

GREEN FLAG MANAGEMENT PLAN 2026

Turnham Green



London Borough
of Hounslow



Friends of
Turnham
Green

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

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

*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 Turnham Green has been prepared by LBH and GS with input from the Friends of Turnham Green. 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 Turnham Green.

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 Turnham Green 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.

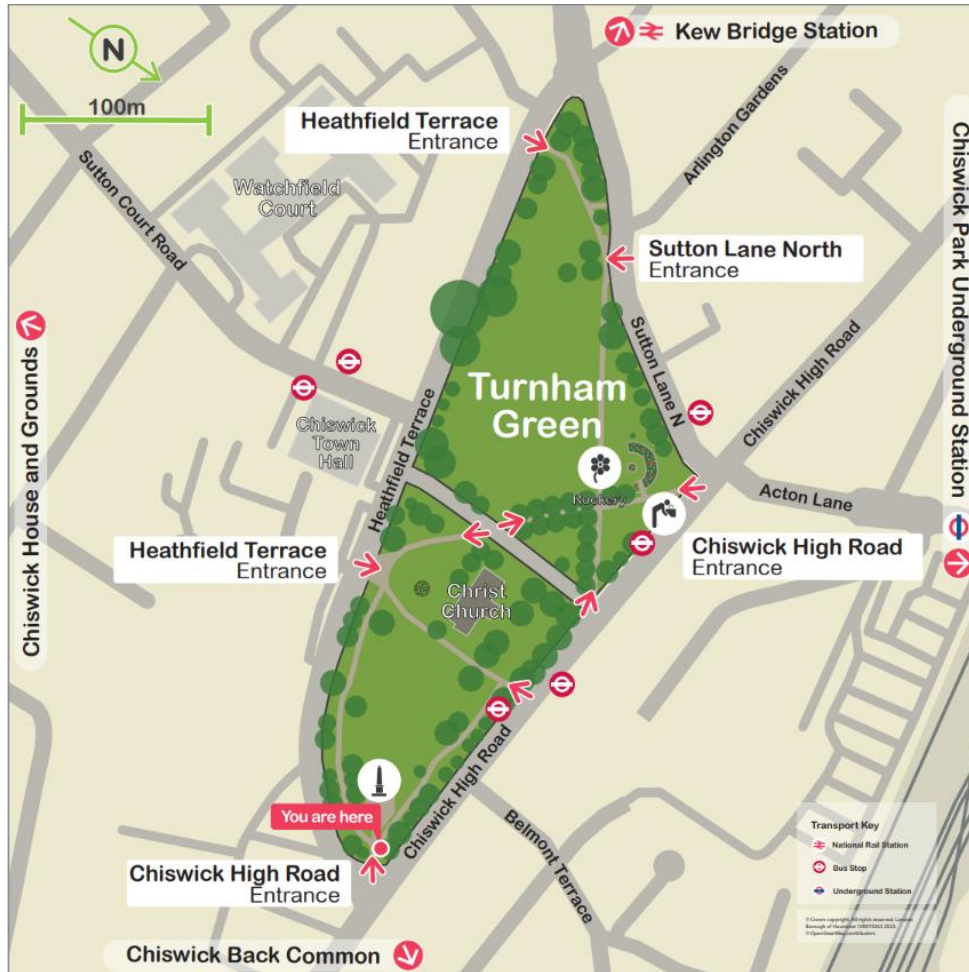
Current capital funding has been allocated through a parks improvement programme, active since 2023. This funding covers project delivery and staff resourcing. Other capital funding is obtained via Community Infrastructure Levy (CIL); S106, the Councils Thriving Communities fund (local CIL), [Green Investment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

Turnham Green is a triangular open space bisected by roadway that runs from north to south past the west end of Christ Church. In the centre is Christ Church and a war memorial stands of the eastern corner in the form of an obelisk. The western green is home to the rockery, drinking fountain and wildflower meadow.



