

2023 Parks Customer Satisfaction Survey



Issue	2023
Overall Satisfaction	93%
Feeling Safe	90%
Ease of Access	94%
Maintenance	81%
Playground Facilities	90%
Respondents	463



2023 Parks Customer Satisfaction Survey



LONDON BOROUGH OF
RICHMOND UPON THAMES

PARKS AND OPEN SPACES

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Introduction

Aims

1. The 2023 Parks Customer Satisfaction Survey aims to assess overall satisfaction of council managed parks and highlight any areas for improvement. It will help the Parks and Open Spaces Team understand what matters to residents and helps ensure spending reflects the views and habits of local residents and park users.
2. The survey is the eighth in a series of Customer Satisfaction Surveys conducted by Parks and Open Spaces Team with others carried out in 2008, 2010, 2013, 2015, 2017, 2019 and 2021. These surveys set out to assess the development of the parks service over this period.

Methodology

The survey ran for 16 days from the 31st of October 2023 to the 20th of November 2023 in which time residents were asked to fill out the survey online or request a paper copy. There was no onsite surveying, as this ceased during the pandemic.

The survey was circulated online, and steps were taken to raise awareness of the survey by working with the communications team to create a press release and publicise the survey through the council's social-media accounts. Park Friends Groups and Ward Councillors were contacted and asked to circulate the online survey through their mailing lists. Furthermore, posters were put up on site fencing and on the parks notice boards which included QR links to the survey. Our communications team also ran social media campaign as well as Habitats & Heritage.

Number of respondents

Year	Total no. of respondents	Paper based		Online	
		Number	Percentage	Number	Percentage
2008	211	211	100%	N/A – wasn't introduced until 2010	
2010	266	227	85%	39	15%
2013	633	272	43%	361	57%
2015	535	261	49%	274	51%
2017	453	84	19%	369	81%
2019	767	334	44%	433	56%
2021	577	0	0%	577	100%
2023	463	0	0%	463	100%

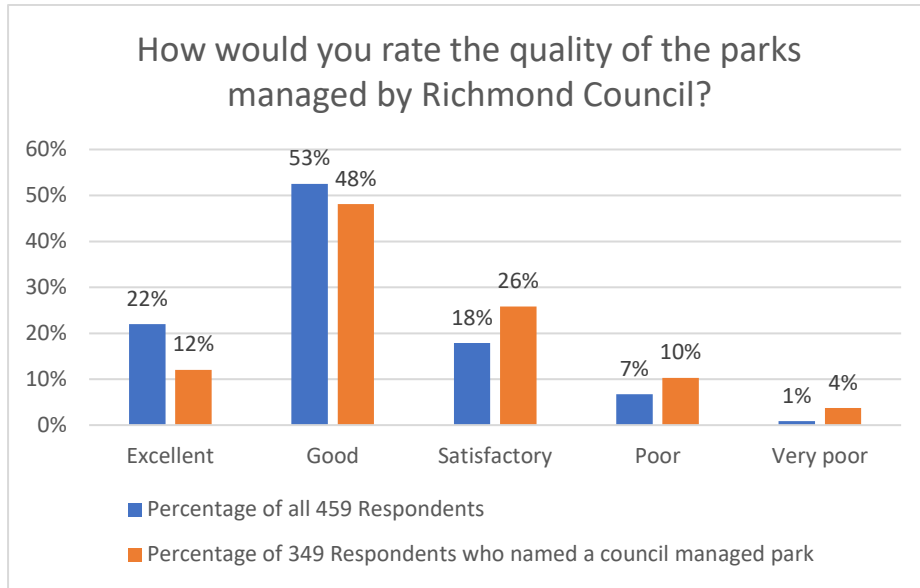
In total 463 responses to the survey were received all of which were completed online.

Results Summary

General Satisfaction Levels - all parks in the borough

93% of the total number of respondents rated the quality of council managed parks in the borough as excellent, good, or satisfactory, whilst 7% described them as either poor or very poor. Four people out of the 463 respondents did not answer this question.

