the site is of significant ecological interest within the context of the surrounding urban landscape, with the potential to support protected and important species such as amphibians, nesting birds, and grass snakes.

Great Crested Newts have been confirmed as likely absent, but it is a site of wildlife interest with frogs, toads, nesting birds, a heron, and aquatic insects. GS countryside team and FoBHP will work towards a habitat management plan to maximise the biodiversity value of the site and maintain and enhance diverse floral assembles.

Part of the pond water quality improvements to support wildlife was to have a water aerator which has now been installed as there are currently significant duckweed issues. The Parks team will explore future measures to improve water quality and water source at Bridge House Pond.

### 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 conducted 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 the park. However, the old toilet block alongside Hanworth Road was refurbished in 2022 and is now leased as a café which is managed by the LBH Corporate Property team.

### Environmental Sustainability

The following regimes are designed to ensure that Bridge House Pond 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 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.
- 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

Bridge House Pond is an accessible area of public park just opposite Feltham Train Station. It comprises of a children's playground, paths, benches and flower beds, and a large pond with a surrounding fence.

The park is 0.54ha in size and is surrounded by trees. The pond has an aeration system however duckweed must be regularly managed.

The small range of habitats present on site are all common including mown amenity grassland within areas of hard standing and limited species and therefore of low ecological value. A mix of common grass dominate the sward including perennial rye grass, meadow grasses and Yorkshire fog, managed hedgerows run along the northern and western boundaries.

There is a willow tree in the middle of the pond. Toward the western edge of the pond was a dead wood stump and a pile of cut dead branches left at the site serving as an important habitat for the amphibians, insects, and reptiles.



Figure; dead wood stump and refugia

The boundary hedgerows and mature trees are of value to the commuting bats and birds. The site supports a small area of amphibian terrestrial habitat.

### Considerations for habitat improvements

- Installation of range of bat boxes on the trees to provide roosting opportunities for crevice dwelling bat species.
- Install bird boxes on any mature trees, which should be a minimum of four meters above ground level to avoid disturbance and reduce the potential for predation to create new nesting and foraging habitat for variety of birds.
- Native species of local provenance should be used for any new planting on site to support the action plans for pollinators in England.



## Community Involvement

This is crucial to the management of Bridge House Pond and will continue to be of the utmost importance.

### Friends Groups

The Council works closely with the former Friends of Bridge House Pond (2014 – 2024) and supported 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 of Parks provides a support network, and to provide opportunities to build relationships that are based on collaboration.

### Friends of Bridge House Pond

The former Friends of Bridge House Pond were formed in 2014, formally constitutionalised in 2016 and disbanded in 2024. The team helped shape Bridge House Pond into a safe, educational, and fun environment for all ages. The key aim of the Friends were to promote a positive cycle of increasing usage of the park through positive perceptions of safety and reduced antisocial behaviour. The Friends also organised regular community events – in 2019 this included monthly planting/clear-up mornings, an Easter egg hunt, and summer community festival.

The committee have applied and received funding from Hounslow Council, Our Space, the Department of Communities and Local Government (for 'Pocket Park' improvements, including the playground fence and table tennis table), the Mayor of London (for Pond Fest), Heathrow Community Trust (for pond improvements), and Tesco Bags of Help (to support additional planting).

### 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 Bridge House Pond. 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 Bridge House Pond 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

New entrance signage, a Friends notice board and new children's play area sign have been installed.



### Signage Refresh

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 focus on inclusivity, using pictograms and maps to illustrate the facilities available in the park and the surrounding area. This project was completed in Autumn 2024.