Site Information

Name: Turnham Green

Contacts: 020 8583 5555

Web: www.hounslow.gov.uk

Designation: Open Space

Size: 2.8ha

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

Access: open access at all times

Transport: Train: Chiswick or Kew Bridge Station

Tube: Chiswick Park

Buses: 237/267/272/391/440/H91

Parking: Street parking/pay and display

Local Facilities: Wildflower meadow, war memorial, rock garden, drinking fountain, seating, play garden, Church.

Address: Chiswick High Road

Email: parks@hounslow.gov.uk

Ownership: London Borough of Hounslow



Detailed History

In 1630 a hamlet separate from the riverside settlement at Chiswick was firmly established around Turnham Green, with 60 ratepayers. In 1821 the Horticultural Society of London began to lay out a garden that extended from the south of the green towards Chiswick. The society organised an annual fête that was the forerunner of the modern Chelsea flower show.

Turnham Green is former common land and is of historical interest as the place where the Earl of Essex collected his forces from the London area in the Civil War and drew them up in great numbers here, although there was little active fighting and Essex later took possession of Brentford.

In 1642 an army of 24,000 Roundheads assembled to prevent Charles I from reaching London; nearly a thousand men died in the ensuing Battle of Turnham Green.

In an infamous incident in 1680, the Earl of Pembroke killed an innocent bystander with a thrust of his rapier while in a drunken rage; Pembroke was temporarily held in the Cock and Half Moon tavern, but his high status effected his release, and he escaped punishment. Sir George Barclay and 40 conspirators plotted in vain to assassinate William III upon the green in 1696.

The common was rife with highwaymen and in 1776 a lone gunman robbed the Lord Mayor of London and his retinue. None of this lawlessness deterred several noble families from establishing country retreats here in the 18th century, while the village grew in significance as a coaching halt on the road to Bath.

The image below is an early Victorian view across Turnham Green to Arlington House, which was demolished in the 1870s and is now the site of Arlington Park Gardens and Walpole Gardens housing.



Figure 1 an early Victorian view across Turnham Green to Arlington House





Near Christ Church and along the north boundary with Chiswick High Road is a war memorial to the east, but otherwise the Green is simply laid out with grass, paths, and a few mature trees. Some planting of trees took place post WWII including cherry trees planted along the path from the church to the northwest corner of the Green. In 1873 a pond is shown on the west side of the Green, but this was filled in by 1948.

Also, by 1948 a triangle of land at the eastern end was cut off by the widening of the road accessing Heathfield Terrace overlooking the south side of the Green, and likewise at the eastern end a footpath was upgraded to a road to access the Terrace.

Turnham Green has been subject to many developments in the past 20 years. The most notable being the works to the war memorial in the early 1990's, which was surrounded by paving, hedging, planting, and fencing, using the poppy motif throughout to reflect its meaning and use.

The access gates opposite the town hall were widened to allow access for event vehicles in the late 1990's.



Figure 2 view of the war memorial



Recent Achievements

Achievements 2025

- Works to improve memorial garden
- Volunteering at rockery
- Further repair works to water pipe

Achievements 2024

- Continued success of wildflower meadow
- Repair works to water pipe leading to the church
- Installation of new signage
- New bench installations

Achievements 2023

- Installation of a drinking water fountain
- Replaced hedging with fencing on Tommy Hollis Memorial Garden.



Achievements 2022

- The meadow has recovered well from the difficulties arising out of COVID-19 in 2020, with many of the perennial wildflowers growing better than in previous years. Many local people expressed their appreciation, especially when it reached its summer peak.
- The Council planted all trees by the end of March 2022
- Large scale bulb-planting works carried out by Friends of Turnham Green in Autumn 2022
- Works funded and approved for installation of a water fountain on the green, due to be completed by April 2023
- Planting plan from last year implemented and supported throughout the extremely hot summer of 2022.
- Replacement of failed planting around the play garden, again due to the difficult summer

Achievements 2021

The meadow has recovered well from the difficulties arising out of COVID-19 in 2020, with many of the perennial wildflowers growing better than in previous years. Many local people expressed their appreciation, especially when it reached its summer peak.

