

**GREEN FLAG MANAGEMENT PLAN 2026**

# Heston Park



**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 key role in delivering the Greener Borough Framework and sets out key priorities for our greenspaces in areas such as health and wellbeing, regeneration, climate change and nature recovery.

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

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

# Acknowledgements

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

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





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# Purpose of the Plan

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

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

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

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

## Policy & Strategic Context

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

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



### Site Information

**Name:** Heston Park

**Address:** New Heston Road, Heston

**Contacts:** 020 8583 5555

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

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

**Designation:** Open Space

**Ownership:** London Borough of Hounslow

**Size:** 5ha

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

**Access:** open access at all times

**Transport: Train:** Southall Station

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

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

**Parking:** Leisure Centre (pay and display)

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





## Detailed History

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

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



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



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

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

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





## Recent Achievements

In 2026, LBH will review the park in relation to Council's climate resilience and Nature Recovery plans and to look for further opportunities to adapt and develop the site for people and wildlife. This will be in addition to the ongoing conversations with Lampton Leisure who manage the leisure centre with regards to integrating the horticultural and maintenance regimes into one contract to ensure that the specifications and frequency are uniform across the site.

Discussions are ongoing to strengthen collaboration between Lampton Leisure and GS, with a particular focus on enhancing opportunities for physical activity and improving social cohesion. Opportunities will be explored to establish a dedicated Heston Park Friends Group to support long term community stewardship and involvement.

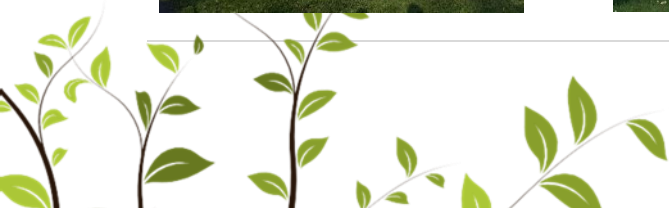
## Achievements 2025

- Active Cycle Hub
- Park in constant use no matter the weather
- Community Football groups use local facilities
- New trees flourishing and well maintained
- Films on the Green event welcomed a flurry of visitors in the summer
- New bike repair station installed by the main entrance
- Perennials adding colour to the park every year



## Achievements 2024

- Cycle Hub Launch
- 3 benches replaced
- Replacement of wooden slats to the adventure play wooden tunnel





### Achievements 2023

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

### Achievements 2022

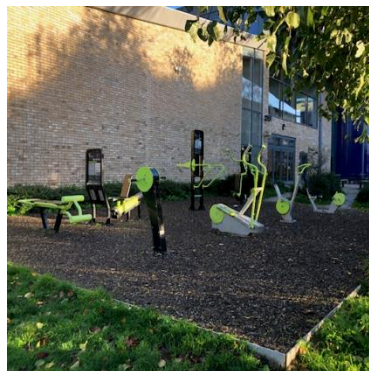
- Greenspace teams worked hard to support the newly planted trees during the drought with an increased watering regime. There were no notable improvements to Heston Park in 2022 as the focus was on maintaining and managing the existing assets such as repair and replacements of the play equipment and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

### Achievements 2021

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

### Previous Achievements

- 8 new trees planted the Autumn of 2020.
- Six new trees were planted in February 2020. Bollards have been re-installed at both entrances to ensure that only the GS team and emergency services have access to the park. The principal public access route has been passed to GS to manage and is now reinstated to amenity grass and trees to ensure a more welcoming access route is provided.
- Since late 2017, the park has been brought back under the management of the Parks Team, who are responsible once again for the maintenance of the infrastructure and grounds.
- Between 2013-2016, the park was taken out of the parks management contract to undergo major regeneration by Hounslow Council. The £1.1 million capital regeneration spend included refurbishing the swimming pool into a large leisure centre complex offering a wider range of indoor and outdoor sports and fitness facilities.
- The park itself was landscaped to have a large open space in the centre of the park, surrounded by a trim trail for independent fitness. Along the border of the park, there are several commissioned pieces of woodwork, which take the form of animals, a decorative tower, children's play equipment and an outdoor gym by the playground and leisure centre.





