

GREEN FLAG MANAGEMENT PLAN 2026

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

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

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

# Acknowledgements

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

Redlees Park houses many leisure facilities including hard standing tennis courts, an upgraded play area, a community vineyard, artists' studios, outdoor gym, community orchard, courtyard area and new park signage. The basic layout is one of a large rectangle of amenity grassland surrounded by mature trees and shrub beds with the main sports and play facilities at the northern end adjacent to the pay car park and the artists' studios.

The park is part of the larger complex of recreational facilities that includes a public library, Isleworth indoor leisure centre and swimming pools, Redlees artists' studios in the old stable block, bowls club and an under-5s play centre.



### Site Information

**Name:** Redlees Park

**Address:** Twickenham Road and Worton Road, Isleworth

**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:** 6.38ha

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

**Access:** open access at all times

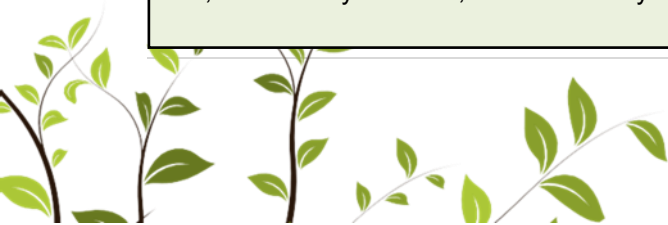
**Transport: Train:** Isleworth or Twickenham Station

**Tube:** n/a

**Buses:** H20/H22/481/267

**Parking:** Pay & display via Worton Rd entrance

**Local Facilities:** Playground, Outdoor Gym, Tennis Courts, Art Studio, Library, Leisure Centre, Bowls Club, Community Orchard, TCV Green Gym.





## Detailed History

The park is on land that was once a gravel pit and formerly part of the grounds of Redlees House. Around 5.8 hectares were acquired by Heston & Isleworth UDC and Redlees Park was officially opened in July 1932, on the same day as two other local recreation grounds, Beaversfield Park and Redlees Park. In that October it was one of the parks used as a venue for the Heston & Isleworth Charter Celebrations.

In the early 19th Century, Redlees House was known as Hippesley House and had grounds of nearly 7ha. It was purchased in 1852 by Charles Farnell, of the wealthy Farnell brewing family who owned Isleworth Brewery from 1800. It was later renamed Redlees House by William Farnell Watson. In the early 20th Century part of the land was used for tomato growing for which purpose 21 large glasshouses were erected, covering some 4 hectares in what the central and southern part of the public park is now. The former stable block adjacent to the park is now used as an Artists Studios. It has a fine clock made by Charles Frodsham & Co. of The Strand, probably installed between 1830-40. When the park opened its facilities included a children's playground, described in the opening speeches as 'one of the finest in the country', 3 football pitches, a cricket table, bowling green, 3 grass and 6 hard tennis courts and an 18-hole putting green. Further facilities were planned; including a sports pavilion, refreshment room, bandstand, shelters, and ornamental flower gardens when money became available.

In 1997 an area near the Twickenham Road entrance was planted as a vineyard on two allotment plots. It included *Vitis vinifera* cultivars 'Riesling', 'Pinot Noir' and a red, 'Dunkelfelder'; the first crop was harvested in 1999 producing 20 bottles of 'Redlees Rosé' the following June.





## Recent Achievements

### 2026 Aspirations

- Explore the potential increase of bird and bat boxes at the park
- Carry out small improvements to highlight the historical significance of the site; gild the entrance sign, repair wayfinding markers, etc.
- Repair and replace some of the pathway at the Twickenham road entrance to improve accessibility for all park users.
- Install more benches around the perimeter of the park.
- Continue to work with residents to form a 'friends of' group.
- Re-instate the vineyard to full working capacity, and work with residents to upkeep this communal asset.
- Assess the viability of more SuDS schemes in the park.
- Establish a Friends Group

### Achievements 2025

- Actively engaged with residents and tenants of the park facilities and involved them in events and green opportunities.
- Installed a cycle repair station on the Twickenham road entrance to promote active travel.
- Used as a London National Park City active greening/football practice site for the nearby Brentford football youth training team, engaging young residents from nearby areas of deprivation.
- Installed three wildflower meadows, totalling 1350 square meters.
- Completed the entranceway SuDS planters, providing a beautiful entrance to a much-loved park. (images below)