However, it should be noted that, the distinction between Richmond’s council-managed and non-council managed parks is not always clear to residents. 92 out of 463 respondents (21%) later named a non-council managed park when asked to name the park they visit most often.



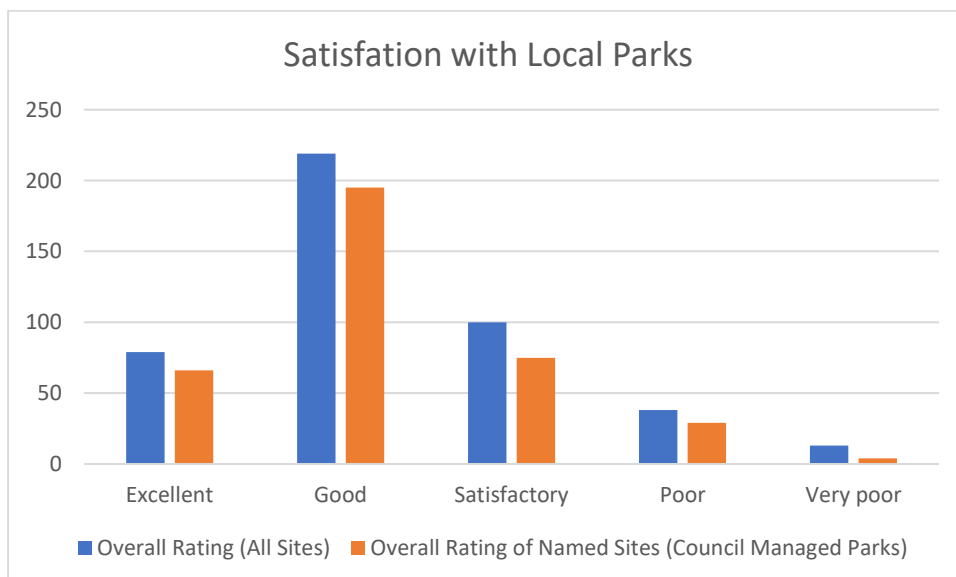
Of the total 49 respondents who gave council managed parks a rating of poor or very poor, there were 23 different parks mentioned. Moormead and Bandy Recreation Ground received the highest number of poor or very poor responses (12).

General Satisfaction Level - ‘local’ named park

In addition to rating the quality of all council managed parks in the borough, respondents were asked to name the council managed park which they visited most often or wished to comment upon and give it an ‘overall rating’.

The following graph shows the ‘overall rating’ of the respondents who only named a council managed park compared to the ‘overall rating’ scores of all 463 respondents.

