

GREEN FLAG MANAGEMENT PLAN 2026

Jersey Gardens



London Borough
of Hounslow



Friends of
Jersey
Gardens

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) with input from Friends of Jersey Gardens. 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 Jersey Gardens.

*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 Jersey Gardens has been prepared by LBH and Lampton Services Greenspace with input from the Friends of Jersey Gardens. 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 Jersey Gardens.

As part of the development of the plan, detailed consultation has taken place with the GS 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 Jersey Gardens and will be updated, revised, and annually reviewed. This plan has been developed based on the Commission for Architecture and the Built Environment (CABE) Space document "*A Guide to Producing Park and Greenspace Management Plans*" and the "*Green Flag Award Guidance Manual*" guidelines.

Policy & Strategic Context

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

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

Jersey Gardens is comprised of two main areas. The main park area is formal parkland with well mown grass and mature trees including cedar, oak, birch, and holly. This area is surrounded by formal privet hedges and contains a sunken dell at its centre. There are several mature formal shrub beds which the pathways wind around. The eastern part of the park has had upgraded hard standing tennis courts, a play area as well as a small area of amenity grassland. There has also been some tree planting done in this area to create a small orchard.



Site Information

Name: Jersey Gardens **Address:** A4 Southwest Road, Hounslow
Contacts: 020 8583 5555 **Email:** parks@hounslow.gov.uk
Web: www.hounslow.gov.uk
Designation: Open Space **Ownership:** London Borough of Hounslow **Size:** 3.14ha
Byelaws: Visit the [Park rules and byelaws | London Borough of Hounslow](#) page to download
Access: Dawn to Dusk. The Friends of Jersey Gardens lock and unlock the site.
Transport: **Train:** Isleworth Station **Tube:** Osterley
Buses: H28/H91 **Parking:** Street pay and display
Local Facilities: amenity grass, mature trees, mature rock garden, play area, tennis courts, picnic tables





Detailed History

Jersey Gardens were created when the area was rapidly developing, prior to which it was rural, with land generally used for agriculture and market gardening. The Great West Road was constructed in 1920-25 to relieve the congestion along Brentford High Street, and the late 1920s and 1930s saw increasing development, with iconic Art Deco factories built along the route, and Osterley Station opened in 1934. With the housing development the local Board for Heston and Isleworth recognised the need to provide recreational facilities and in 1927 applied to the Ministry of Health to borrow £2000 to purchase 5 acres of land for public open space. Jersey Gardens was laid out in 1930-31 and comprised 6.25 acres of 'extensive alpine gardens planted with thousands of alpine plants, shrubs, and trees'. It derives its name from the Earls of Jersey, who owned the nearby Osterley Park estate.



The gardens were designed by William McDonald Campbell (1900-64), who in January 1927 had been appointed Parks Superintendent for Heston and Isleworth UDC, later to become the Borough of Heston and Isleworth in 1932. The main area was sunken, also known as The Dell, because of gravel and sand extraction for the construction of the Great West Road. This provided an opportunity for a substantial rock garden to be created, designed by Campbell. Campbell's initial proposals included winding footpaths on either side of the rockery, with alpine planting and a lily pond, the latter replaced by a lake in a subsequent proposal, but this was finally omitted as the gardens had no through flow of water. He also proposed a shelter and mound with a circular platform of seats from which to view the gardens.

His final proposal continued the alpine gardens with grassy glades along the lower levels and included bringing in 350 tonnes of stone from either Cheddar Gorge or Westmorland limestone. The design was approved by the Parks and Open Spaces Committee set up in 1928, and construction began in 1930; the rock garden was completed by March 1931 and the circular shelter by June 1931. However, planting of the small central garden was not completed until after Campbell had left his job in March 1932.

Although a formal opening on 18 July 1931 was proposed, this did not take place for financial reasons, but the new gardens were much praised. The local Middlesex Chronicle described it as 'an extraordinary transformation of what had been an eyesore and little more than a dust heap.' Facilities in the new gardens included not only rustic shelters and the pavilion on the higher ground, but also 4 hard tennis courts and a hockey pitch. In 1936 a library and Bowling Green were opened to the west of the gardens and separated by an access road and detached villa. The children's playing field later became a playground, built on top of a WWII air raid shelter.





Recent Achievements

Achievements 2025

- **VIP volunteering programme**

Jersey Gardens benefitted from weekly midweek volunteer sessions throughout 2025 as part of the Volunteering in Parks (ViP) programme run by Lampton's Countryside Rangers, complemented by monthly weekend sessions. Together, these contributed 373 volunteer hours, an increase from 234 in 2024.

