

GREEN FLAG MANAGEMENT PLAN 2026

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# Chiswick Old Cemetery



London Borough  
of Hounslow

Lampton  
Services  
Greenspace



# 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 the London Borough of Hounslow (LBH) Parks Team and Lampton Services Greenspace\* (GS). In addition, it is important to acknowledge the great contribution from the Old Chiswick Protection Society (OCPS), Dukes Meadows Trust (DMT), and St Nicholas Church (SNC) for their commitment and dedication in supporting the conservation, promotion, and management of Chiswick Old Cemetery.

\*Lampton Services Greenspace 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 Chiswick Old Cemetery has been prepared by the LBH Parks Team and Lampton Services Greenspace with input from OCPS, DMT and SNC. 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 Chiswick Old Cemetery.

As part of the development of the plan, detailed consultation has taken place with the GS maintenance and management team, LBH officers, OCPS, DMT and SNC.

The Management Plan is a 'working document' that brings together all the information relating to Chiswick Old Cemetery 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 help 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. Whilst also attracting external investment and developing new partnerships through the Regeneration Service's Business Case for Growth.

Parks and open spaces play a key 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, Diversity and Inclusion Strategy](#)
- [Hounslow Joint Health and Wellbeing Strategy 2023-2026](#)
- [Opportunity Hounslow: Our Business Case for Growth](#)

### Parks Funding

The Council's Parks service is funded by a revenue budget for ground maintenance which are provided by our service providers, Lampton Services Greenspace, who maintain Hounslow's parks and open spaces, including allotments, cemeteries, trees, countryside and other workstreams.

In addition to this, the Parks and Open Spaces team sits within the council's Environment Services directorate focusing on capital investment, contract and performance management, income generation and other initiatives. This is funded through core revenue funding and capitalisation.

Current capital funding has been allocated through a parks improvement programme, active since 2023. This funding covers project delivery and staff resourcing. Other capital funding is obtained via Community Infrastructure Levy (CIL); S106, the Councils Thriving Communities fund (local CIL), [Green Investment Fund](#), 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

The main entrance to Chiswick Old Cemetery is on Corney Road, Chiswick. The cemetery lies within Chiswick Homefields Ward, in the area known as “Old Chiswick” between the A4 and the River Thames. The area includes many historic buildings and is the home of Fullers Brewery. The cemetery is approximately 2.88 hectares in size and laid out on a grid pattern with a series of pathways throughout. The site is managed as a mix of amenity and rough grassland areas to help promote wildlife, with several tree varieties including native fruit trees, which were planted by volunteers in 2020. There are many historic tombs and graves within the cemetery, and at the entrance from Powell’s Walk there is an inscription recognising the Duke of Devonshire’s donation of the land. There is also a WW1 Memorial at the head of the avenue from the main entrance from Corney Road.



### Site Information

**Name:** Chiswick Old Cemetery

**Contacts:** 020 8583 5555

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

**Designation:** Burial Ground & Churchyard, within Planning Conservation Area.

**Ownership:** London Borough of Hounslow

**Size:** 2.28ha

**Byelaws:** Visit the [Park rules and byelaws | London Borough of Hounslow](#) page to download

**Access:** open access at all times

**Transport: Train:** Chiswick Station and Barnes Bridge

**Tube:** Hammersmith

**Buses:** 190/E3

**Parking:** n/a

**Local Facilities:** St. Nicolas Church, New Chiswick Pool, Chiswick House, and Gardens, Thames Path.

## Detailed History

A church at Chiswick is first referred to in 1181, and St Nicholas was at the old centre of Chiswick Village. The area became built up in the latter C19th, although Georgian and earlier houses had been built along the riverside. There are many historic tombs in the large churchyard to the south of the church, including those of William Hogarth, Lord Burlington, and William Kent. The old graveyard was extended in 1838 but closed for burial in 1854, although it re-opened in 1867. In 1871 it was extended when land was donated by the Duke of Devonshire; this extension is Chiswick Old Cemetery.

“The pleasant village of Chiswick, tho’ but small, is so very pleasantly situated out of the road and free from noise, dust, and hurry” John Bowack, 1705.

Chiswick Old Cemetery is the resting place of many notable historical figures, with several impressive graves and tombs found throughout the site.

### Notable historical graves and tombs include:

- James McNeill Whistler (d.1903) – American painter
- Sir William Blake Richmond (d.1921) – Painter
- Henry Joy (d. 1893) – Lucan’s Staff Trumpeter, sounded the famous “Charge of the Light Brigade”.
- Frederick Hitch (d. 1913) – the South Wales Borderers who won a VC in the Zulu War in 1879
- Sir Percy Harris (d. 1952) – Deputy Chair of the LCC and Liberal MP for 25 years and Deputy Leader of the Liberal Party from 1940-45

### Other notable historical structures include:

- The WWI Memorial by Sir Reginald Blomfield – designed for the Imperial War Graves Commission in 1919, takes the form of a Portland stone cross with bronze crusader sword pointing downwards.
- At the entrance from Powell’s Walk is an inscription recognising the Duke of Devonshire’s donation of the land for the cemetery.



Figure 1 Historical view of the river Thames from the original churchyard.

## Recent Achievements

### Achievements 2025

- Local volunteers continue to care for planting on site and water trees as part of the arboretum project.
- Property review underway regarding shelter and former mortuary site.
- Working with local community around restoration of Whistler's tomb.

### Achievements 2024

- Local volunteers continue to care for planting on site and water trees as part of the arboretum project.
- Community bid being prepared with church and volunteers to improve the site entrance, replace the shelter with a new welcoming feature, and restore pathing across the site.
- Installation of new signage with mapping and custom map of the arboretum
- Installation of community noticeboard.

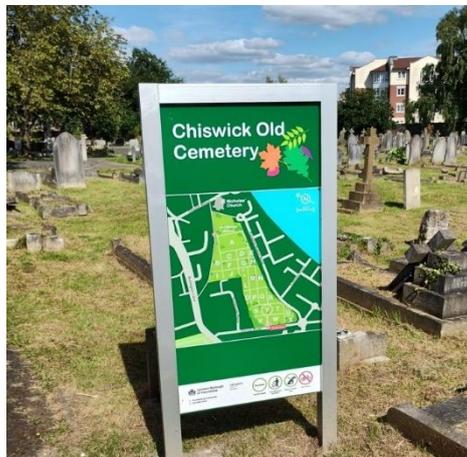


Figure 2 New signage

### Achievements 2023

- Chiswick Old Cemetery Community Arboretum Project – This is a community led project bringing OCPS and residents together with plans to create an established community arboretum. 18 trees were planted in January 2023 by local volunteers. This is an ongoing project, please find more information about the project below in the section “Consultation & Co-design.”