- Continuation of tidying and weeding in the rockery area by FoTG volunteers
- Planting of new bulbs in the rockery by local schoolchildren
- Hanging light display on trees for Christmas with natural willow balls created by local schools and voluntary groups.
- The Council received proposals for tree planting on Turnham Green.



Figure 3 wildflowers in the summer

A survey detailing the proposals was launched in November 2021 for 8 weeks where the majority would determine the outcome. The results of the survey showed the community strongly supported all proposed tree planting.

- New seating within the rockery
- Improvements and tidying of the War Memorial



Figure 4 left; rockery and right; improved war memorial

Achievements 2020

- Updated site litter bins
- Installation of the Play Garden in memory of Tommy Hollis - (local Chiswick child, fatally injured at almost one year of age by a falling lamp post while in his pram.) - in collaboration with his family, Hounslow Council made a commitment to create a place for young children to play in memory. The Play Garden is designed to stimulate awareness of the natural environment with play opportunities in an urban setting. This includes a maze, logs, duck sculpture, and spring bulbs aimed at pre-school and infant aged children. Log seats have also been installed.



Figure 5 left; Bug Hotel surrounded by lavender and right; the Tommy Hollis play garden



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 Turnham Green 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 Turnham Green. 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">• Wildflower meadow• War memorial• Rock garden• Friends Group• Spring bulbs along the northern edge of the east Green• Play Garden• Ongoing maintenance of the meadow• Additional tree stock• New signage is in place.• New water fountain is in place.• New bench installations	<p>WEAKNESSES</p> <ul style="list-style-type: none">• Condition of paint on some sections of railings• Some identified issues with condition of seating and other street furniture related to overuse.
<p>OPPORTUNITIES</p> <ul style="list-style-type: none">• Events• Further biodiversity opportunities across the meadow	<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 Turnham Green:

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

Key objectives for Turnham Green are:

- To continue to work closely with the Friends group and users of the facilities so to adequately maintain and improve the facilities.
- To ensure that Turnham Green 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 continue to encourage and promote community involvement in the management of the park.
- To ensure that the park is promoted and managed to provide a high-quality service for the people using it.
- To ensure that the management of the park protects and enhances the biodiversity of the site and borough.
- Creating opportunities for connecting green spaces for wildlife and increasing the boroughs ecological resilience and connectivity





Meeting the Green Flag Award Criteria



Management of Turnham Green

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 Turnham Green within existing revenue budgets and through capital infrastructure funding opportunities.

Delivery Partners

The Council works proactively with the Friends of Turnham Green in consulting with local people regarding their views of the facilities and any impact that is made on their lives. Continuing this relationship is a very high priority for the management of the open space.

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





A Welcoming Place

The following management priorities help ensure that Turnham Green continues to be a welcoming place.

Entrances

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

Signage

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

Visibility

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

Graffiti Removal

As a part of our aim to make the borough safe, green, and clean we are committed to reducing and removing graffiti. The site is regularly inspected for graffiti. All graffiti will be removed within 7 days of notification, where the graffiti is racist or offensive it will be removed within 24 hours of notification.

Healthy, Safe & Secure

The following management priorities help ensure that Turnham Green 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

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 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.



Figure 6 Dog PSPO Campaign

Turnham Green welcomes responsible dog owners. The memorial garden and war memorial square 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



Figure 7 Enforcement officials on a walkabout

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

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

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

- Increase police patrol in priority parks
- Community engagement with local residents and thereby increasing natural surveillance
- Removal of hiding spots and management of overgrown vegetation
- Creation of a Safety in Parks poster (in conjunction with the police and their reporting procedures)



- Raising awareness on reporting rough sleeping and supporting rough sleepers to reduce stigma
- Insight and lessons learned sharing
- Deployment of Safer Patrolling officers in Priority parks
- Additionally, they contribute to the WA – BCU (West Area – Borough Command Unit) meetings, which include boroughs of Hounslow, Hillingdon, and Ealing.