Volunteers focused on uncovering original slabbed pathways and the distinctive stones of The Dell, as well as clearing encroaching scrub and self-seeded saplings to improve light levels, enhance ground flora, and boost biodiversity. Cut material was reused to create dead hedging around the dell, providing both a natural safety barrier and valuable habitat.

The ViP group has developed a committed core of local volunteers, including residents with conservation experience and children from a local nursery who have joined litter-picking activities. This regular collaboration has helped foster a strong sense of community, with many volunteers staying connected beyond the organised sessions.



Before and after photo of clearance works

- During 2025, The Learning Tree Childcare Ltd - a forest school in Osterley - joined the VIP sessions at Jersey Gardens to support with litter clearances and vegetation removal. These consisted of 20 the young children joining in and supporting management of the rockery and green spaces.





- Ongoing litter picks by dedicated local volunteers
- Duke of Edinburgh Award Student volunteering on site.

Achievements 2024

- Installation of new tree, grown by a community member.
- Continuation of volunteering activities on site by local friends group.
- Removal of storage container (moved to different site in borough)
- Work begun on bid for table tennis / other items next to tennis courts



Achievements 2023

- Installation of new fence around playground
- New tree and hedge planting surrounding playground.



- Two benches paid for and installed by Friends group.
- TCV programme on site was a success, reducing undergrowth in rockery and several other areas.
- New signage installed November 2023





Achievements 2022

- Repair and renovation of children's playground
- Removal of ivy and replacement of dead hedgerows
- Installation of Green Gym storage container
- Daily litter picking from Friends group.
- Plan for fencing around playground established.
- Bulb planting in Spring in the Dell
- Launch of TCV volunteering programming on site

Achievements 2021

- Litter picking was maintained throughout the year by The Friends.
- 3 days of TCV clearance with volunteers in the Dell area in September & October went well.
- Bulb planting in December. Good support from volunteers.
- General ground maintenance by GS including hedges & outside of gardens.
- Reduction in ASB.
- Green Flag Award status restored.
- Park used frequently for walking exercise and for children and dog owners.
- Guided tree walk attended by over 70 local people and hosted by GS.
- Partnership support between Friends, Local Ward Councillors, Parks Team, GS, SNT Policing Team and residents' group OWGRA.
- Outreach by the Friends reaching out to the wider community with a user's survey.
- Successful partnership bid with TCV for 1-year Green Gym in the Park.
- New sign for A4 entrance being installed early 2022.
- Funding was allocated to repair upgrade and improve the children's playground in first half of 2022.





Where do we want to go?

Green Flag Analysis

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

A clear connection between the criteria identified by the Green Flag Award Scheme and the main points gained from the SWOT analysis and site review completed with the Friends of Jersey Gardens 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 Friends of Jersey Gardens. 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>STRENGTHS</p> <ul style="list-style-type: none">• Play area.• Mature rock garden• Tennis courts• Friend groups and OWGRA residents' group• Mature trees• Important buffer to the A4• Walking route through and around the site• TCV Green Gym• Good partnership with SNT Policing team• New signage installed	<p>WEAKNESSES</p> <ul style="list-style-type: none">• Litter• ASB• Exposure of playground to dogs
<p>OPPORTUNITIES</p> <ul style="list-style-type: none">• Increase size of the Friends Group• New signage• Increase ecological value.• Volunteer workdays• Bandstand area focal point• Community events and activities	<p>THREATS</p> <ul style="list-style-type: none">• Anti-social behaviour• Climate change / disease / drought / pests and invasives





How do we get there?

Vision & Objectives

Vision for Jersey Gardens:

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

Key objectives for Jersey Gardens are:

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





Meeting the Green Flag Award Criteria



Management of Jersey Gardens

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

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

Delivery Partners

The Council works proactively with the Friends of Jersey Gardens 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 Jersey Gardens 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 will be regularly inspected for graffiti. All graffiti will be removed within 7 days of notification, where the graffiti is racist or offensive it will be removed within 24 hours of notification.

Healthy, Safe & Secure

The following management priorities help ensure that Jersey Gardens 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



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 license 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.



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

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 focusing 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
- To report safety concerns in public places without giving your name (anonymously) visit www.met.police.uk/notices/street-safe/street-safe
- To report ongoing concerns, get in touch with us at 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



Well Maintained & Clean

The following management priorities are designed to ensure that Jersey Gardens 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](#).