Figure 3 Chiswick Old Cemetery Community Arboretum Planting Day, January 2023



### **Achievements 2022**

- New grass cutting regime established – plans to increase areas managed as rough grassland and wildflower areas to help establish and encourage pollinators and other species beneficial to wildlife and biodiversity.
- New signage installed onsite.

### **Earlier Achievements**

- Native tree planting – trees planted in 2020 by the church and local community groups with support from GS.
- Cemeteries Strategy – new Cemeteries Strategy written in 2019/20 to help highlight how our cemeteries can be best managed with the local community. More information about the strategy can be found on the Council website here: [www.hounslow.gov.uk/cemetery-strategy](http://www.hounslow.gov.uk/cemetery-strategy)



*Figure 4 Overview of the cemetery*





# 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 OCPS 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 OCPS and St. Nicholas’ Church, co-designing the future of the cemetery together in most initiatives and opportunities.

Regular communication between the Council, GS and OCPS, St. Nicholas’ Church and other stakeholders will help promote a continuous, constructive dialogue, to discuss 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 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.

<p><b>STRENGTHS</b></p> <ul style="list-style-type: none"><li>• Active stakeholder collaboration</li><li>• Active community use</li><li>• Historic value/location</li><li>• New native tree stock planted by community.</li><li>• Well managed and maintained site.</li><li>• New welcome signage</li><li>• New arboretum trees in place (Jan 2023)</li></ul>	<p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"><li>• Derelict shelter building</li><li>• Derelict mess room</li><li>• Change in use from active cemetery to heritage site / arboretum needs to be carefully communicated.</li></ul>
<p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"><li>• Promote the cemetery's historic importance.</li><li>• Development of Hounslow's heritage walks</li><li>• Greater involvement and participation of interested parties and community groups in the management and maintenance of the open space.</li><li>• External funding opportunities</li><li>• Potential for derelict buildings to be renovated and used for community/commercial use.</li><li>• Review waste strategy</li><li>• Continue to manage the cemetery to promote wildlife and nature conservation.</li></ul>	<p><b>THREATS</b></p> <ul style="list-style-type: none"><li>• Anti-social behaviour</li><li>• Impacts of climate change, disease, drought, pests, and invasive species</li><li>• Vandalism to historic graves</li></ul>





# How do we get there?

## Vision & Objectives

Vision for Chiswick Old Cemetery:

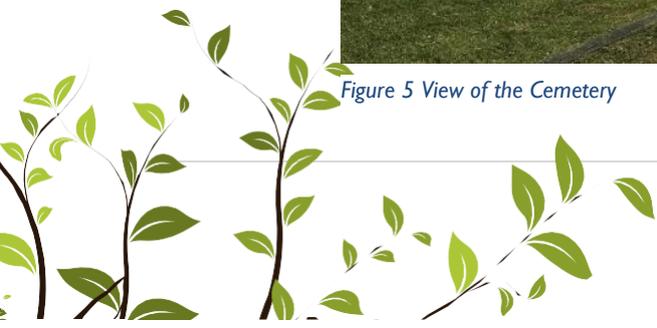
“The London Borough of Hounslow and Greenspace will together with the Old Chiswick Protection Society, Dukes Meadows Trust, and St Nicholas Church, to create and maintain an exemplary historic cemetery for community involvement and enjoyment, which is wildlife friendly, sustainable, resilient to climate change, and safe and accessible to all.”

Key objectives for Chiswick Old Cemetery are:

- To continue to work closely with OCPS, DMT and SNC to help direct maintenance priorities and improvements for the cemetery.
- To ensure Chiswick Old Cemetery is a place that is secure, safe to use and well maintained.
- To ensure that the management of the landscape maintains the heritage and character of the cemetery.
- To ensure that the cemetery 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 cemetery.
- To ensure that the management of the cemetery protects and enhances the biodiversity of the site and borough, whilst being sensitive to its use and historical heritage.
- Provide and improve opportunities for good health and wellbeing.
- Create opportunities for connecting green spaces to wildlife and increase the boroughs ecological resilience and connectivity.



*Figure 5 View of the Cemetery*





## Meeting the Green Flag Award Criteria



Figure 6 Close up of the war memorial, Fullers Brewery and St Nicholas Church can be seen on the skyline.

## Management of Chiswick Old Cemetery

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

We value diversity and are committed to delivering a service that puts equality of opportunity as a priority. Management of the cemetery needs to deliver high standards of maintenance of all aspects of the soft and hard landscaping of Chiswick Old Cemetery within existing revenue budgets and through capital infrastructure funding opportunities.

## Delivery Partners

The Council works pro-actively with the OCPS, SNC and DMT 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.





## A Welcoming Place

The following management priorities help ensure that Chiswick Old Cemetery continues to be a welcoming place.

### Entrances

GS regularly manage and maintain all site entrances to ensure they remain accessible for all, secure and free from any obstructions. This includes gate and surface maintenance where required, clearance of leaves, and gritting during icy conditions. As a general policy our parks are not locked at night, as there is evidence that this attracts antisocial behaviour.

### Signage

Park signage is kept clean and regularly inspected, any repairs are carried out promptly by GS. Our parks have a variety of signage, including Welcome signs at main entrance points, with general site information, community event boards, interpretation signage, and enforcement and warning signage where required. For more information, please refer to the “Marketing Section” below.

### Visibility

Where suitable vegetation is managed by GS to help improve site lines for the personal safety of park users across the site. Lighting in our parks is minimised and only considered along main pathways. This approach is generally supported, as there is evidence that lighting can create a false sense of safety, and in fact can attract antisocial behaviour. This approach is supported by Parks for London, the police, and other organisations, developing strategies to help tackle Violence Against Women and Girls (VAWG).

### 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 is 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.

## Healthy, Safe & Secure

The following management priorities help ensure that Chiswick Old Cemetery 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.

#### Useful Links:

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

### Better Points

BetterPoints is an app that rewards residents for getting active. Activities such as walking, cycling, running and wheeling earn users BetterPoints that can be exchanged for Highstreet vouchers or donated to local charities. You can also earn BetterPoints from attending our Healthy Hounslow services. Find out more [here](#).