# Where do we want to go?

## Green Flag Analysis

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

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

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

## Consultation & Co-design

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

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

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

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

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

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





## SWOT Analysis

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

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





# How do we get there?

## Vision & Objectives

Vision for Heston Park:

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

### Key objectives for Heston Park are:

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





## Meeting the Green Flag Award Criteria



### Management of Heston Park

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

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

### Delivery Partners

The Council works pro-actively to ensure local people are consulted 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 Heston Park 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 Heston Park continues to be a healthy, safe, and secure place.

### Health & Wellbeing

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

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

The Councils [Playing Pitch Strategy](#) (to be updated in 2026), 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 Leisure Services provided by Lampton Leisure, Traffic and Transport, Public Health, Contingency Planning, Community Development team and the local community we aim to deliver these improvements.





### Useful Links:

- [Hounslow Joint Health and Wellbeing Strategy 2023-2026](#)
- [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)

### Lampton Leisure

Lampton Wellbeing delivers a wide range of innovative and essential health programmes across the borough to promote physical activity. From exercise referrals and strength-building classes to dementia support and digital fitness hubs, we help people of all ages live healthier, happier lives. We combine expert knowledge in physical activity, evidence-based medicine, and sustainability to create programmes that truly make a difference – empowering individuals, strengthening communities, and building a healthier future for Hounslow.



### 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.



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

## 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'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.

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.



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.

### Staying safe in our parks



It's important that we all feel safe in parks and open spaces. If you're worried about anything in Hounslow parks, let us or the police, know:

- In an emergency, always call 999.
- If it's not an emergency, call 101 or the easiest way to contact us is online at [www.met.police.uk](http://www.met.police.uk)
- To report safely concerns in public places without giving your name (anonymously) visit [www.met.police.uk/notices/street-safe/street-safe](http://www.met.police.uk/notices/street-safe/street-safe)
- To report ongoing concerns, get in touch with us at [customerservice@hounslow.gov.uk](mailto:customerservice@hounslow.gov.uk)

We are working with the police to keep your neighbourhood safe. If you want to find out more and meet your Safer Neighbourhoods team, visit [www.met.police.uk/area/your-area](http://www.met.police.uk/area/your-area)





## Well Maintained & Clean

The following management priorities are designed to ensure that Heston Park is clean and well maintained.

### Grass Maintenance

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

#### 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.

As part of the council's commitment to invest in green infrastructure, GS help identify additional areas within our parks and open spaces, which can be managed as wildflower meadow, where suitable and in consultation with Friends groups and other stakeholders.

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

### Trees

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

#### Tree Maintenance

To ensure that trees continue to contribute to the landscape it is essential that we think about their health and safety. Trees within parks and open spaces are subject to inspection by suitably qualified and experienced GS Arboriculturists. This is to identify and remedy any unacceptable risks to people using the sites, or the removal of trees that are extensively decayed compromising their structural integrity. Tree pruning is only carried out where necessary for risk management purposes or where formative pruning is necessary; this approach allows Hounslow's parks to retain a natural landscape with well-formed specimens.





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

### Tree Planting

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

Heston Park has had around 80 trees and whips planted around the site during this ambitious programme.



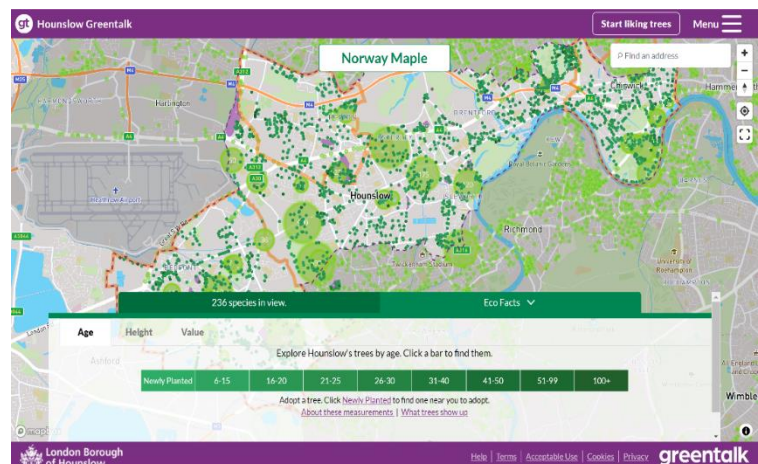
### Greentalk

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

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

Other features include but not limited to:

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





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

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

## Wetland Management

### Sustainable Urban Drainage Design

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

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

### Ponds & Rivers

There are no areas of open water within Heston Park.