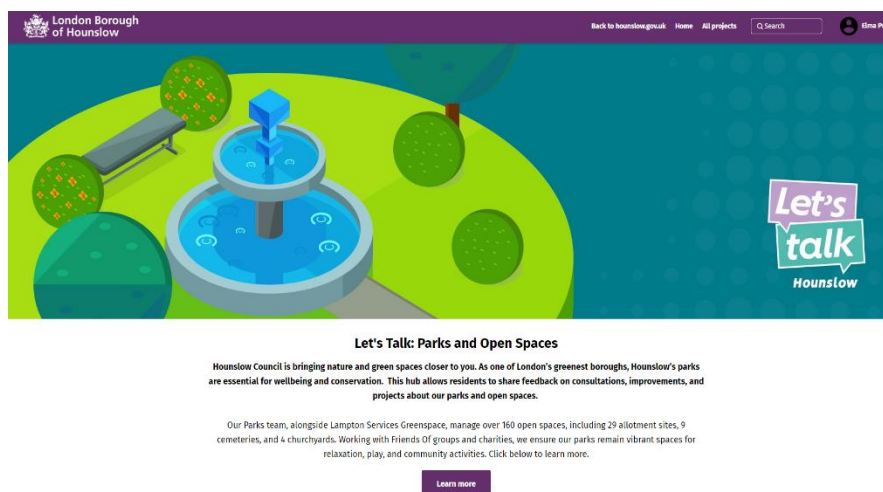
For more information and examples of the new signage please visit the Council webpages [here](#).

### 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.

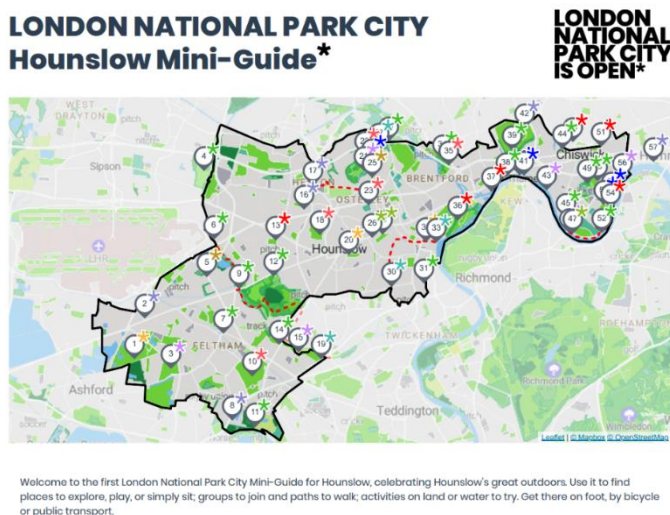
## Parks Hub

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](#).

- Friends of Bridge House Pond website:  
[Home - Friends of Bridge House Pond \(e-voice.org.uk\)](http://Home-Friends-of-Bridge-House-Pond(e-voice.org.uk))
- Facebook:  
[FoBHP: Friends of Bridge House Pond, Feltham | Facebook](#)

### 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](#).



No events scheduled for 2025.







# 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 Friends.

LBH Parks Officers work closely with GS and the former 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 Bridge House Pond 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 former 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

## Bridge House Pond | 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  
FoBHP Former Friends of Bridge House Pond

#### 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
New Park signage and community notice board.	LBH, FoBHP	W, S	S	Park entrance and Play Area signage and Community notice board has now been installed.
Carry out additional planting schemes around the pond and wider open space to benefit wildlife	LBH, GS, FoBHP	W, WM, S	O	Major replanting of borders and creation of new borders with wildlife friendly plants done in 2020. Additional reed and marginal planting in the pond and wildflower planted around the pond now undertaken.
Anti-Social Behaviour – signage review, continue stakeholder engagement and targeted enforcement.	LBH, GS, FoBHP	W, H	O	Tackling the issues of antisocial behaviour will involve working with the enforcement team, police and community safety alongside physical changes such as soft landscaping and improved lighting and local positive
Ongoing review of play equipment. Carry out repairs and seek funding opportunities for replacement of equipment	LBH, GS	W, H, WM	O	
Paint railings around the pond.	LBH, GS, FoBHP	W, WM, C	S	Completed in 2023
Install a new picnic table	LBH, GS, FoBHP	W, C	M	Part of a trial to ensure that this initiative doesn't attract daytime drinkers. To be installed in 2023
Continue to support and promote community clear up days	LBH, GS, FoBHP	W, WM, C	O	Volunteer in Parks Sessions started in 2024 to support this action.
Dog Fouling – Review Signage review and dog bins on site.	LBH, FoBHP	H, WM	S	This will be part of the BHP new parks sign which will reflect park By-Laws and EPA 1990