Jersey Gardens consists mainly of amenity grassland, with some boundary and beside walkway areas managed as rough grassland.

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 Appendix 3: 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.

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 Watermans 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, with plans to plant over 25000 new trees and whips in parks and open spaces. This formed one of the main ongoing targets set out in the [Green Infrastructure Strategy](#).

This was achieved by the end of 2024 with 694 new trees and whips being added to the site including 1 community grown tree donated by a local resident and planted in January 2025.



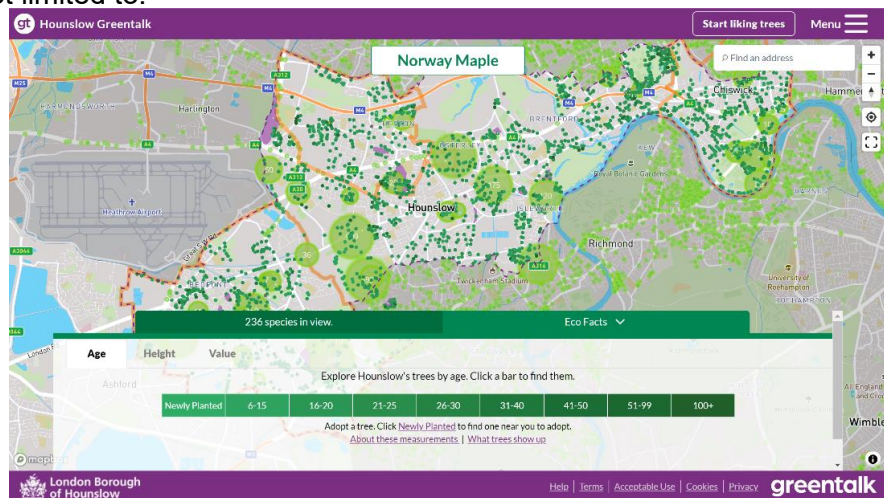
Greentalk

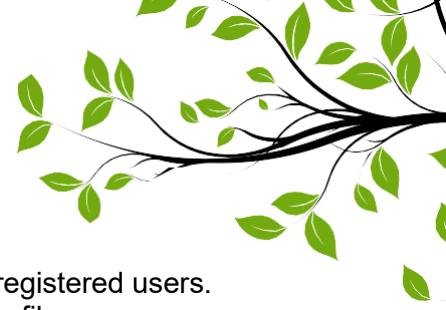
Hounslow Greentalk is an innovative new platform developed as a bespoke resource for Hounslow residents. It has lots of clever features to help explore public trees and make a positive difference to the environment. The platform provides a unique opportunity for Hounslow residents to adopt newly planted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

Pond & Wetland Management

There is no open water at Jersey Gardens.

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.

Park 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.





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

Buildings & Structures

Jersey Gardens does not have any buildings, but it does have the concrete base of an old Bandstand. This was a focal point for ASB but work with the Friends group and Parks Team has improved this throughout 2022. We will continue to monitor this area and thin vegetation as appropriate.





Environmental Sustainability

The following management priorities outline how Jersey Gardens 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 trialing the use of electric power tools as alternative to 2 stroke machinery. They currently utilise several battery powered trimmers and blowers and continue to evaluate the effectiveness and development of the technology and replacing older traditional machinery as it reaches end of life.





Biodiversity & Heritage

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

- Managing site specific habitats such as acid grassland, mature veteran trees, rivers, ponds, and woodlands.
- Supporting the borough's wildlife through interventions such as birds and bat houses, stag beetle loggeries, aquatic ledges and educational signage.
- Enhancing existing aquatic and terrestrial habitats to support a diverse range of flora or fauna.
- Exploring opportunities to create new habitats such as wildflower meadows, native hedge. 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 PEAs on Council land will be available to view via the Council's website by early summer 2026.



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 Friends of Jersey Gardens and encourages them in their efforts to apply for grants and to organise volunteer days and events. We also engage with other community groups and third parties to encourage and ensure opportunities for the needs and requirements of a diverse borough population.

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

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.

Friends of Jersey Gardens

The Friends Group at Jersey Gardens are highly active, engaging in regular litter picks and other activities to support the park. We work closely with them and are currently looking into measures to add fencing around the playground, as raised by the Friends Group.

To find out more about Friends of Jersey Gardens and how you can get involved visit [Friends of Jersey Gardens | Facebook](#)

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 green spaces, green gyms, tree planting, and habitat surveying. Community involvement and engagement in nature conservation projects helps to increase the health and wellbeing of our residents.