### Cleansing

The collection of litter is extremely important in maintaining the appearance of Hounslow's parks and open spaces and has a direct effect on 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 as possible.

### Playgrounds

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





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



## Environmental Sustainability

The following management priorities outline how Heston Park is managed in a sustainable way.

### Litter Recycling

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

### Green Waste Recycling

All green waste is either reused or recycled.

- Grass clippings are spread and left in situ in the park.
- Wood chippings are used on flowerbeds to provide a compost and 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 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. 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.
- We aim to create a network of green spaces within Hounslow that support a range of habitats and link together to bring interest and green connectivity. 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 1 Methods used by Ecosulis whilst surveying sites*





## Community Involvement

Parks and open spaces foster community cohesion by serving as venues for events, volunteering, and shared activities. Involving residents in the management and decision-making processes of parks ensures that these spaces 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

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

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

The Hounslow Friends of Parks Forum holds quarterly meetings and act as a support network that provides networking opportunities for local groups. The forums are facilitated by [Habitats & Heritage](#) who are a west London based organisation who help support new and established Friends Groups.

The Parks team engage with people from a wide range of backgrounds to increase representation and improve access to our green spaces, while also supporting placemaking and a stronger sense of belonging through engagement. This has included working with groups such as the Care Leavers team, the Youth Council, refugees and asylum seekers, Duke of Edinburgh students, faith groups, attending careers fairs at West Thames College, and collaborating with EDI networks and local educational institutions.

### 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, 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](#).

In September 2024 the Council awarded London National Park City funds from its Thriving Communities Fund to establish a 'ranger' network in the borough. These rangers have the ability to apply for the small grants programme, allowing them up to £1000 of immediate funding to run localised projects. They also join a network of other rangers in educating, supporting, and influencing nature-positive behaviour especially in young residents. Examples of these projects include [Heron Way wildflower planting](#), [Heston Pocket Gardens](#), [Poetry in the Park](#) and [Accessibility to Nature](#), all of which can be found on the LNPC [website](#).





## Marketing

Promotion and marketing of Heston Park 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 exercise and outdoor activity by using pictograms and maps to illustrate the facilities available in the park and the surrounding area. It promotes the unique character of each park and its association with the community and presents a consistent London Borough of Hounslow parks identity.

There are 4 entrance signs in Heston Park.



## Onsite Promotion

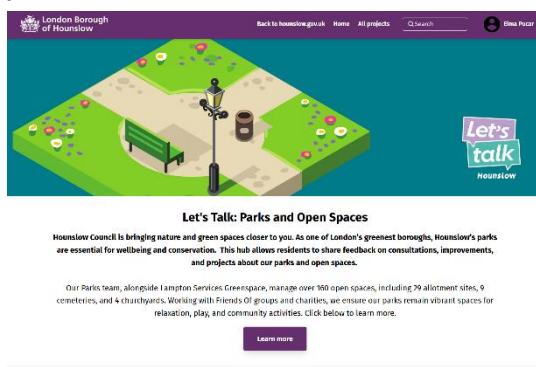
To promote events and activities in our parks, weatherproof posters and banners are used to display up and coming events and activities across the site and promotional materials are shared with local community groups. Noticeboards are also used by the Council and local communities to share upcoming events 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](#)



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](#).

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

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





Upcoming in 2026:

The Events team are currently planning events and activities for the upcoming year.

Events Calendar is available to view on the LBH website- [What's On | InHounslow](#)

**2025:**

**'Films on the Green' – Moana 2 (2024)**

Saturday 28 June 2025

This year's Films on the Green programme was curated fully by public vote. Residents were given a variety of film choices from cult classics to Hollywood blockbusters, and a selection of 3 parks from the east, central and west areas to choose from. Heston Park was selected as the central Hounslow park of choice, with Moana 2 as the winning film. Approximately 1050 residents attended the screening, prepared with deckchairs, blankets and snacks.