### 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)

### 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.

LBH and GS maintain close oversight and management of all subcontractors and other agencies working within our parks and open spaces, adhering to CDM regulations and relevant licence agreements.

### 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 regarding the behaviour of some dogs and the actions of a minority of irresponsible dog owners within parks and open spaces.

To address these ongoing concerns, the Council carried out a public consultation during 2025 to gather residents' views on a range of dog control issues. A report summarising the findings from the consultation was presented to Cabinet in late 2025. This resulted in the decision to introduce a dog control Public Space Protection Order (PSPO).

The PSPO includes seven key requirements and restrictions for dog owners and dog walkers. Some of these were previously in place under previous regulations and have now been consolidated in this single, update order.

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

Supported by a borough-wide campaign encouraging dog owners to [Take The Lead](#), the new PSPO will be enforced from 1 March 2026. It sets clearer expectations for dog walkers and gives the Council authority to issue on-the-spot fines to those who don't follow the rules.





Figure 7 Dog PSPO Campaign

Dogs are to be kept on leads in Chiswick Old Cemetery, which is depicted on the signage.

### 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
- [Community Safety](#)

The Council is introducing a new enforcement team in March 2026. The new team will be focussing on fly-tipping and littering, noise complaints and enforcing Public Space Protection Orders (PSPOs). They will also be engaging with local communities and educating residents on how to dispose of waste and recycling correctly.

The team will be equipped with hand-held devices allowing them to identify, capture, report and respond to issues in real-time and reassure residents that issues are being identified and dealt with. Investment in new AI technologies and SMART sensors will also be developed to enable fast and targeted responses.



Figure 8 Enforcement officials on a walkabout



The Parks Team has established a Violence Against Women and Girls (VAWG) Steering Group in partnership with the Metropolitan Police. The group meets regularly to review hotspot areas across Hounslow's parks and open spaces that have been identified as priorities within the VAWG agenda. Together, they assess recommendations, explore solutions, and coordinate ongoing projects and work programmes aimed at addressing these issues.

A broad range of stakeholders participate in the group to share current concerns, highlight priority areas, and discuss operational capacity. Representatives include the Met Police VAWG Lead for Hounslow, Police Intelligence Analyst, Parks Team, Safer Communities, Lampton Greenspace Countryside Team, Rough Sleeping Unit, Domestic Violence Reduction Unit, and Gunnersbury Park.

Some of the actions from the steering group have led to:

- Increase police patrol in priority parks
- Community engagement with local residents and thereby increasing natural surveillance
- Removal of hiding spots and management of overgrown vegetation
- Creation of a Safety in Parks poster (in conjunction with the police and their reporting procedures)
- Raising awareness on reporting rough sleeping and supporting rough sleepers to reduce stigma
- Insight and lessons learned sharing
- Deployment of Safer Patrolling officers in Priority parks
- Additionally, they contribute to the WA – BCU (West Area – Borough Command Unit) meetings, which include boroughs of Hounslow, Hillingdon, and Ealing.



Figure 9 Safety Poster in Parks





## Well Maintained & Clean

The following management priorities are designed to ensure that Chiswick Old Cemetery 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 and open spaces, the grass is left uncut as part of the annual No Mow May campaign which was also referred to as [Hounslow's Natural Summer](#).

Chiswick Old Cemetery is mainly managed as amenity grassland. However, in consultation with the OCPS and other community groups, GS manage some areas as rough grassland, with the intention for some areas to be actively managed as wildflower meadow in the future. Grass management regimes will always ensure that surrounding grave areas are suitably managed, enabling access and visibility, and to remain respectful to the use of the site.

### 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.

### Rough Grassland

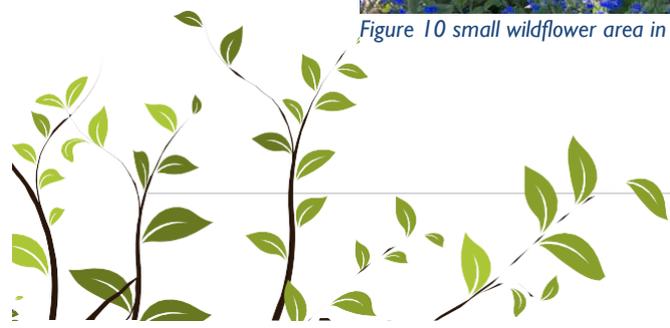
Rough grassland consists of areas which are cut less frequently generally 2-3 times a year. These are usually areas which are less accessible to the public and help support beneficial insects and small mammals, as well as protect features such as boundaries, hedges, and ponds.

### Wildflower Meadows

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



Figure 10 small wildflower area in the Cemetery





## Trees

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

## Tree Maintenance

To ensure that trees continue to contribute to the landscape it is essential that we think about their health and safety. Trees within parks and open spaces are subject to inspection by suitably qualified and experienced GS Arboriculturists. This is to identify and remedy any unacceptable risks to people using the sites, or the removal of trees that are extensively decayed compromising their structural integrity. Tree pruning is only carried out where necessary for risk management purposes or where formative pruning is necessary; this approach allows Hounslow’s parks to retain a natural landscape with well-formed specimens. Hounslow Council works closely with Friends, Councillors and Lampton Services Greenspace tree team to consider the tree population within Chiswick Old Cemetery 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](#). Several of these were planted in Chiswick Old Cemetery.

Since 2020, Chiswick Old Cemetery has had around 18 trees planted around the site. With a specific project focus in 2023 that had community involved tree planting of 17 trees.

## 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

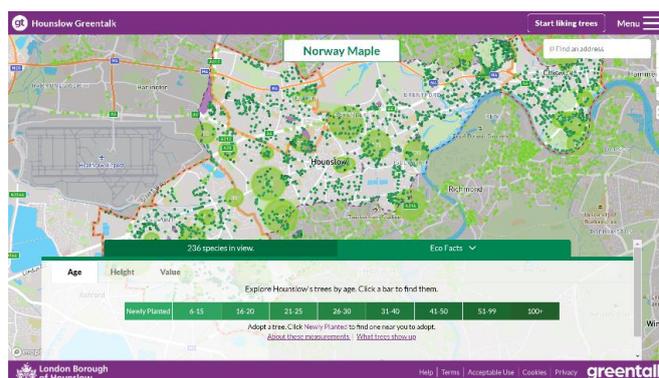


Figure 11 Screenshot of Greentalk website

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**

There are no wetland areas within Chiswick Old Cemetery

### **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, noticeboards 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 as possible.