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

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 Jersey Gardens 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.



Onsite Promotion

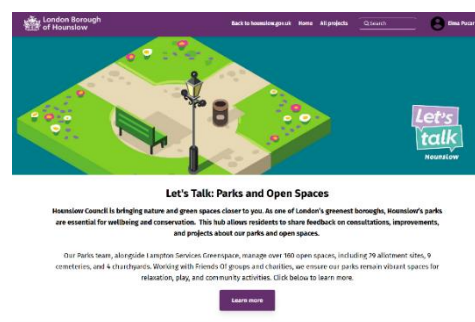
To promote events and activities in our parks, weatherproof posters and banners are used to display up and coming events and activities across the site and promotional materials are shared with local community groups. Noticeboards are also used by the Council and local communities to share upcoming events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

VIP sessions

2024

- Regular litter picks organised through the Friends of JG, including approx. 6 months of young people doing their Duke of Edinburgh bronze awards.
- Gardening sessions with TCV were organised and also VIP which started in the Autumn.





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 (see Appendix 4)

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

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

Action Planning

Our action plan for Jersey Gardens 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

Jersey Gardens | 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
FoJG	Friends of Jersey Gardens

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 of all infrastructure	LBH	W, H, WM	S	Infrastructure remains under active review.
Review parks signage	LBH	W, S	M	New signs were installed at all entrances, November 2023.
Playground repair, refurbish and	LBH	W, H, WM, S	S	Playground works completed. Installation of new fence and gates around playground completed 2023.
Anti-social behaviour – continue to stakeholder engagement and targeted enforcement	LBH, GS	W, WM, S	O	As and when required
Re-use green waste	GS	H, S	O	Any site generated wood chipping is re-used on site.
Maintain a healthy tree stock. Identify any new tree planting opportunities	LBH, GS, FoJG	W, H, WM, S, BH	O, S	Tree works are carried out by GS in compliance with LBH policies and procedures and UK legislation.
Explore opportunities for enhanced planting and habitat creation around the site to increase amenity value, biodiversity and reduce maintenance.	LBH, GS, FoJG	BH	S	Grass strip habitat to be created by leaving grass unmown 1m from shrub beds. Any new planting will aim to provide increased ecological benefits and keep maintenance to a minimum. In 2021 the Council renewed its Biodiversity Action Plan as part of the wider Greener Framework with a new Nature Recovery Plan.



MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
Enhancements around the old Bandstand area. Focus on opening and creating a feature with sustainable planting and good sight lines into the space	LBH, GS, FoJG	BH	S	Explore winter flowering shrub and bulb planting; Habitat piles created in the rock garden; Bird boxes and Hedgehog houses- creation and installation.
Increase bird boxes and bat boxes And Bat Surveying	LBH, GS, FoJG	BH	M	Bird and bat box programme being rolled out across whole borough.
Rock Garden – continue maintenance and reduction as necessary	GS	BH, WM	M	Green gym reduced shrubbery in Rock Garden throughout 2023. Small-scale volunteering continues via the Friends group.
Desolate area by Tennis Courts	LBH, GS, FoJG		O	Explore options for this area - possible activity area. Additional strip of hedging along section of bow top fencing and alleyway
Continue to consult and engage with the local community	LBH, GS, FoJG	C	O	Ongoing
Continue to work with the Friends of Jersey Gardens and provide support to other Community Volunteers/ Services to promote greening activities.	LBH, FoJG	C	O	Explore ideas of a local Osterley Festival in future. Working with Friends on options for bird / bat boxes from existing funding.
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH, FoJG	C	O	Ongoing work with events team.
Support Fitness activities in the park	LBH, GS, FoJG		O	Positive use of the park for fitness activities with minimal impact on the green assets
LBH to facilitate opportunities for education, culture, and heritage at the site.	LBH, GS, FoJG	C	S, M	Ongoing work with Greenspace, volunteering, and events team.
Continue to publicise the park through LBH website, social media platforms, and noticeboard. Also, borough wide campaigns, including achievements, initiatives, and announcements.	LBH, FoJG	Mkt	O	Ongoing
Support other positive promotion of the park through various media platforms.	LBH, GS, FoJG	Mkt	O	Ongoing
The management plan to be reviewed annually and the action plan to be updated annually	LBH, GS, FoJG	Mgt	O	Ongoing



Appendix 2

Ecological Survey 2023

The layout of Jersey Gardens originally featured a sunken rock garden planted with 6.25 acres of alpine plants, and main area of the garden with grass, trees, and shrubs.