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
Review green waste	GS	H, S	S	Any woodchip generated on site is used on site
Explore the idea of a simple outdoor gym/trim trail.	LBH, FoBHP	C	M	Looking at initiatives to promote physical activity within the small space. Will look for funding opportunities in 2023
Explore ways to showcase the old pieces of air raid shelter on site.	FoBHP	C	M	Currently stored on site within the pond area
Community conservation activities and education.	LBH, GS, FoBHP	S, BH, C	S	Heathrow Grant now used. LBH Parks will work with the Friends to identify new funding opportunities to continue with this successful arrangement
Litter in the pond. Provide a targeted management/ education approach	LBH, GS, FoBHP	W, WM	O	GS team will increase their maintenance programme in 2023 to support the need for a litter free pond to benefit wildlife
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 2023/24. Former Friends group proposed interesting specimen trees in key locations
Britain in Bloom - Assess performance. Develop plans for future In Bloom entry. Provide support and expertise as required	GS	WM, C	O	
Install water pump	LBH	WM, BH	S	The previously installed aerator struggled with the excessive pond weed and broke. A specialist pond contractor will be commissioned in Spring 2025 to advise on best solutions and management approach for the pond.
Create a green wall adjacent to new bridge wall.	LBH	BH	O	Now installed and will form part of the wider maintenance plan for the park.
Introduce a program of pond improvement and maintenance works	LBH, GS	WM, BH	M	To be linked with a friends task to measure water quality and support further habitat enhancements
The former Friends expressed an interest to convert the existing toilet block into a community café.	LBH, FoBHP	C	O	Private café now open with opportunities to link with park
Review safety provision of access road to LBH car park	LBH, FoBHP, LBH traffic and transport	H	S	Look to install additional sign and traffic calming measures between playground and car park
Long-term scoping of an extension / terrace to rear of café to connect / integrate with park	LBH, FoBHP	C	M	
Water access (for watering), and drinking (there are currently no public drinking fountains in Feltham)		WM, C	S	
Add bird boxes & bat boxes, Bat Surveying, and other site appropriate habitats/surveys	LBH, GS, FoBHP	BH	M	Community to lead on this during 2024/25



MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2025
Continue to work with the community and the wider volunteers/services to promote greening activities	LBH	C	O	
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, GS, FoBHP	C	S, M	Mosaics to reflect local history installed in partnership with Feltham Arts. Installed
Continue to support FoBHP with funding applications	LBH, FoBHP	C, BH	S	
LBH to facilitate events with Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH	C	O	
LBH to facilitate education and community engagement. opportunities at Bridge House Pond	LBH, GS, FoBHP	C	S	
Support other positive promotion of the park through various media platforms	LBH, GS, FoBHP	Mkt	O	
Continue to publicise the park through LBH website, social media platforms and notice board. Also, borough wide campaigns, including achievement's, initiatives, and announcements.	LBH	Mkt	O	
The Management plan to be reviewed annually and the action plan to be updated annually.	LBH, GS	Mgt	O	

# 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>Playgrounds</b> <i>Safety inspections</i>	<b>Managed by the Playground Inspectors</b> 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> <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
<b>Countryside Schedule</b> <i>Conservation management</i> <i>Volunteering sessions</i>	Seasonal dependent on habitat types Frequency dependent on site