*Concept Design vs Actual Completed Works*

### Achievements 2024

- The entranceway to Redlees Park from Worton Road has a specialist contractor commissioned to design and build Sustainable Urban Drainage system at the site. Not only will the scheme help with surface water runoff it will also provide an aesthetically pleasing, biodiverse area, that frames the historic buildings better.
- The park hosted numerous events in a sustainable manner that engaged residents with the park whilst not damaging the green infrastructure.
- Two wildflower meadows with bulbs have been commissioned, totalling 860 square metres. These are to be maintained for five years.
- Target hardening works were undertaken at the leisure centre entrance to dissuade improper park usage.



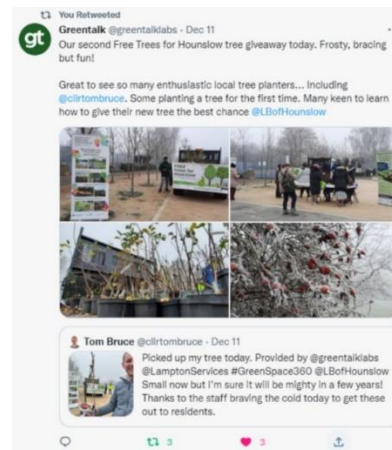


### Achievements 2023

- Play area refurbished and improved.
- The park plaza continued to host events as a mixed-use space such as the Christmas at Redlees park event and the Redlees Art Studio exhibition.
- Entryway consultation completed.
- Health in the park event.
- In 2023 Redlees Park was one of the three designated locations for Free Trees for Hounslow pickup event. Which saw over 250 residents show up and get their tree.

### Achievements 2022

- Resumption of TCV Green Gym programme
- Art fair at the Redlees Artists' studio
- Plans for events in the new courtyard in 2023.
- Free trees for Hounslow event at the Courtyard
- Installation of cycle racks
- Car park refurbishment to a pay car park
- New bins and benches
- Removal of redundant knee rail fencing
- Painting of the main gates on Worton Road
- New Parks signage at every entrance



### Achievements 2021

- Due to the pandemic – little opportunity for community activities
- Funfair returned for the October half term.
- Some tree planting took place.
- Display of daffodils along Twickenham Road railings
- Boules plays in Courtyard.
- TCV Green Gym to return in 2022.



### Previous Achievements

- Installation of an Outdoor Gym
- Upgraded playground.
- Community Orchard planted with Tree for Cities and local volunteers.
- Demolition of derelict pavilion and creation of the tree lined Courtyard
- TCV Green Gym storage container installed, volunteering programme in progress.
- Repair to entrance fencing and bollards.
- TCV Green Gym activities to create a dead hedge and installation of bird boxes.
- Landscape Architect commissioned to create design ideas for Worton Road entrance.
- Use of the Courtyard for Boules
- Adaption of concrete benches to install wood slats for comfortable seating.





# 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 Redlees Park 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 Redlees 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>• Outdoor Gym</li><li>• Playground</li><li>• Amenity grassland for sports</li><li>• Tennis courts</li><li>• Food Growing Vineyard and Community Orchard</li><li>• Events site</li><li>• New signage</li><li>• Additional site facilities – Artist’s Studios, Library, Leisure Centre, Bowls Club, Play Centre</li><li>• Various interest groups and individuals</li><li>• School Sports Day venue</li></ul>	<p><b>WEAKNESSES</b></p> <ul style="list-style-type: none"><li>• Width of paths</li><li>• Access points</li><li>• No on-site composting.</li><li>• No current water attenuation despite being in flood risk area.</li><li>• Little historical information currently.</li></ul>
<p><b>OPPORTUNITIES</b></p> <ul style="list-style-type: none"><li>• Upgrade paths</li><li>• Establishment of a walking track</li><li>• Upgrade entrances</li><li>• Community events</li><li>• Cultural Commercial events</li><li>• Connection to other facilities on site bringing greater cohesion.</li><li>• Establish a ‘friends of’ group.</li><li>• Incorporate London National Park City in activities at the site.</li><li>• Form a group to reestablish community green gym.</li><li>• Promote SuDS as an environmental practice and promote resident buy-in and engagement.</li><li>• Improve the entrance plaque and install signage to welcome users.</li><li>• Promote historical importance of the park and facilities.</li></ul>	<p><b>THREATS</b></p> <ul style="list-style-type: none"><li>• Anti-social behaviour</li><li>• Climate Change/disease/drought/pests and invasives.</li></ul>