### **Pathways & Hard Surfaces**

Pathways and hard surfaces will be kept clean with litter, leaves and weeds removed. Main pathways and entrances are also gritted during icy conditions where necessary. Any necessary repairs will be reviewed, and funding opportunities explored with the aim of rectification as soon as possible.

### **Buildings & Structures**

There are a several derelict buildings at Chiswick Old Cemetery which remain safe and secure, with various structural and mechanical surveys and asbestos surveys having been conducted to ensure their safety. As with all park buildings, their use and condition are recorded within a database, and they are recognised within the Corporate Property Future Assets Strategy.

### **Memorial Safety Testing**

As well as maintaining cemetery spaces, Lampton Greenspace are responsible for managing the London Borough of Hounslow burials service. Part of this responsibility includes ensuring the management and safety of all grave plots and memorials. The Parks team have been working in partnership with Lampton Greenspace and the Registrars team to design, coordinate and implement a full memorial safety inspection programme, which commenced in 2025. The programme will be conducted over several years by an external contractor, [MemSafe](#) a registered member of the British Register of Accredited Memorial Masons (BRAMM) and will be managed in phases based upon prioritising highest risk areas first. Support and communications are also being provided to ensure that all potential affected grave plot owners are contacted in advance where possible.





## Environmental Sustainability

The following management priorities are designed to ensure that Chiswick Old Cemetery 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 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

The use of glyphosate-based herbicides to treat weeds was stopped in 2020, to help promote biodiversity.

However, removing the use of herbicides has presented operational challenges, as herbicides have always been considered a cost-effective solution and less labour-intensive results.

Following extensive discussions, it was agreed by Cabinet that glyphosate-based herbicides would be reintroduced for the 2025 season. The reintroduction was necessary due to the increasing prevalence and density of weed growth, the impact of weeds on pathway safety and infrastructure, and the limited effectiveness of manual removal alone.

This decision is due to be reviewed again in 2026.

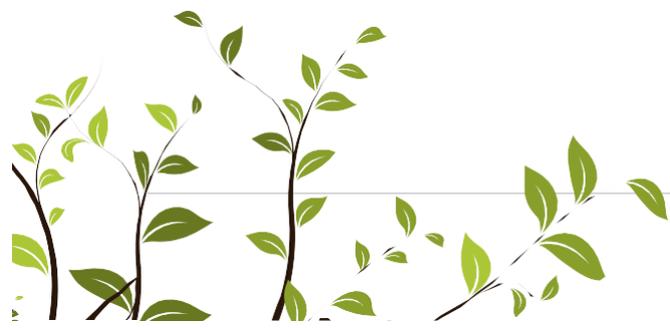
### Peat Use

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 hardwood 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 by limiting early adoption of electric vehicles.

### Power Tools

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



Figure 12 Examples of the machinery used by Lampton Greenspace, left; a battery- operated leaf blower, right; a traditional ride on





## 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. An ecological survey was conducted in 2023, see Appendix 2.
- 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. The initial round of treatment has been very successful, and we have already seen a reduction in the size and viability of INNS patches.
- 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 Head of Service with quarterly meetings held in various locations across the borough.
- Site of Importance for Nature Conservation (SINCs)-  
During 2025 LBH identified the need to review the current ecological status of its 47 Sites of Importance for Nature Conservation (SINC) as part of the actions set out in the Nature Recovery Action Plan (NRAP 2023–2028).





Although these sites have been assessed in the past, with the most recent assessments carried out in 2012, little information exists about their current condition from which to highlight opportunities to protect and enhance biodiversity value.

Therefore, an ecological appraisal of all 47 individual SINC across the borough was commissioned to establish an updated baseline of habitat types at each site, and their condition. This was conducted by Ecosulis, in the form of a Preliminary Ecological Appraisal (PEA) comprising of the following:

- Desk-based review of existing ecological information provided by LBH and local record centre data, alongside open-source datasets, to identify any legally protected or notable species, and/or habitats that may be present; and
- A field survey to determine current habitat types present on the Site, using the latest UK Habitat Classification (UKHab) methodology and incorporating an assessment of habitat condition; and
- Preparation of a concise report summarising the findings of the desk study and field survey, and details of conclusion and recommendations.

The purpose of the PEA is to identify early opportunities for enhancement to improve biodiversity value at each site, and, where possible, highlight protected and notable species or habitats which may benefit from or be negatively impacted by habitat interventions at the Site. We anticipate all the PEAs on Council land will be available to view via the Council's website by early summer 2026.



*Figure 13 Methods used by Ecosulis whilst surveying sites*





## Community Involvement

Open spaces foster community cohesion by serving as a space for respite and physical wellbeing. Involving residents in the management and decision-making processes of our spaces ensures that works reflect community needs and values, encourages a sense of ownership, and strengthens stewardship. Active participation not only improves the sustainability and relevance of green spaces but also builds stronger, more engaged communities.

### Friends Groups

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.

The Parks Team works closely with the Old Chiswick Protection Society and the local community by encouraging their efforts to apply for grants and to organise volunteer days. 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 option to create a Friends of Chiswick Old Cemetery will be explored particularly with help and assistance from OCPS, DMT and SNC. This will be focused on conserving the heritage of the site, improving natural habitats, and developing an historic walks program.

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](#).

### Old Chiswick Protection Society

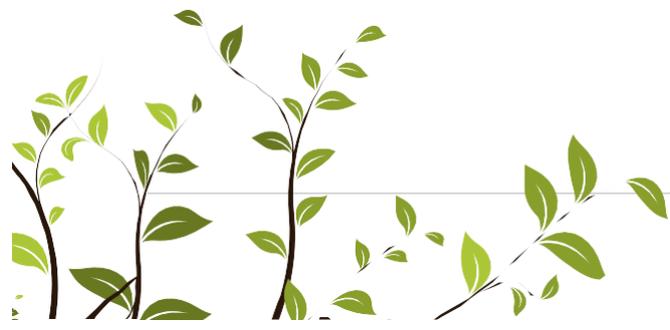
Further to the Community Arboretum Project, the OCPS and local community groups have, over recent years been involved in supporting the cemetery in the following ways:

- Supported tomb and monument restoration with Friends of St. Nicholas Church.
- Replaced stolen statuettes from Whistler's tomb and lobbied the Council to request the cemetery gates to be locked at night.
- Carried out litter picking and clearing overgrown vegetation, and suggested improvements at regular meetings with the Council.
- A member of OCPS received a Hounslow Community Service Award for championing the Cemetery thereby making it cleaner and safer.
- Documented 17 First World war graves and several other official war graves.