A planted alleyway separates the dense rockery area from the small central area, which has grass, a peripheral walk, trees, shrubs, and seats. Bulb planting was undertaken at the site in the year 2020. The trees are mature healthy trees, and the garden has several conifers, with grass and linear paths running through the site. New tree planting has taken place in the last few years including a native hedge to act as a green barrier around the children's play area.



Figure: Dead wood at the site and view of trees and plantation on the northern boundary.

No obvious evidence of bat presence was seen however trees were only inspected from the ground. Birds-sparrows, crows and pigeons, small mammals-squirrels, and butterflies were seen during the site visit. Dead wood or nearly dead wood (see Fig) is serving as habitats for stag beetle and other invertebrates.

Considerations

- Installation of bat boxes, bird boxes, and hedgehog homes.
- Potential to plant fruiting trees (apple, pears)





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.

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





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.

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

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



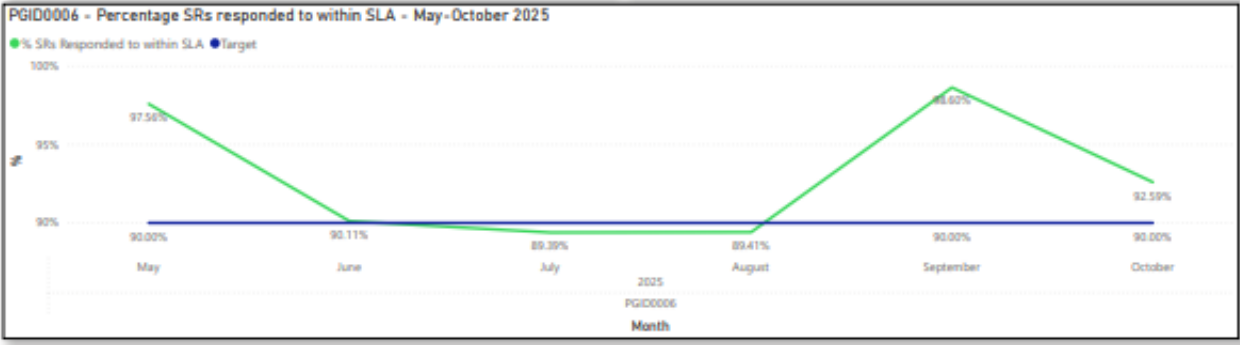
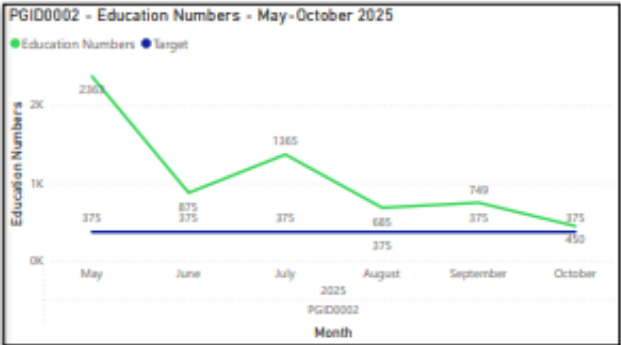
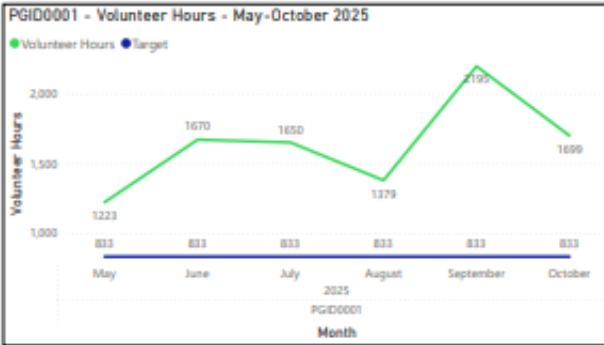
PGID0002 - Education Numbers
- 450