# How do we get there?

## Vision & Objectives

Vision for Redlees Park:

“Interested parties and individuals at Redlees Park, the London Borough of Hounslow and 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 Redlees Park are:

- To continue to work closely with residents to form a Friends group and encourage users of the facilities to adequately maintain and improve the facilities.
- To ensure that Redlees 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 Redlees 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 Redlees Park within existing revenue budgets and through capital infrastructure funding opportunities.

### Delivery Partners

The Council works pro-actively with interested parties and individuals of Redlees Park, consulting with local people regarding their views of the facilities and any impact that is made on their lives. Continuing this relationship is a very high priority for the management of the open space.

GS are responsible for maintaining all the parks and open spaces within the LBH Parks Service. Maintenance is carried out by the contractors' operatives who have the necessary skills to achieve high and consistent horticultural standards.





## A Welcoming Place

The following management priorities help ensure that Redlees 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 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 regimes all play a part in ensuring that that Redlees 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.



Redlees 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 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 in one of our parks*

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.





## Well Maintained & Clean

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

Redlees Park consists mainly of amenity grassland, with some boundary areas managed as rough grassland. Wildflower strips were installed in 2025.

### Amenity Grassland

Amenity grassland consists of areas used for general recreation, and formal and informal sports, and can include wide-open spaces or those areas planted with trees and shrubs. These areas are regularly cut during the growing season, to ensure they can continue to be used for recreation throughout the year (see Annual Maintenance Work Schedule). Grass edges, whether they are against paths, fences or walls will be cut at the same time as the rest of the grass using trimmers in most areas.

### 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. They are clearly marked out, with interpretation boards to help inform the public about the benefits of wildflower meadows and how they are managed.

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.

More information on the wildflower installations in 2025 can be found [here](#).

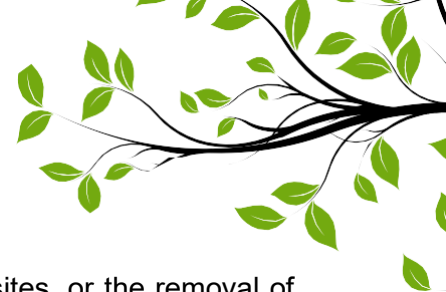
## Trees

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 Redlees Park to make improvements and ensure that there is continuity in the way that the trees are managed.

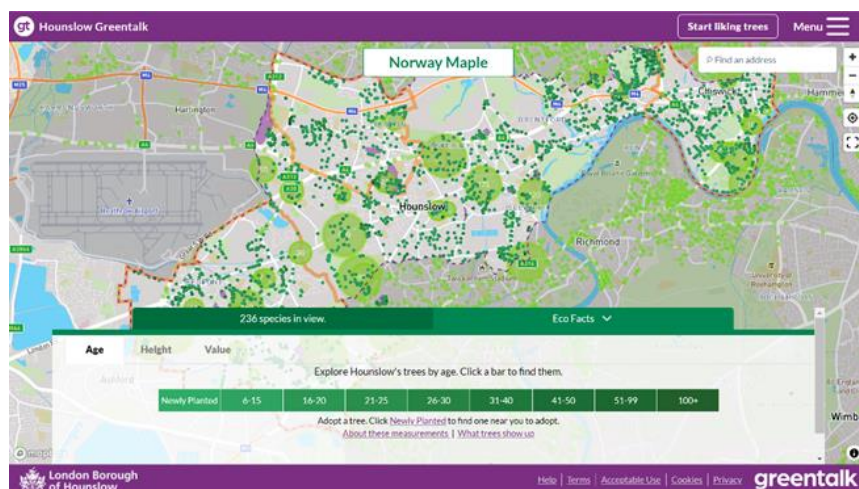
### Tree Planting

During 2023-2024 the Council continues to set ambitious tree planting targets, with plans to plant over 5000 new trees and whips in parks and open spaces. This forms one of the main ongoing targets set out in the [Green Infrastructure Strategy](#). Some of which were planted in Redlees during this initiative.