OCPS and local community suggestions for Chiswick Old Cemetery include:

- Plans to display historic information and wildlife information boards to the signposts.
- Suggestion to renovate the derelict workshop to community use, such as a 'Men in Sheds' initiative.
- Suggestion to paint the shelter to be more welcoming.
- To work with the Council to improve ongoing maintenance, and large shrub and tree trimming where needed.

The OCPS have also recently recommended that the Conservation Area boundary be extended to include the entire cemetery.





### Chiswick Old Cemetery Community Arboretum Project

In 2019, trees were planted in Chiswick Old Cemetery to replace some that had died along the boundary of the cemetery. The tree planting involved liaising with volunteers and community groups, and brought together OCPS, SNC, Dukes Meadows Trust and other volunteers together and with help and support from GS, inspired the idea to create a community arboretum within the cemetery.

In recent years, this community led project has developed with support and guidance from the Parks Team, to help realise the vision of a partial conversion of the cemetery into an “arboretum” – a botanical collection of trees. Some planting has already taken place on site.

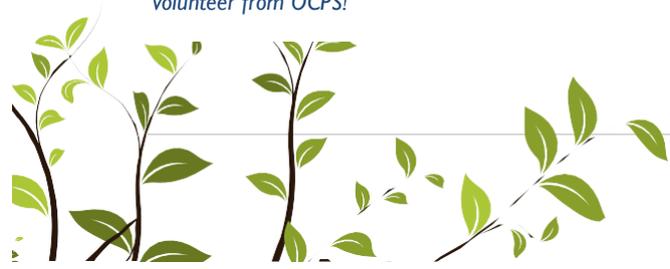
In March 2022, the Parks Team met onsite with arborists to discuss a ‘maximum occupancy’ plan, to ascertain how many trees could potentially be installed. This was then shared with the Cemeteries Team to cross-reference against existing cemetery maps and possible unmarked gravesites. This review has helped instruct the design of the arboretum and tree planting locations to compliment and respect historical graves.

The current proposal has identified 18 possible tree planting locations (including 4 replacements of damaged/dead trees) around the cemetery. The Parks Team are also exploring the possibility of removing certain redundant sections of pathway and the old shelter inside the entrance to allow for additional planting. If this went ahead, we anticipate it would provide space for an additional 10-15 trees.

The most recent community tree planting day was held early January 2023. The event was managed and overseen by the GS Tree Team with volunteers from the OCPS. Nine trees were planted initially on the first day, with an additional nine planted on the following day, with further help from volunteers. The community tree planting day was a great success, with positive feedback from attendees. For more information about the continued development of the community arboretum project please contact the Parks Team for more information.



Figure 14 Community Arboretum Tree Planting Day, January 2023. Left - Members of the GS Tree Team oversee planting, right - an enthusiastic volunteer from OCPS!





## 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 help manage and coordinate several volunteer groups across the borough. More information can be found on the Parks Hub webpages [here](#).

## Marketing

Promotion and marketing of Chiswick Old Cemetery is carried out by a range of measures to ensure that local people and visitors to the borough are aware of the facility.

## Entrance Signage

The design principles of our recent signage refresh encourage greater user engagement in outdoor activity by using pictograms and maps unique to the site to illustrate the space and the surrounding area. It promotes the unique character of each green space and its association with the community and presents a consistent London Borough of Hounslow parks identity.

New signage has been installed at both entrances, including grave maps on one side and a tree map of the arboretum on the other.

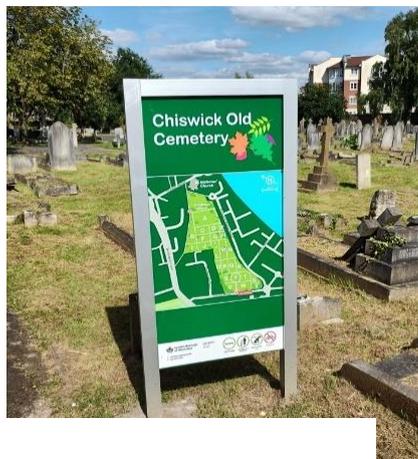
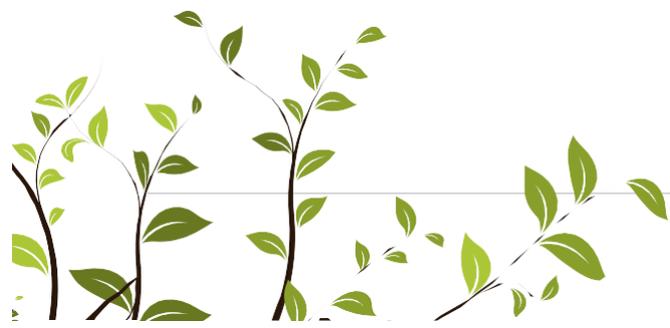


Figure 15 Preview of new sign

## Onsite Promotion

To promote activities in our green spaces, weatherproof posters and banners are used to display up and coming volunteering events and activities across the site and promotional materials are shared with local community groups. Noticeboards are also used by the Council and local communities to share upcoming events and activities as they are accessible for all.



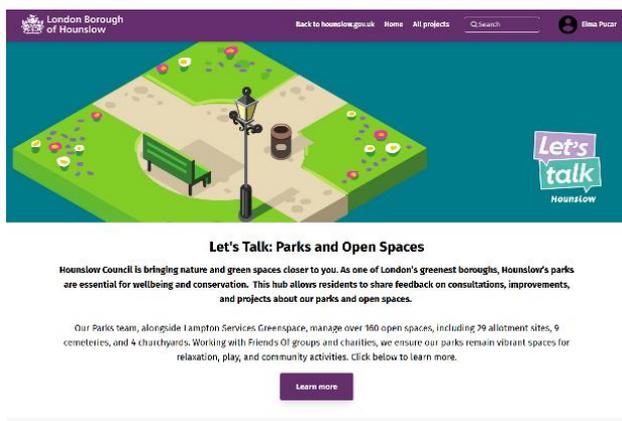


## Web & Press

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 27,800 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.