**'Poetry in the Park'**

Sunday 27 July 2025

Poetical Word celebrated ten years of poetry in Hounslow. Supported and backed by London National Park City, this project invited people to slow down, take notice of the natural world, and explore their connection to it through spoken word and performance poetry. By encouraging reflection on the small details – like birdsong, the movement of trees, or the change in seasons – the session helped participants express their experiences with nature in a creative and personal way, fostering deeper appreciation and emotional connection to the environment around them.





**2024:**  
**'Hounslow Olympics' Event'**  
3 August 2024

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

**2022:**

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





# How do we know we have arrived?

## Monitoring & Review

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

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. Discussed at monthly Parks and GS management meetings and meetings with stakeholder.

## Action Planning

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



# Appendix 1



## Heston Park | Green Flag Award | Action Plan Updated 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
HPS	Heston Park Stakeholders

#### Delivery Timescales

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

MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
Review Park surfacing.	GS	W, WM	O	The surfaces were new as part of masterplan works but it is recognized that this was 8 years ago, so the condition of paths is kept under review
Review of all infrastructure.	LBH	W, H, WM	O	Part of Greenspace work programme with all defects reported to the Parks team
Anti-Social Behaviour - Continue stakeholder engagement and targeted enforcement.	LBH, GS	W, H	O	
Dog Fouling – signage review.	LBH, GS	H, WM	O	Part of the new <a href="#">PSPO</a>
Reuse green waste.	GS	H, S	O	Any site generated wood chipping is re used on site.
Litter “hot spots.” Provide a targeted management/ education approach where necessary.	GS	W, WM	O	Heston Park suffers from poor behaviours towards litter and the use of BBQs that are not allowed in the park, where they leave all the associated waste. These behaviours are at the detriment of the park.
Developing better synergies between the new Lampton leisure group and GS to promote health and wellbeing activities in the park	LBH, GS	C	O	Ongoing
Continue to maintain a healthy tree stock with a review of opportunity for new tree planting.	LBH, GS	W, H, WM, S, BH	O, S	All tree works are carried out by GS in compliance with UK legislation.
Develop plans for increasing habitats and the biodiversity of the site. Explore opportunities for enhanced hedge and meadow planting around the site to increase amenity value, biodiversity and reduce maintenance.	LBH, GS	BH	S	Ongoing



MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
Add bird boxes & bat boxes, Bat Surveying, and other site appropriate habitats/surveys.	LBH, GS	BH	M	4 bird boxes were installed in 2020 and looking at opportunities to install more in 2023/24.
Restore wildflower mounds.	LBH, GS	W, BH	S	Looking at options to fully restore these mounds for wildflowers through eradicating the brambles.
Reprofile and re-establish the amenity grass mound designed for play.	LBH	H, WM	S/M	Funding required
Continue to consult and engage with the local community	LBH, GS, HPS	C	O	
Continue to work to establish a Friends of Heston Park group and with the wider community. Continue to provide support to other community volunteers/services to promote greening activities	LBH	C	O	Still exploring opportunities to establish a new group.
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH	C	O	Ongoing Sports event and films on the green seem to be well received
LBH to facilitate opportunities for education, culture, and heritage at the site.	LBH, GS	C	S, M	To be looked at in 2027
Support Fitness activities in the park.	LBH, GS		O	Positive use of the park for fitness activities with minimal impact on the green assets
Continue to publicise the park through LBH website, social media platforms and notice board. Also, borough wide campaigns, including achievements, initiatives, and announcements.	LBH	Mkt	O	Ongoing
Support other positive promotion of the park through various media platforms.	LBH, GS	Mkt	O	Ongoing
The Management plan to be reviewed annually and the action plan to be updated annually.	LBH, GS	Mgt	O	Ongoing



# Appendix 2

## Ecological Survey 2023

A preliminary evaluation of the habitats recorded within or adjacent to the site includes broadleaved semi-natural woodland-mature trees and has the potential to support protected species such as foraging, commuting, and roosting bats, and breeding birds and is of highly intrinsic ecological value.