### 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.

The Council commissioned Meristem Design to design and build the SuDs system, (Photos above in Achievements 2025) which uses a raised bed filled with a sponge-like rock to absorb water. This water is then used by the plants within the raised bed, and the rest slowly evaporates. This helps to combat flooding by slowing down the release of water and allowing sewers time to dispose of water after heavy rainfall.

For more information and design plans visit: [Redlees Park Entrance & Car Park Changes | Let's Talk Hounslow](#)

### Ponds & Rivers

There is no open water at Redlees 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 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. Litter is collected daily by the site attendant.

### 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.

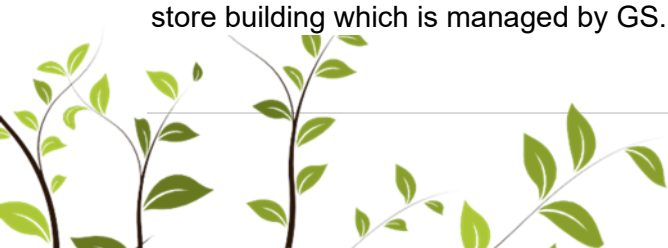


### Pathways & Hard Surfaces

Pathways and hard surfaces will be kept clean with litter 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

There are several Council owned and managed buildings situated in and around Redlees Park. These include Isleworth Leisure Centre, Childrens Nursery, Isleworth Bowls Club, and the historic Isleworth Studios. These buildings are all managed by other services or via leases, apart from one store building which is managed by GS.





## Environmental Sustainability

The following management priorities outline how Redlees 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.
  - 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.

## 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 interested parties and individuals of Redlees Park 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 Park does not currently have a Friends group. A group of site stakeholders took part in a recent master planning exercise however this has not progressed into a dedicated friend's group. Therefore, the Council engage with interested parties and individuals when necessary.

These include; [The Isleworth Bowls Club](#); [Redlees Artist's Studios](#); [The Isleworth Society](#); LBH Play Centre and Library; Lampton Leisure who have taken over operation of LBH leisure sites from Nov 2020, [Isleworth Explorers](#) and interested individuals.

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

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

### Marketing

Promotion and marketing of Redlees 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

This site is also the first park to see the installation of Hounslow new parks signage.





## Onsite Promotion

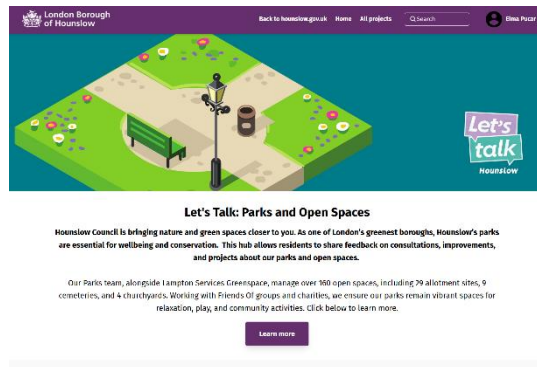
To promote events and activities in our parks, weatherproof posters and banners are used to display up and coming events and activities across the site and promotional materials are shared with local community groups. Noticeboards are also used by the Council and local communities to share upcoming events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

Regular events hosted at Redlees:

- School Sports Days - closed events for children and their families.
- Funfair - regular funfair, usually twice a year.
- Sports - PE lessons, personal trainers, runners.

## 2025:

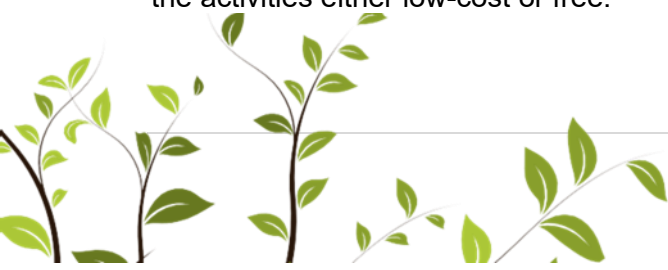
### Films on the Green

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. Redlees Park was selected for the east of the borough, with Wicked as the winning film. Approximately 1050 residents attended the screening, prepared with deckchairs, blankets and snacks.