- Find out what's on [InHounslow](#)
  - [Hounslow Nature Network](#) is a new resource bank to connect you with local environmental organisations across London.
  - A dedicated [Nature and Greenspaces](#) section on Hounslow Connect, the go to platform for local activities, advice, guidance and support in Hounslow.
  - Promotion through Go Parks London- <https://www.goparks.london/boroughs/hounslow>
- London National Park City Mini-Guide for Hounslow, celebrating Hounslow's great outdoors [Hounslow's Mini Guide](#)



Figure 16 Screenshot of Mini Guide Map





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 last publication please follow the link [here](#).

Lampton Greenspace is a part of the Lampton Services Group who have their own social media platforms.

- <https://www.lamptonservices.co.uk>
- X- @TheLamptonGroup
- Facebook- [lamptonservices](#)
- Linked In- [Lampton Services](#)
- Instagram- [@lamptongroup](#)

### Events

Events are held in accordance with the Parks and Open Spaces Events Policy found on the council webpages [here](#).

No events have taken place recently.





# 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.

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

- Performance against the requirements of the Management Plan
- Provision and analysis of infrastructure surveys
- Provision and analysis of asset surveys
- Monthly project meetings
- Quarterly Friends Forum
- KPI's and performance monitoring (Most recent report can be found in Appendix 4 'Contract Performance & Key Performance Indicators')

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.

## Action Planning

Our action plan for Chiswick Old Cemetery 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



## Chiswick Old Cemetery | Green Flag Award | Action Plan Updated 2026

### 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
OCPS	Old Chiswick Protection Society
SNC	St Nicholas Church
DMT	Dukes Meadows Trust

#### 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 2026
Develop a site masterplan to enhance the historic, landscape and	LBH	W, H, WM, S, BH, C, Mkt, Mgt	M	Ongoing meetings with key stakeholders and involved community groups to discuss site improvements and developments.
Develop an ecological plan with GS Countryside team and support from local community groups.	LBH, GS, OCPS, SNC	BH, C, Mgt	M	Plan should reflect ecological management aspirations as already set out in the Cemeteries Masterplan. Support from local community groups and volunteers to help shape the plan and conduct surveys.
Improvements to entrance points and design of new and additional signage.	LBH, GS	W, WM	O/S	New signage installed early 2024, including cemetery plot map.
Review of all infrastructure.	LBH, GS	W, H, WM	S	Shelter is due to be removed. Bid being prepared with community to address and bring other improvements to the site.
Anti-Social Behaviour – signage review, continue stakeholder engagement and targeted enforcement.	LBH GS	W, H	O	Predominantly nocturnal activity and rough sleeping.
Dog Fouling - signage review	LBH GS	H, WM	S	Currently Dog Control Orders (DCOs) are not enforceable as they have expired within the borough. The animal warden team continue to have general enforcement powers.
Review green waste management.	GS	H, S	S	Any woodchip generated is used on site.



MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
Continue to maintain a healthy tree stock with a review of opportunities for new tree planting – development of the Community Arboretum project.	LBH, GS, OCPS, SNC, DMT	S, W, WM, BH	M	All tree works are carried out by GS in compliance with UK legislation. Arboretum project planting completed January 2023 and maintained through 2024. Two dead trees removed at front of church winter 2023 and replaced as part of winter planting programme in 2024.
Develop plans for increasing habitats and the biodiversity of the site.	LBH, GS, OCPS, SNC	BH	S	Discuss with community groups habitat enhancement opportunities. Any new planting will aim to provide increased ecological benefits and keep maintenance to a minimum. Support from local community groups and volunteers.
Explore opportunities for enhanced hedge and meadow planting around the site to increase amenity value and biodiversity and reduce maintenance.	LBH, GS	BH	M	Introduction of meadow / rough grassland trialled in 2023. Area refined and reduced slightly in 2024 although programme to continue.
Add bird boxes & bat boxes. Conduct bat surveying and other site appropriate habitat surveys	LBH, GS, OCPS, SNC	BH	M	Considered and discussed with OCPS and SNC. Additions being discussed with Nature Recovery Teams.
Ensure areas around significant memorial stones are managed as amenity grass, to help promote their heritage value.	LBH, GS, OCPS, SNC	BH	O	Grass areas are managed as a mix of amenity and rough grassland across the site. Maintenance in place along with 'no mow' areas for 2026.
Bulb planting with the community.	LBH, GS, OCPS, SNC	C, Mgt	S	Bulb planting being considered along with wildflower areas for 2026. Funding-dependent.
Continue to work towards creating a constitutionalised Friends of Chiswick Old Cemetery group.	LBH	C	O	In place of a constitutionalised Friends group, we are largely working with Old Chiswick Preservation Society and the Church on actions for the site.
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda	LBH, GS, OCPS, SNC	C	O	As working in conjunction with community groups and St. Nicholas Church.
Facilitate opportunities for education, culture, and heritage at the site.	LBH, GS, OCPS, SNC	C	S	Engage with community groups to help support historical/heritage walks within the area and other possible educational initiatives and events.
Facilitate opportunities for education on site.	LBH, GS, OCPS, SNC	C	O	Ongoing.
Continue to publicise the cemetery through LBH website, social media platforms and notice board. Also, borough wide campaigns, including achievement's, initiatives, and announcements.	LBH	Mkt	O	Ongoing.

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
Support other positive promotion of the cemetery through various media platforms.	LBH, GS	Mkt	O	Ongoing.
The Management Plan to be reviewed annually and the action plan to be updated annually.	LBH, GS	Mgt	O	Reference should be made to the Cemeteries Masterplan.



# Appendix 2

## Ecological Survey 2023

Chiswick Old Cemetery is 2.81ha in size and it is listed in The Natural Heritage list for England, Listed Building. Habitats recorded during the site visit include-regularly mown amenity grassland, scattered trees along the boundaries and bare ground or footpath. The woodland is of low ecological value but may support breeding birds and bats roosts. The woodland area along the boundaries includes sycamore, ash, and cherry. There were strands of butterfly bush. Amenity grassland was recorded over much of the central, eastern, and western part of the site. The sward was relatively species rich and comprise Yorkshire fog, red fescue, creeping bent, locally abundant, and perennial ryegrass, creeping buttercup, and common mallow.



Figure 17 Habitat opportunities for fauna-invertebrates, stag beetles, reptiles.