Figure 8 Safety in Parks Poster

Well Maintained & Clean

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

Turnham Green is mainly managed as amenity grassland. There is also a wildflower meadow on the western side of the green, near to the rockery. This is one of the oldest and continuously managed wildflower areas, and it has become a well-recognised feature of the Green.

Amenity Grassland

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

Wildflower Meadows

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



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



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

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

Tree Planting

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

Since 2020 there were 431 whips and trees planted at Turnham Green forming a key part of the plan.

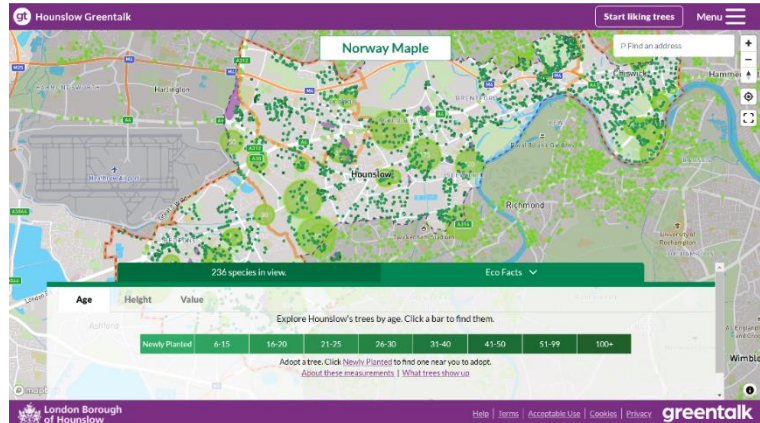




Greentalk

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](#)

Cleansing

The collection of litter is extremely important in maintaining the appearance of Hounslow's parks and open spaces and has a direct effect upon how people treat and respect the site. Litter is collected and bins emptied daily by the GS cleansing crews. Any occurrences of fly tipping are cleared by GS within 48 hours of notification, and we work closely with the Enforcement Team to investigate fly tipping issues where possible.

Furniture & Fittings

GS ensure that all furniture is clean and will check benches, notice boards and bins on a regular basis. Items will be cleaned when necessary. Any repairs will be reviewed, and funding opportunities explored with the aim of rectification as soon possible.

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 possible.





Buildings & Structures

The Christ Church is situated within the green and the building and immediate grounds are managed separately by the diocese. Turnham Green War Memorial is also situated within the green, next to the eastern entrance. This is a large memorial situated within an enclosed square with seating and perennial bedding immediately around the memorial. The war memorial is in good condition and GS are responsible for managing and maintaining the enclosed courtyard area.



Environmental Sustainability

The following management priorities outline how Turnham Green 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

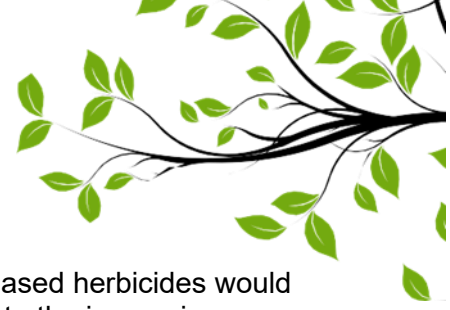
All green waste is either reused or recycled.

- 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.



Figure 9 Examples of the machinery used by Lampton Greenspace, left: a battery-operated leaf blower, right: a traditional ride-on lawnmower.





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 PEAs on Council land will be available to view via the Council's website by early summer 2026.



Figure 10 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 Turnham Green 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](#).