It was great to see so many families coming out to enjoying a sense of culture and community through watching a movie and being outdoors- Our parks were truly transformed into bustling hubs of activity on an otherwise ordinary June evening!

## 2023:

**Christmas at Redlees** – A one-off winter celebration organised by the council in partnership with on-site organisations at Redlees Park, Isleworth Bowls club, and Redlees Art Studios. This community event featured a Christmas market, reindeers, Santa's grotto, arts and crafts activities, and a selection of amusement rides. The event was attended by just over 600 people with many of the activities either low-cost or free.





**Health in the park** - The Hounslow Borough Based Partnership (BBP) collaborated with Hounslow Council, health organisations, voluntary groups, and community partners to organise an engaging health and wellbeing event at Redlees Park. Activities included outdoor yoga, football, food workshops, painting, tennis, competitions, outdoor games, meditation, treasure hunts, Singing from the Brain, and much more. This event looks to be an annual offering but not necessarily at the same location.

**2022:**

**Films on the Green-** A new initiative as part of the Summer of Culture project that happened in 2022. Redlees was chosen as one of the few sites to host the first free outdoor cinema experience hosted by the Council in our greenspaces. Almost 1000 people attended, brought picnics and some even cosplayed from relevant films to show their enthusiasm.

Bringing communities together and watching films on the big screen for free will potentially be back in 2025.





# How do we know we have arrived?

## Monitoring & Review

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

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 stakeholder.

## Action Planning

Our action plan for Redlees 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

## Redlees 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
RPUG	Redlees Park User Groups

#### 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 plan to be prepared for 2022/23
Improve entrance on Worton Road and Twickenham Road	LBH, GS	W, H	O	Improvements delivered September 2025, welcomed by local residents and park tenants.
Garage at Worton Road entrance, explore future use	LBH	W, H, WM, C	O	Asset management strategies are being formed with corporate property colleagues.
Review path network and explore possibilities for widening and walking tract	GS	H, WM	O	Funding bids unsuccessful but will continue to identify options, small portions to be delivered 2026.
Anti-social behaviour – continue stakeholder engagement and targeted enforcement.	LBH, GS, RPUG	W, H	O	Ongoing
Re-use green waste	GS	H, S	O	Any site generated wood chipping is reused on site
Maintain a healthy tree stock with opportunities identified for new tree planting.	LBH, GS, RPUG	W, H, WM, S, BH	O, S	All tree works are carried out by GS in compliance with LBH policies and procedures and UK legislation
Explore opportunities for enhanced hedge and meadow planting and habitat creation around the site to increase amenity value, biodiversity and reduce maintenance.	LBH, GS, RPUG	BH	S	TCV Green Gym creating additional habitats. In 2021 the Council renewed its Biodiversity Action Plan as part of the wider Greener Framework with a new Nature recovery plan. Green Gym is now back on site, exploring



MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
				plans to install dead hedge around a nature area in one corner of the site.
Continue to consult and engage with the local community	LBH, GS			Working with Habitats & Heritage to promote the creation of a Friends Group. Potential community days pending summer 2026
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH	C	O	
LBH to facilitate opportunities for education, culture, and heritage at the site.	LBH, GS, RPUG	C	S, M	
Support Fitness and Sport activities in the park	LBH, GS		O	Increased positive use of the park through activity
Continue to publicise the park through LBH website, social media platforms and notice board. Also, borough wide campaigns, including achievements, initiatives, and announcements.	LBH, RPUG	C	O	Ongoing
Support other positive promotion of the park through various media platforms.	LBH, GS, RPUG	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

Redlees Park comprises of hardstanding -footpaths and a car park; amenity grassland appears to be regularly mown and comprises of meadow grasses, dandelion, nettles, ivy leaved speedwell, garlic mustard, ryegrass, and sow thistle. Scattered mature or recently planted line of trees and orchards-ash, willow, birch, oak, maple, cherry, apple, pear, quince, damson, white mulberry, gage cherry plum, sycamore; introduced shrub-which is well established, and tall ruderal along the boundary of the site comprising nettles, buddleia, daisy, and hogweed.



Pictures taken during the site walkover exhibit habitats opportunities for the presence of protected species at the site.

From the pictures, its noted that there is moderate to high potential for bats to roost within the survey area and bat species may forage and commute over the lines of trees, along the western and eastern boundary of the site.