The woodland holds potential for bat roosts and breeding birds, and amphibians although it has moderate potential for reptiles, due the presence of hibernacula (dead wood and fallen leaves).

### Considerations

- Habitat creation-hedgerow planting of native species, along the boundaries of the site. The hedgerows should be maintained at the high basal density which is achievable by bramble and other scrub to grow as understory of the hedgerows.
- 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.





# Appendix 3

## 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 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.

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





# Appendix 4

## Contract Performance & Key Performance Indicators

The London Borough of Hounslow’s Parks team works in close partnership with GS—to deliver and monitor the full range of parks and open-space services across the borough. Lampton Greenspace provides the operational delivery for grounds maintenance, arboriculture, playground inspections, litter control, horticulture, cemetery and allotment management, and countryside services, all in line with the council’s service specification.

Performance of the Parks service is jointly managed through an agreed suite of Key Performance Indicators (KPIs), which are monitored monthly (with some measures being seasonal). These KPIs ensure accountability, drive service quality, and support continuous improvement. They cover outputs such as grounds maintenance standards, tree inspection and management, play area safety inspections, horticultural quality, response times for customer enquiries, and the overall condition and cleanliness of parks and open spaces.

Through this structured performance framework and collaborative approach, the Parks team and Lampton Greenspace work together to maintain high standards, deliver community value, and support Hounslow’s wider environmental and “Greener Borough” objectives.

Please find a link to a recent cabinet performance report, which includes summary performance data for the Parks service [here](#) and examples below.

Financial Year		2025 / 2026		Date of Completion		12th January 2026	
Reporting Period		P9		Completed By		Liam Moore	
Month		Dec 25					
London Borough Of Hounslow - Client Team				Lampton Services Greenspace - Document Owner and responsible person			
Head of Parks Development		Gaye Galvin <Gaye.Galvin@hounslow.gov.uk>		Head of Greenspace		Liam Moore <Liam.Moore@lamptongroup.co.uk>	
Commissioning and Performance Manager		Jamie Smith <Jamie.Smith@hounslow.gov.uk>					
Project Analyst		Gregory Dando <Gregory.Dando@hounslow.gov.uk>					
Sub Department	KPI	Performance Indicator	Agreed Targets (Annual)	Agreed Targets (Month)	Month Actual	Reported SR Month	RAG Status
AIPP	1.1	Number of Residents on allotment waiting list	700	700	2166	N/A	Pass
AIPP	1.2	% - Allotment Occupancy	90%	90%	94.85%	N/A	Pass
AIPP	1.3	% Visual Playground Visual Inspections to be completed weekly	100%	100%	100%	N/A	Pass
AIPP	1.4	Production of operational playground report by a qualified engineer with images	100%	N/A	100%	N/A	Pass
Arboriculture	2.1	% of planned tree inspections to be carried out Quarterly	90%	90%	100%	N/A	Pass
Arboriculture	2.2	Trees to be inspected within 7 days of notification	90%	90%	100%	0	Pass
Arboriculture	2.3	Planned tree works to be completed each quarter	90%	90%	100%	N/A	Pass
Arboriculture	2.4	Tree Emergencies to be responded to within 3 hours of notification	100%	100%	100%	1	Pass
Cemeteries	3.1	% Burial service to be implemented within 7 days of request	100%	100%	100%	N/A	Pass
Cemeteries	3.2	24hr Burial service provided and implemented for religious denominations	100%	100%	100%	N/A	Pass
Cemeteries	3.3	Completed Grounds Maintenance programme	100%	100%	100%	N/A	Pass
Cemeteries	3.4	% Maintenance programme completed for chapels, including cleansing before use	100%	100%	100%	N/A	Pass
Countryside	4.1	Volunteer hours from Community and corporate activities	10,000	833.3	896	N/A	Pass
Countryside	4.2	Education Numbers - Total number of children and adults participating in environmental education	4,500	375	767	N/A	Pass
Grounds Maintenance	5.1	% Fly tips to be removed within 48hrs of notification	90%	90%	98.95%	95	Pass
Grounds Maintenance	5.2	% Abandoned Vehicles to be removed within 7 days of notification	95%	95%	100%	0	Pass
Grounds Maintenance	5.3	Overflowing litterbins and excess litter to be responded to within 48hrs of notification	95%	95%	100%	0	Pass
Grounds Maintenance	5.4	% Graffiti to be removed within 7 days of notification	95%	95%	100%	0	Pass
Grounds Maintenance	5.5	% Offensive graffiti to be obscured within 24hrs and removed within 7 days of notification	100%	100%	100%	0	Pass
Grounds Maintenance	5.6	Total Number of graffiti incidents reported	N/A	N/A	0	0	Pass
Grounds Maintenance	5.7	Defective/Dangerous materials or items to be responded to, repaired or isolated within 4 hours	100%	100%	100%	1	Pass
Grounds Maintenance	5.8	% Planned works completed for grass mowing	100%	100%	N/A	N/A	Pass
HSEQ	6.1	% Service Contracts Implemented as part of FM management	100%	100%	100%	N/A	Pass
HSEQ	6.2	Number of RIDDOR reportable incidents	N/A	N/A	0	N/A	Pass
HSEQ	6.3	Number of H&S Incidents reported (Non-Riddor)	N/A	N/A	3	N/A	Pass

Figure 18 Example of monthly KPI report provided by GS





# Parks Summary - October 2025

**PGID0001 - Volunteer Hours - 1699**

Decrease of 496 hours from previous month. Likely as a result of decrease hours of daylight as winter progresses as well as weather and less events taking place in parks



**PGID0002 - Education Numbers - 450**

Decrease of 299 people receiving environmental education. This is likely to due changes in weather & hours of daylight. As well as October half term holiday, where less school groups are receiving education.



**PGID0006 - Percentage SRs responded to within SLA - 92.59%**

As we collect more data on this KPI, performance continues to improve. A 2% increase from last month, despite an increase of 32 SRs.