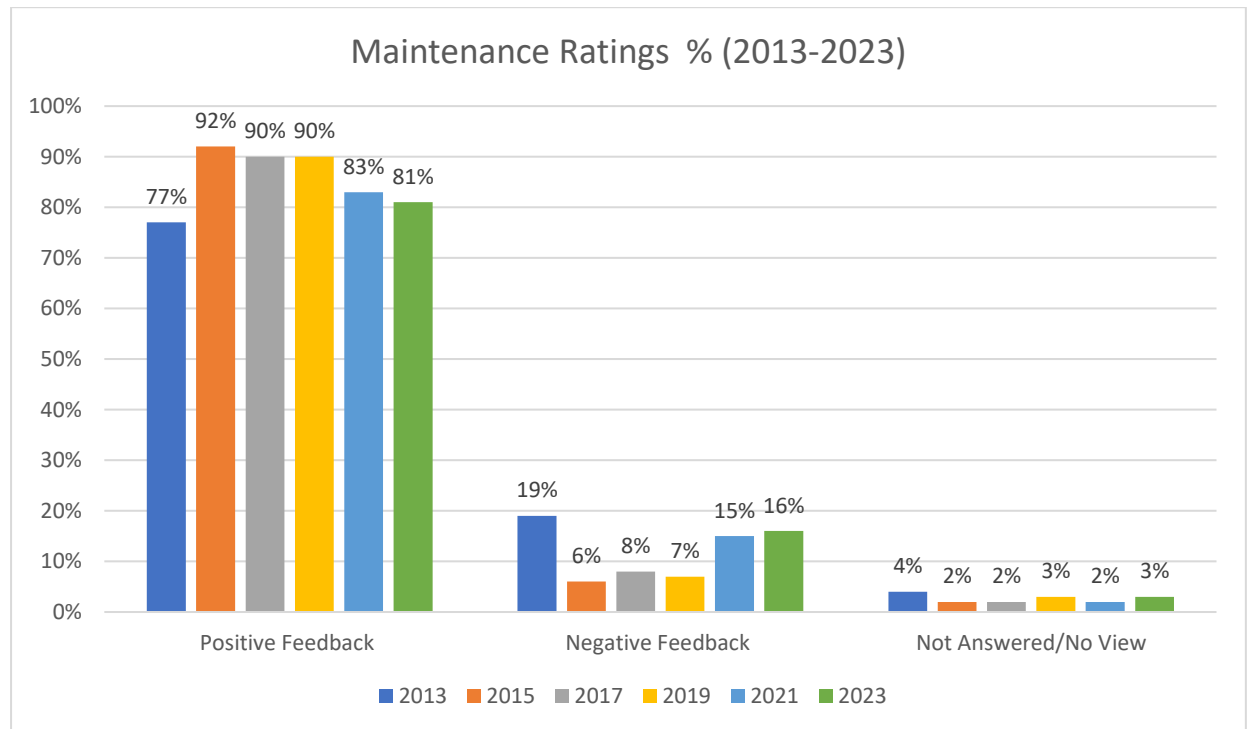
Of the respondents who named only council managed parks 91% rated it as excellent, good or satisfactory. This is a 1% increase since 2021.



Named parks tend to receive a lower rating when compared to all parks, when rated as excellent or good. This indicates that the general impression of all the borough’s parks is higher than the impression of the park they visit most often. However, it must be taken into consideration that the phrasing of the two questions is not identical.

Maintenance Scores

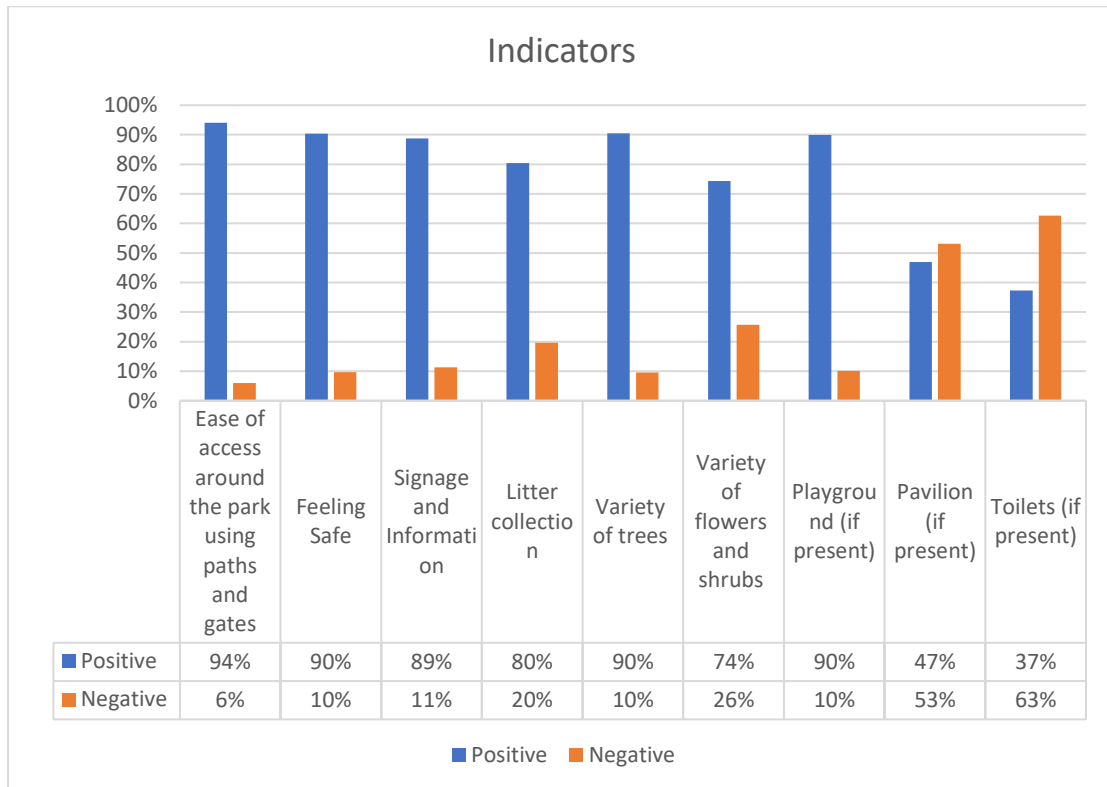
Respondents were also asked to rate the overall maintenance of their named park. Of the 360 respondents who had named council managed parks, 8% rated it as excellent, 42% claimed it was good, 31% said satisfactory while 12% said poor and 4% said very poor. 11 people abstained.