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 Turnham Green

Formed in 2007, this friend's group are proactive in maintaining Turnham Green, a community comprising of around 100 of residents of Chiswick as well as other interested parties. Friends of Turnham Green and their team of volunteers help maintain assets in the park such as the lovely rockery and wildflower meadow. They are actively recruiting more locals to join the team and hold sessions usually once a month.

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](#).

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](#).





Figure 11 Screenshot of LNPC website

Marketing

Promotion and marketing of Turnham Green 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.



Figure 12 Example of signage on site

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](#).

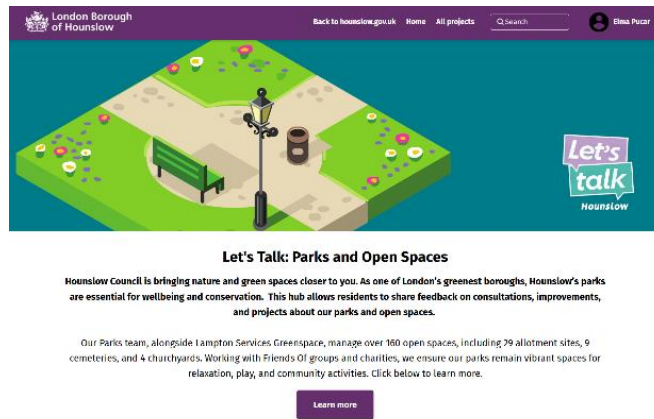


Figure 13 Screenshot of Parks Hub

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>



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.lampton-services.co.uk>
 - X- @TheLamptonGroup
 - Facebook- [lampton-services](#)
 - Linked In- [Lampton Services](#)
 - Instagram- [@lamptongroup](#)
- To find out more about the friends at Turnham Green visit: [Friends of Turnham Green, community based voluntary organisation](#)

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 this year's events.

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

2025

- Funfairs

2024

- Charity bike ride break station

Previous events include:

- **MOBA Ballet** -Outdoor production of a youth ballet performance. Seats were arranged and tickets sold online, although passersby could also sit in the park and watch on the day.
- **Super Saturday of Sport**- Annual mixed sports event with various competitions and activities for children and adults to take part in, separately or together as a family. The event also has a variety of food and drink stalls from local businesses.

Regular events include:

- **Funfair**- usually twice a year.
- **Sports**- Various children's sports groups using site.





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 Turnham Green 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

Turnham Green | 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
FoTG	Friends of Turnham Green

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	GS	W, H, WM	M	Investigate ways to fund the repair of railings which are in poor condition.
Signage replacement program	LBH	W, S	O	Signage has now been upgraded
Anti-Social behaviour- Continue stakeholder engagement and targeted enforcement	LBH, GS, FoTG	W, H	O	When required
The rockery requires trimming of overgrown plants and removal of coarse weeds and some addition of plants in spring or autumn to replace damaged or over-mature plants. The pebble top dressing requires topping up from time to time to protect the soil surface and help to retain soil moisture.	FoTG, GS		O	Continue to do this via Friends group with volunteer workdays. Several successful workdays delivered to date.
Maintain wildflower meadows and naturalized wildflower edges to the west green	FoTG, GS	O	O	Continue to work with volunteers and FOTG, who have developed a plan for supporting the meadow with a local practice.
Maintain a healthy tree stock	LBH, GS	W, H, WM, SBH	O	Trees planted in 2022 continue to be supported, along with the replacement of some failed stock in winter 2023. One additional