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

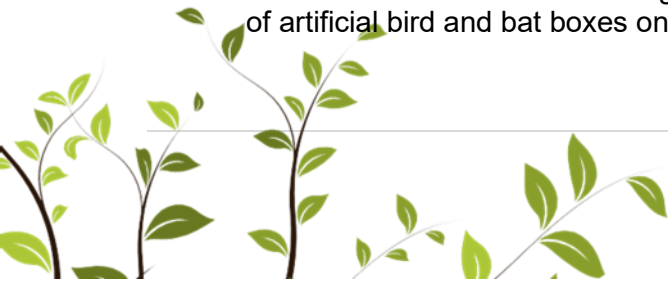


Figure: Potential habitat opportunities for breeding birds and bats



### Considerations

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





# 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>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





## 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.

Lampton Services		Hounslow Parks and open spaces - Monthly KPI Report					
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 Quarterley	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

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



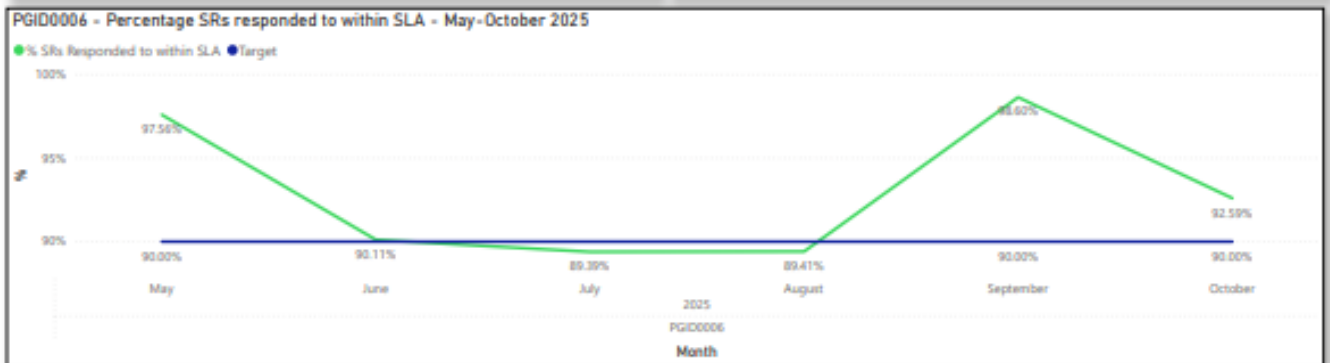
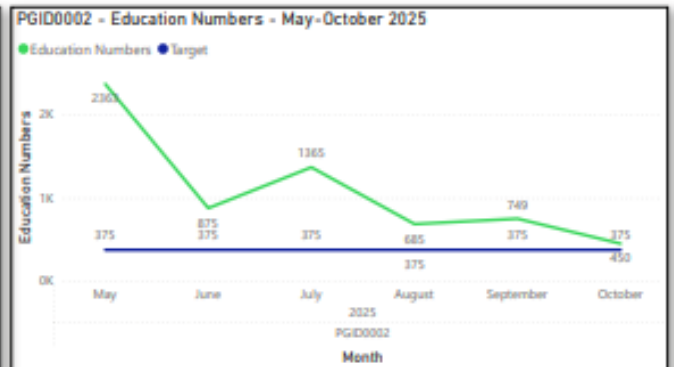
## PGID0002 - Education Numbers - 450

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.