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





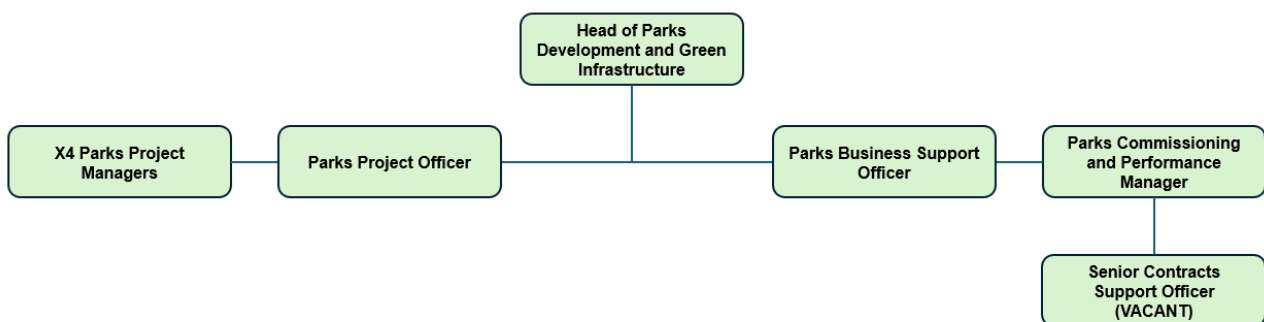
Appendix 5

Management Structure & Responsibilities

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

LBH Parks Service Management Structure

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



LBH Head of Parks Development & Green Infrastructure

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

LBH Parks Project Managers (x4)

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

Parks Project Officer

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

Commissioning & 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

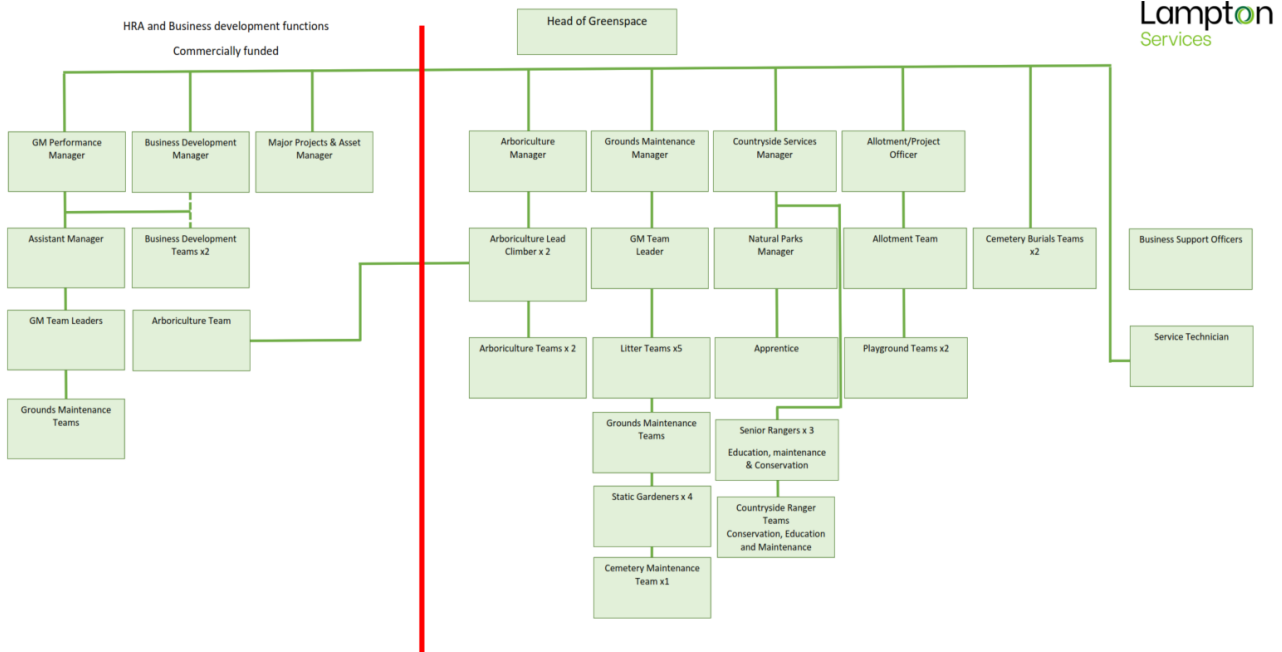
Assistance with finance; administration, project support, lead on Parks communications and web design management.





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, 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

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

Business Support Officer

Provides administration for fleet, handles finances and overtime schedules.



London Borough of Hounslow
Hounslow House, 7 Bath Road
Hounslow TW3 3EB

www.hounslow.gov.uk

Tel: 0208 583 5555



**London Borough
of Hounslow**



Friends of
**Jersey
Gardens**

Lampton
Services
Greenspace