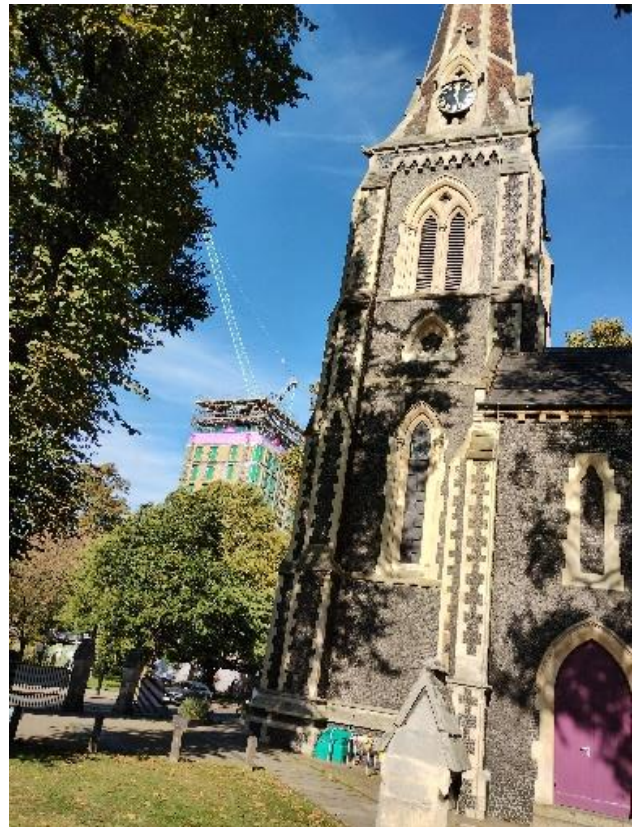
MANAGEMENT ACTION	STAKE-HOLDER	GREEN FLAG CRITERIA	TIME-SCALE	STATUS 2026
				tree added to green in winter 2024, alongside replacements.
Explore opportunities to increase amenity value, biodiversity and reduce maintenance.	LBH, GS, FoTG	BH	S	Work on the meadow with FOTG has been a major improvement to the biodiversity on site.
Water Point /drinking Water Fountain	LBH, GS, FoTG	BH	O	Drinking water fountain installed Spring 2023.
Increase bird boxes and bat boxes	LBH, GS, FoTG	BH	O	Boroughwide plan completed 2024.
Continue to consult and engage with the local community	GS, FoTG	C	O	We continue to work closely with FOTG.
Continue to work with the Friends of Turnham Green. Continue to provide support to other Community Volunteers/Services to promote greening activities.	LBH	C	O	Continue to work in partnership with Abundance London and Good Gym
LBH to continue to facilitate events within Hounslow's parks and open spaces as part of an active community engagement agenda.	LBH	C	O	Ongoing.
LBH to facilitate opportunities for education, culture, and heritage at the site.	LBH, GS, FoTG	C	S, M	Heritage interpretation project being explored to support cultural opportunities on site.
Support Fitness activities in the park	LBH, GS		O	Fitness activities are taking place on site as part of events calendar, with consideration for condition of grass / planting.
Continue to publicise the park through LBH website, social media platforms and noticeboard. Also, borough wide campaigns, including achievements, initiatives, and announcements.	LBH, FoTG	Mkt	O	Ongoing
Support other positive promotion of the park through various media platforms.	LBH, GS, FoTG	Mkt	O	Ongoing
The management plan needs to be reviewed annually and the action plan to be updated annually.	LBH, GS, FoTG	Mgt	O	Ongoing



Appendix 2

Ecological Survey 2023

Turnham Green is a triangular open space bisected by a pathway, with Christ Church in the eastern section of the park. On the northern section of the site are flower beds with a war memorial to the east. Small areas of amenity grassland are present and appear to be regularly mown and comprised of meadow grass, perennial ryegrass, daisy, dandelion, and speedwell along with footpaths and several mature trees. Friends of Turnham Green help to improve the beauty and biodiversity of the site with a plan comprising of four phases which include revitalising the existing wildflower meadow, planting of bulbs to provide spring colour, expand the meadow, and planting of shrubs.



Christ church on the right and mature trees on the left at Turnham Green

Two bird boxes were recorded on the site. A bird nest was seen on one of the mature trees and looks to have been abandoned. Birds-pigeons were seen at the site during the walkover.