Example of Monthly Performance Cabinet Report - Parks



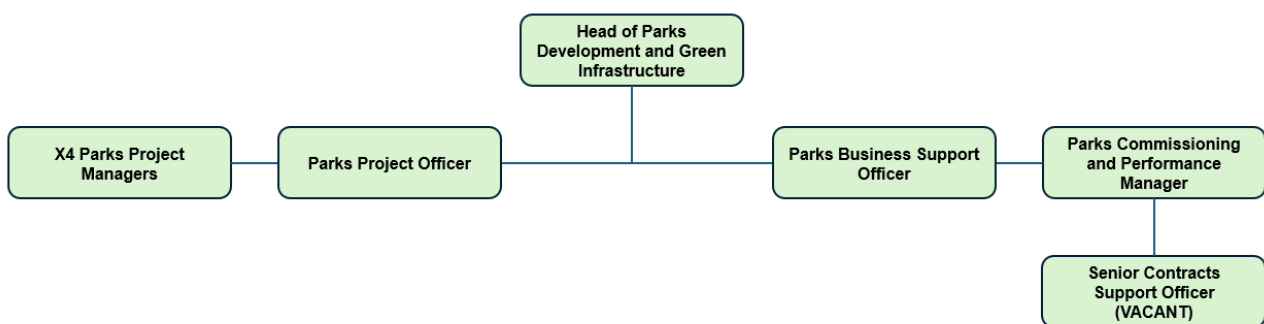
# Appendix 5

## Management Structure & Responsibilities

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

## LBH Parks Service Management Structure

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



### 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 change to 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

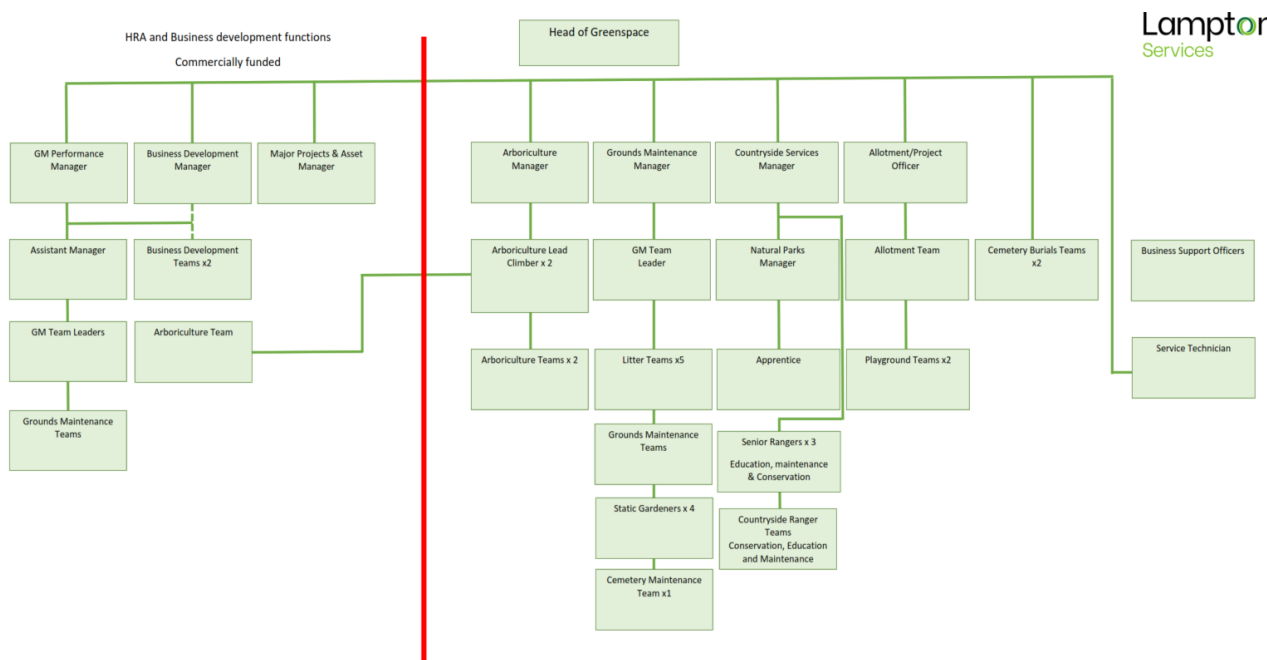
Assistance with finance; administration, project support, lead on Parks communications and web design management.





## Lampton Services Greenspace Management Structure

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



Lampton  
Services

### Head of Service

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

### Projects Manager including the Allotment Service

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

### Countryside Manager

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

### Planned Maintenance Manager

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

### Performance and Support Officer

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

### Tree Team Manager

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





### Playground Inspectors x2

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

### Operational Teams

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

### Business Support Officer

Provides administration for fleet, handles finances and overtime schedules.



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**Lampton**  
Services  
Greenspace