There is no siting of reptiles during the walkover considering the presence of habitat-dead leaves hibernacula around north-eastern boundary of the site. The mown amenity grassland is considered suboptimal habitat for common reptile species due to regular disturbance by mowers.

There is potential for common bird species for example songbirds, crow, and pigeons to nest within the hedge and the line of trees. Bird boxes were recorded on the mature trees during the site visit. Insects like bees and butterfly were recorded during the site walkover, and meadow flowers provide suitable habitat for their numbers and diversity.

### Considerations:

- Installation of range of bat boxes on the trees to provide roosting opportunities for crevice dwelling bat species.
- Install bird boxes on any mature trees.
- Native species of local provenance should be used for any new planting on site to support the action plans for pollinators in England.





# 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
<b>Site Specific Features &amp; Services</b> <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 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



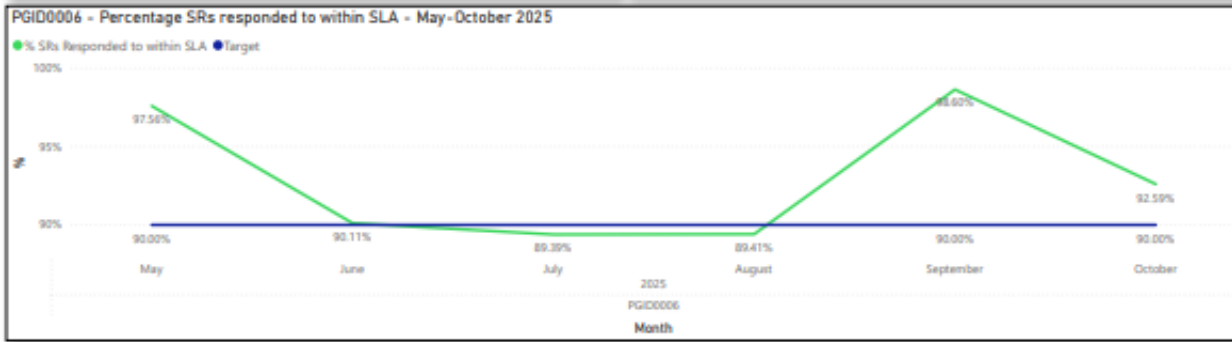
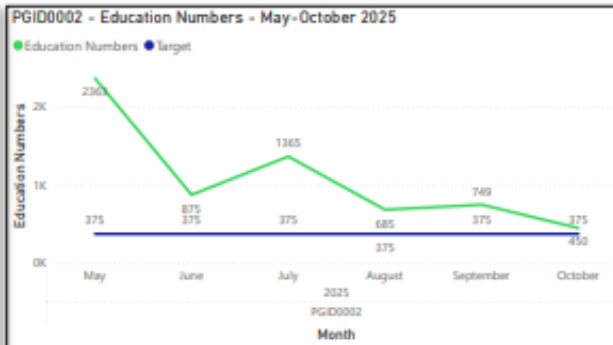
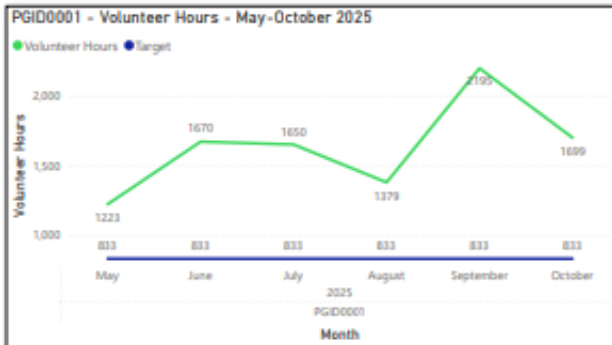
**PGID0002 - Education Numbers - 450**