Considerations

- Planting of native wildflower and grass seed mix that will provide the potential habitat for insects and food for birds.
- Hedgerow creation for a foraging habitat for commuting birds.
- Habitat piles for amphibians, reptiles and invertebrates could be created across the park boundary.
- The value of the site for breeding birds and bats could be enhanced by installation of range of artificial bird and bat boxes onto the trees and buildings on the site.



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
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





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

Figure 14 Example of monthly KPI report provided by GS





Parks Summary - October 2025

PGID0001 - Volunteer Hours
- 1699

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



PGID0002 - Education Numbers
- 450

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



PGID0006 - Percentage SRs responded to within SLA
- 92.59%

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

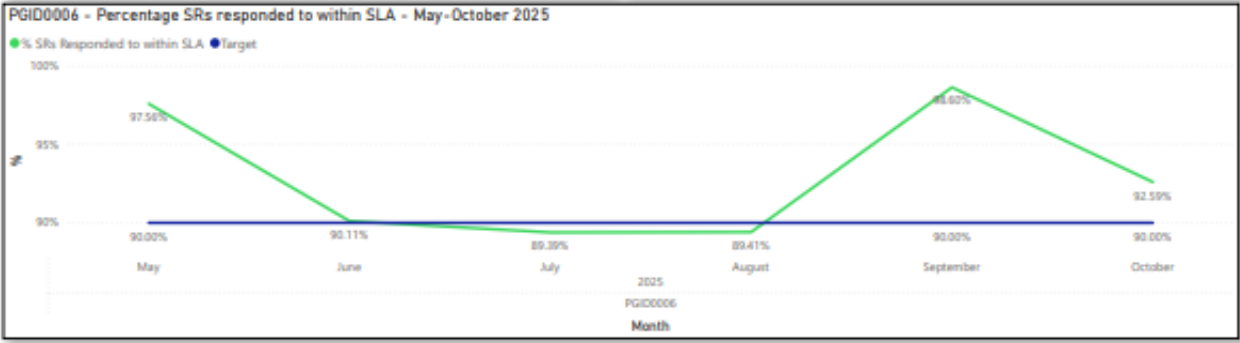
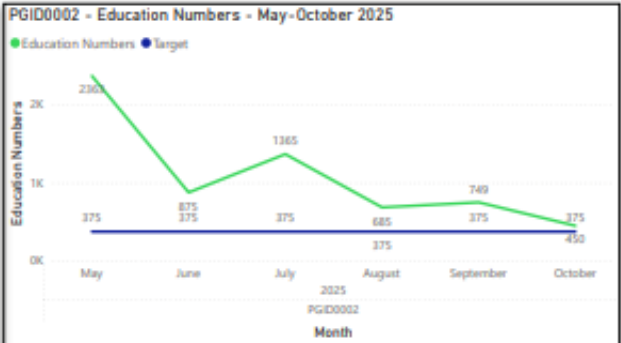


Figure 15 Example of Monthly Performance Cabinet Report - Parks





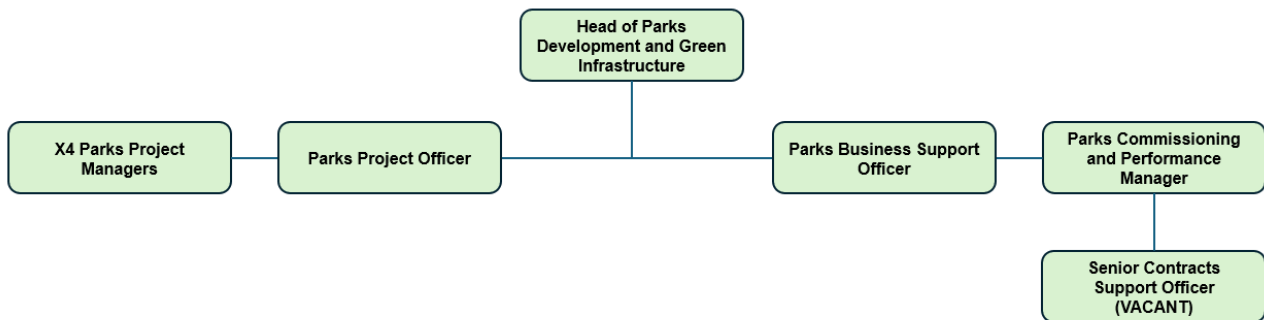
Appendix 5

Management Structure & Responsibilities

Turnham Green 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 and Performance Manager