However, when comparing results from previous surveys it must be noted that collection method and phrasing of questions are not quite identical. Particularly, the scale of ratings has varied. Scores of excellent, good and satisfactory have been combined into ‘positive feedback’ whilst scores of poor and very poor have been combined into ‘negative feedback’ to allow for direct comparison.

Performance indicators

Respondents were asked to name the park that they visit most often or wished to comment upon and then rate a number of aspects on a scale of excellent, good, satisfactory, poor, very poor, no view or not applicable. The following table displays the results of the respondents who chose to discuss a council managed park and ratings have been condensed for ease of analysis. Positive feedback consists of ratings of excellent, good or satisfactory, negative feedback consists of poor or very poor. Please note that ‘not answered’ has been discounted from the total figure to calculate the percentage.



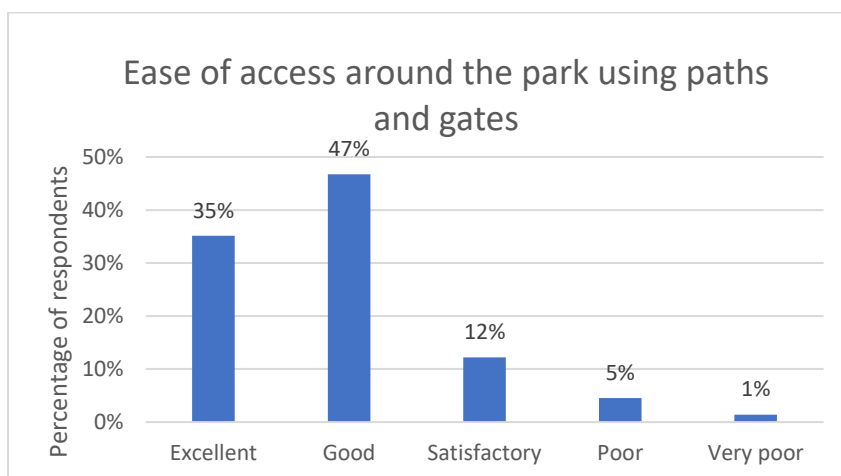
In order to judge the three top performing aspects and the three lowest scoring aspects (by comparing the amount of positive feedback with the amount of negative feedback).