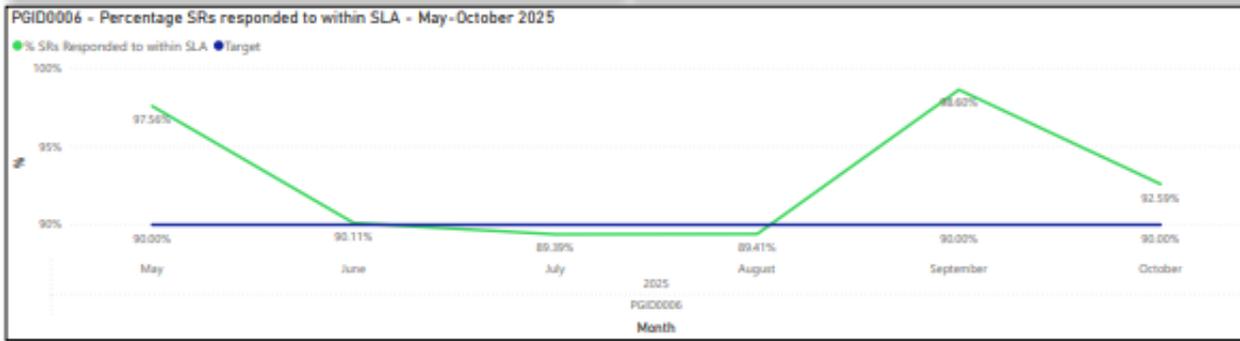
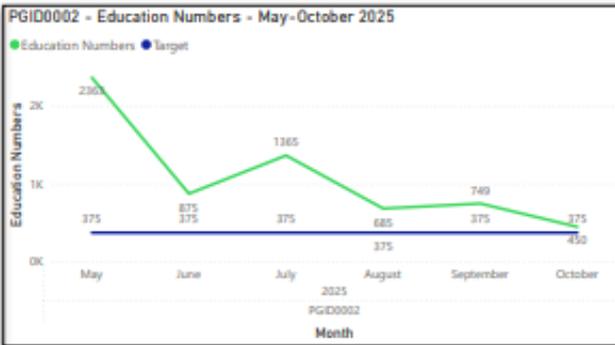


Figure 19 Example of Monthly Performance Cabinet Report - Parks



# Appendix 5

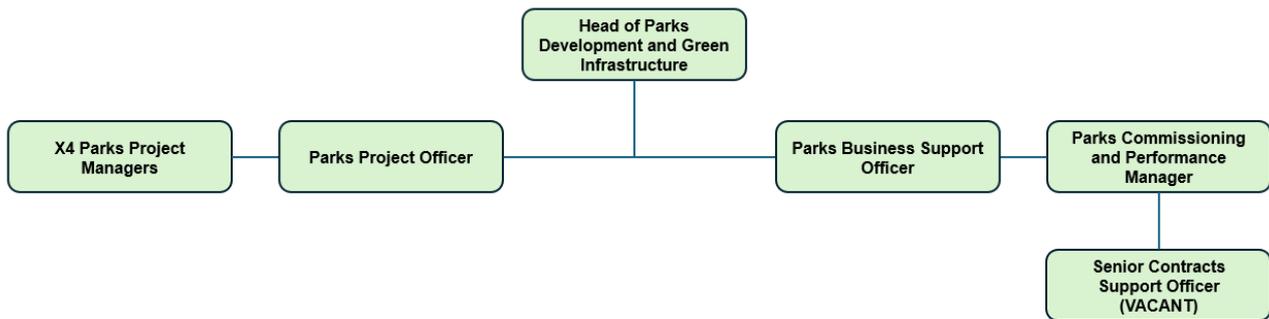


## Management Structure & Responsibilities

Chiswick Old Cemetery is owned and managed by 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 and Performance 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

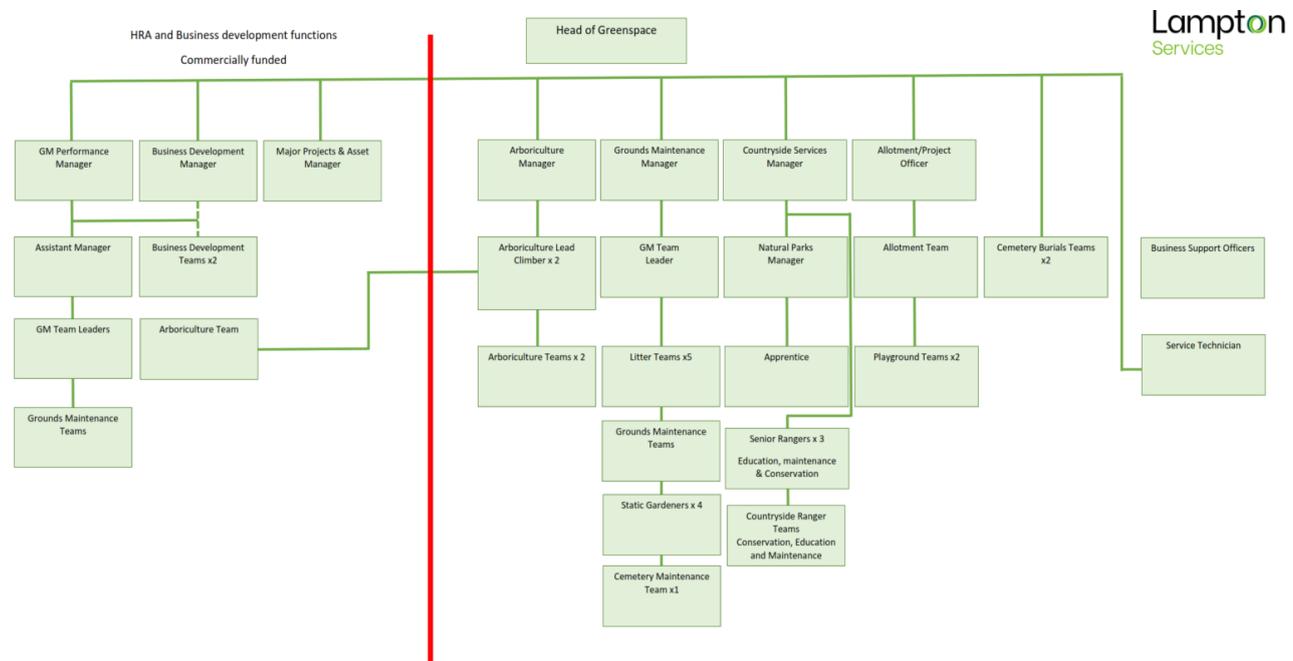
Assistance with finance; administration, project support lead on Parks communications and web design management.





## 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 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.

### 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 Chiswick Old Cemetery is delivered using mobile teams. These teams provide, grass cutting and 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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of Hounslow**

**Lampton**  
Services  
Greenspace