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





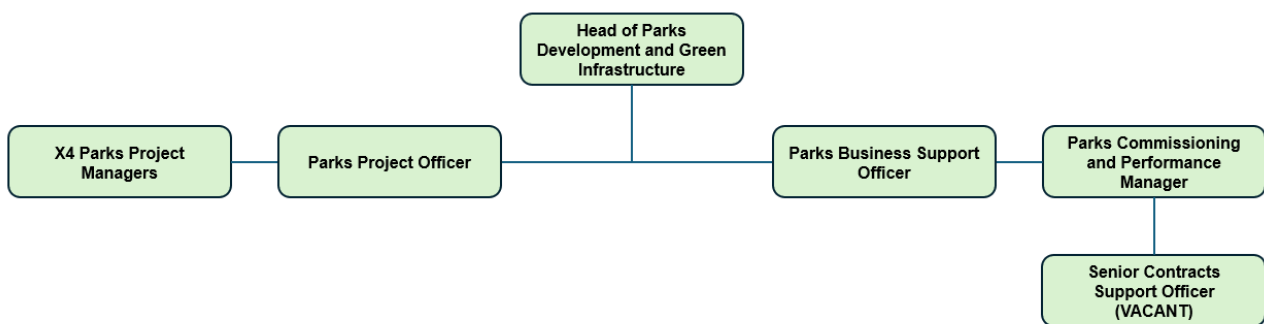
# Appendix 5

## Management Structure & Responsibilities

Redlees 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:



### 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

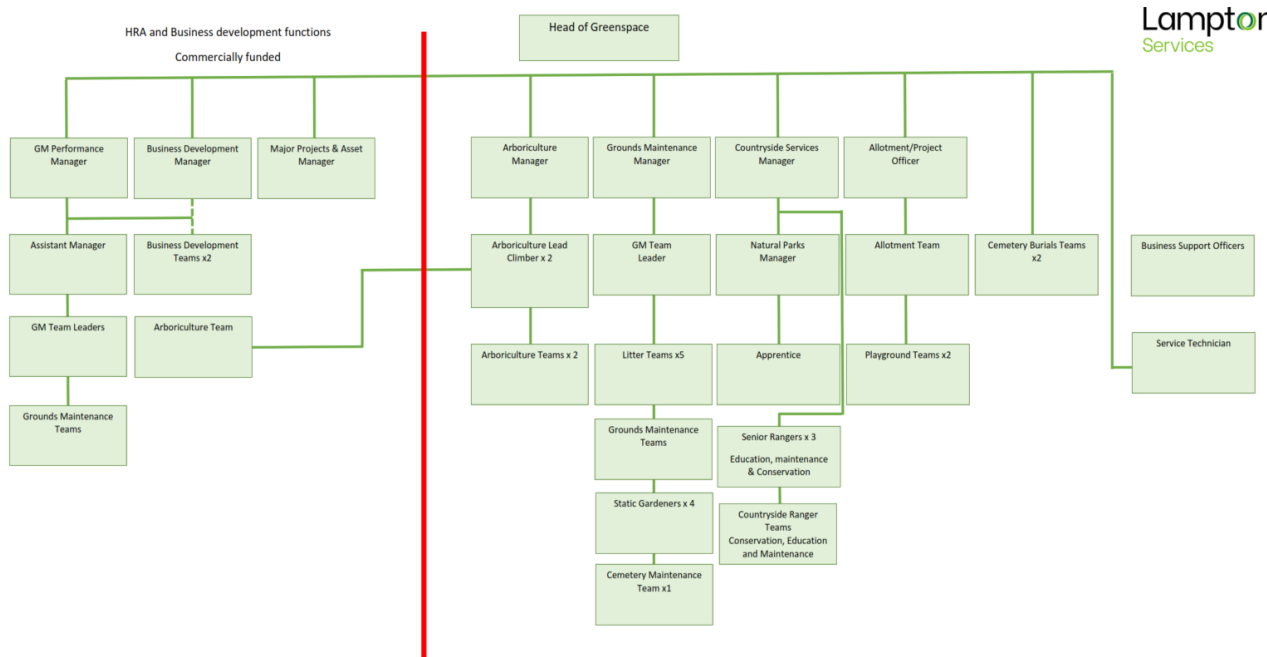
Assistance with finance; administration, project support, lead on Parks communications and web design





## Lampton Services Greenspace Management Structure

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



### Head of Service

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

### Projects Manager including the Allotment Service

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

### Countryside Manager

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

### Planned Maintenance Manager

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

### Performance and Support Officer

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

### Tree Team Manager

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





### Playground Inspectors x2

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

### Operational Teams

Grounds maintenance 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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**London Borough  
of Hounslow**

**Lampton**  
Services  
Greenspace