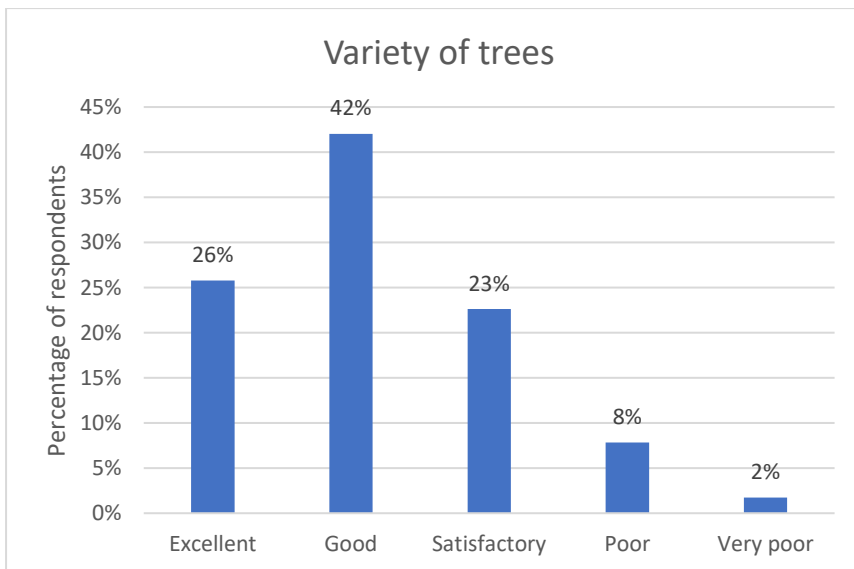
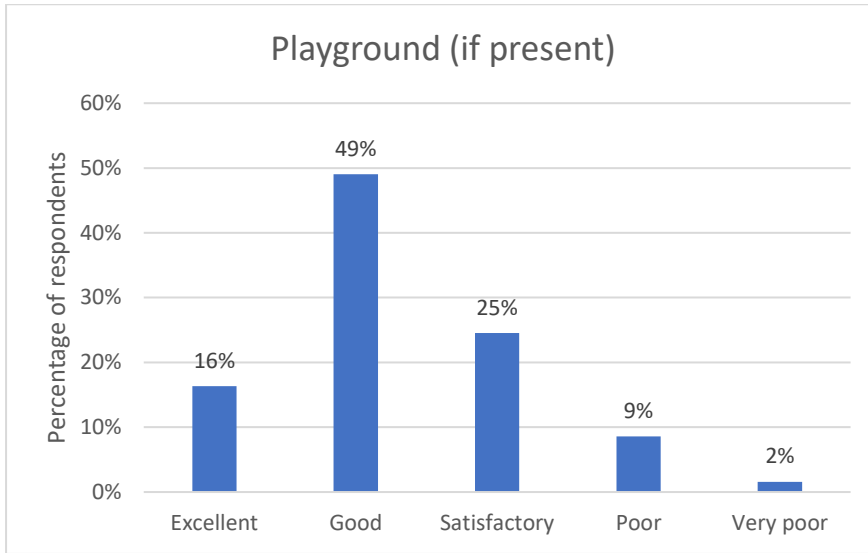
The top performing aspects;

1. Ease of access with 94% positive feedback
2. Playground with 90%
3. Feeling safe with 90%
4. Variety of trees with 90% (included as three areas scored 90%)

This is in line with previous results in 2021 that ranked Ease of Access, Playground and Feeling Safe as the top 3 performing aspects. Variety of Trees is a new category that was separated from Shrubs and Flowers in this year’s survey to give greater understanding of satisfaction in two separate service delivery areas.