## 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](#).





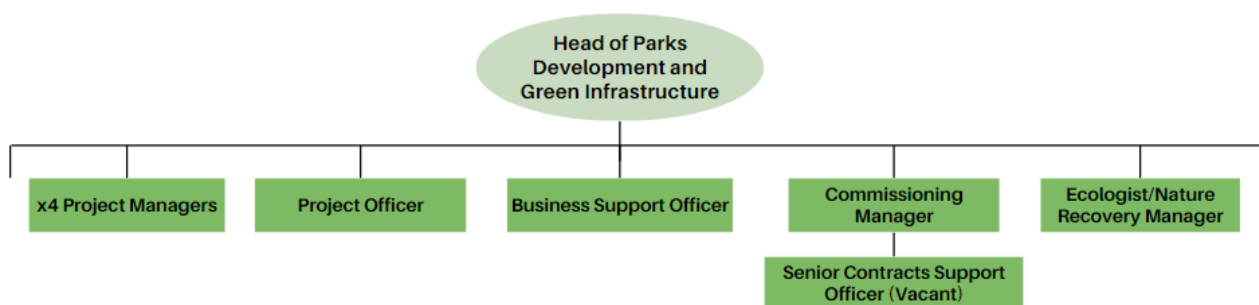
# Appendix 3

## Management Structure & Responsibilities

Bridge House Pond 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

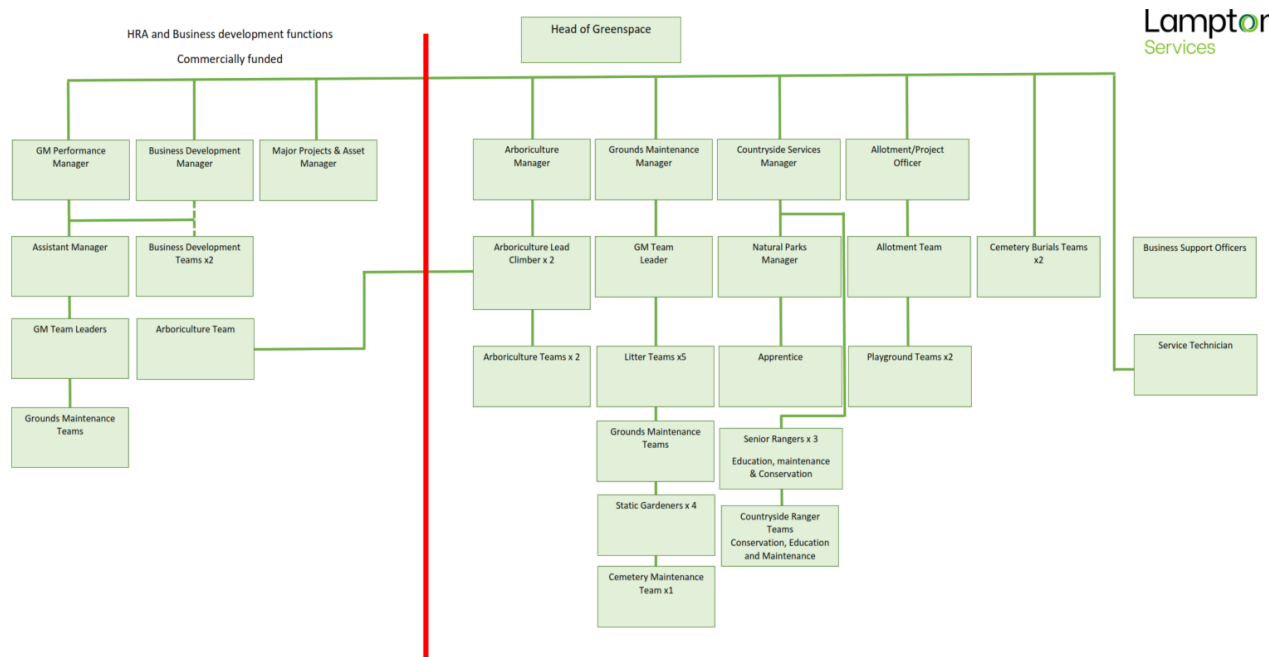
Assistance with finance; administration, project support and communications.

### Ecologist & Nature Recovery Manager

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 at Bridge House Pond are 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)

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**Tel: 0208 583 5555**

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**London Borough  
of Hounslow**

**Lampton**  
Services  
Greenspace