Supplier performance governance and relationship management, Legal and contracts, Planning/Commissioning, Operational Service delivery and business processes/systems.

Senior Contracts Support Officer

Supplier performance, customer service and casework, community engagement and consultation, project support.

Parks Business Support Officer

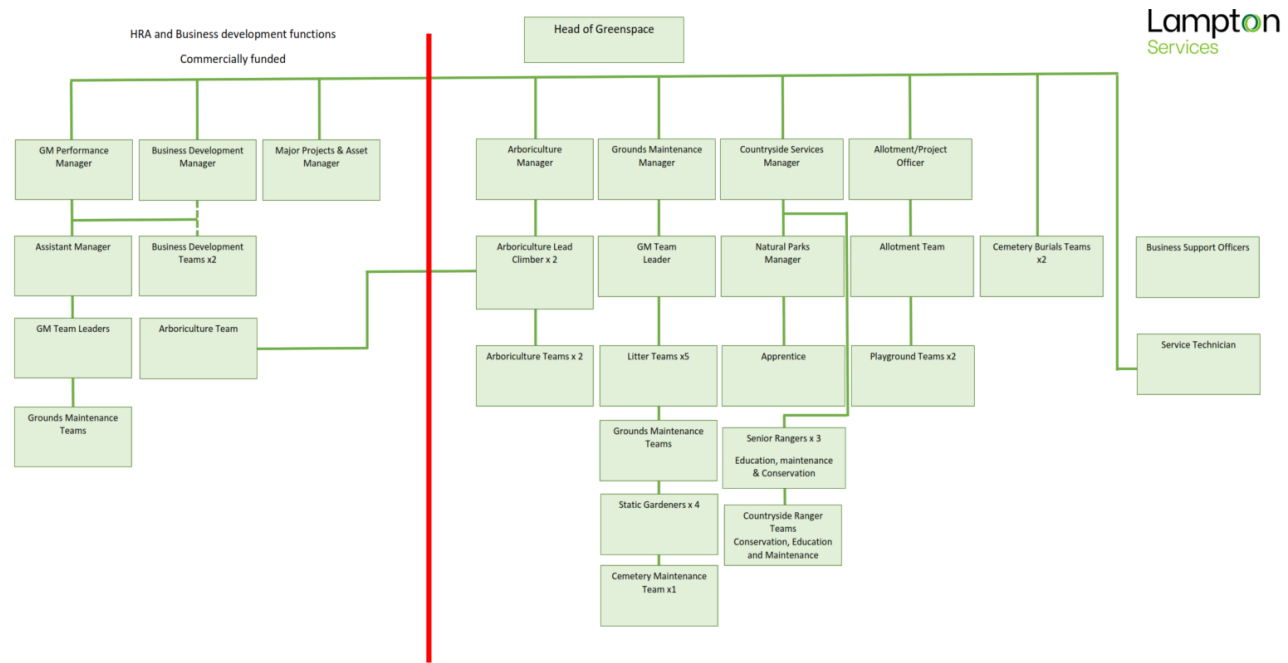
Assistance with finance, administration, project support, lead on Parks communications and web design management.





Lampton Services Greenspace Management Structure

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



Head of Service

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

Projects Manager including the Allotment Service

Responsible for the development of park infrastructure, management of the allotment service, overseeing horticultural standards, 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 & 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.



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**London Borough
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Lampton
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