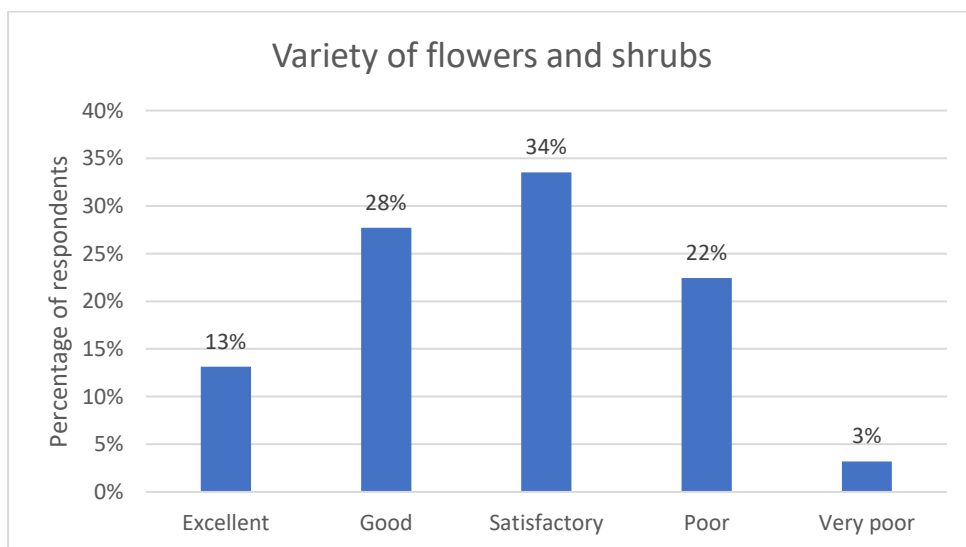
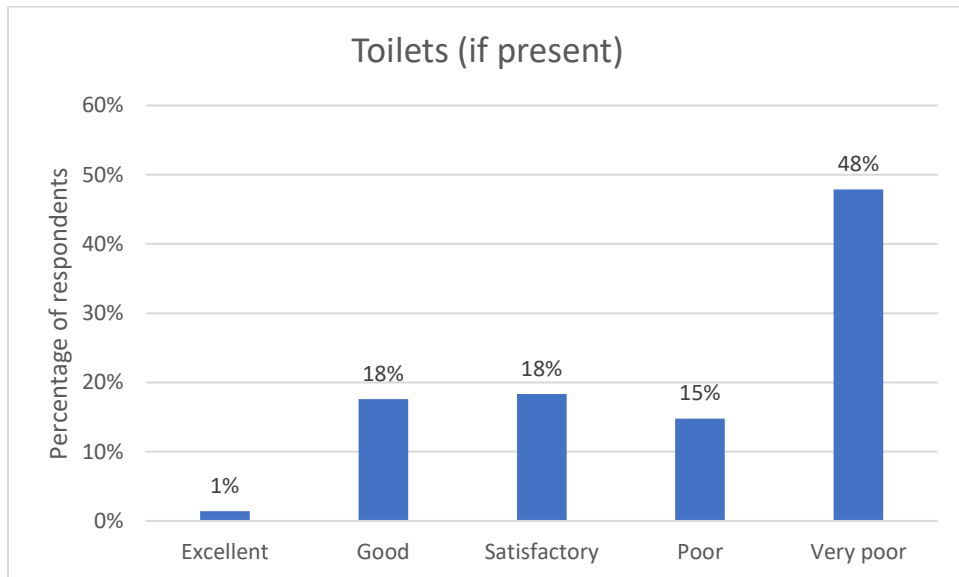
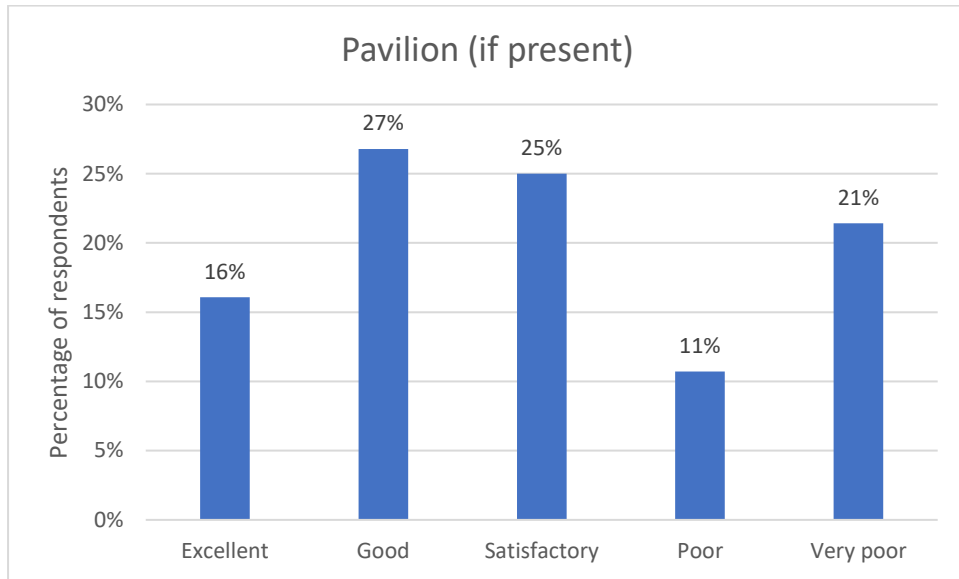
Breakdown of top 4 performing aspects:





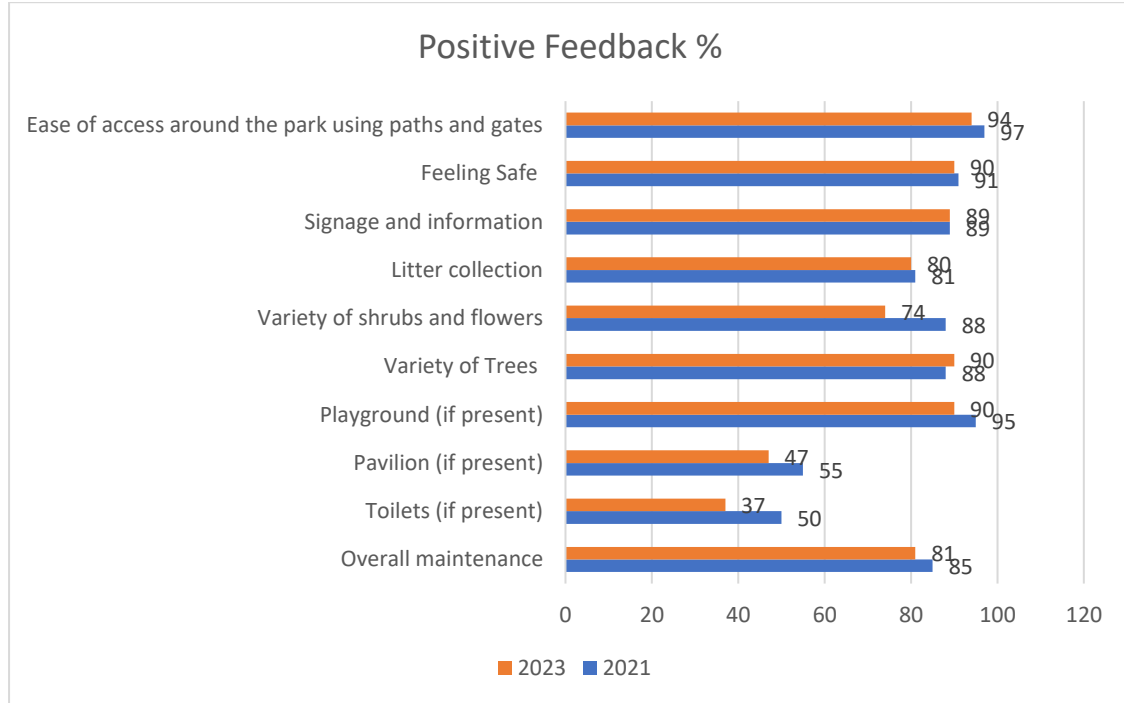
- The three lowest performing areas are;**
1. Pavilion with 63% negative feedback
 2. Toilets with 53%
 3. Variety of flowers and shrubs 26%

Breakdown of lowest 3 performing aspects:



Performance compared with 2021 results

The following table displays the percentage of positive feedback from the 2021 and 2023 surveys in instances where the same aspects were rated. Since the 2021 survey we have separated variety of trees from the variety of flowers and shrubs. This has shown an overall increase of satisfaction in the variety of trees, but a reduction in the satisfaction with shrubs and flowers.

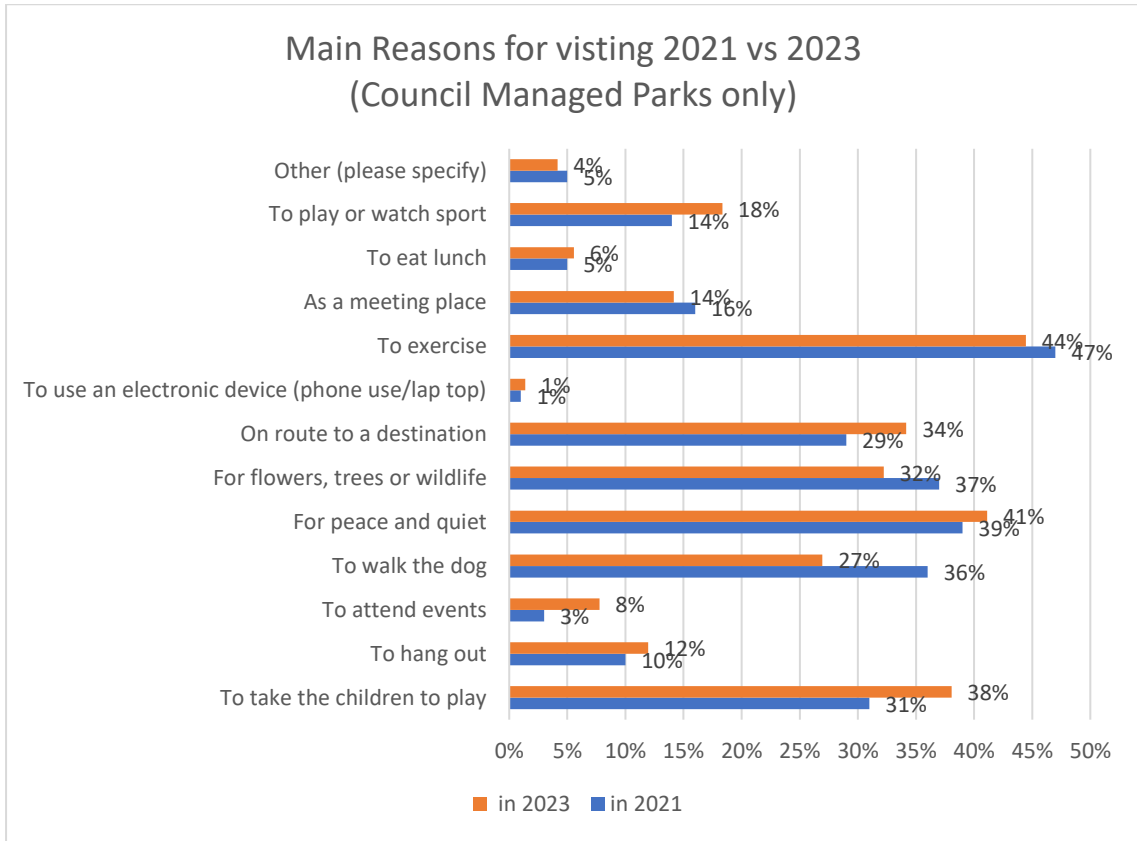


The table also shows that there was a significant decrease in positive feedback for Pavilion (if present) by 8% and Toilets (if present) by 13%.

Patterns of use

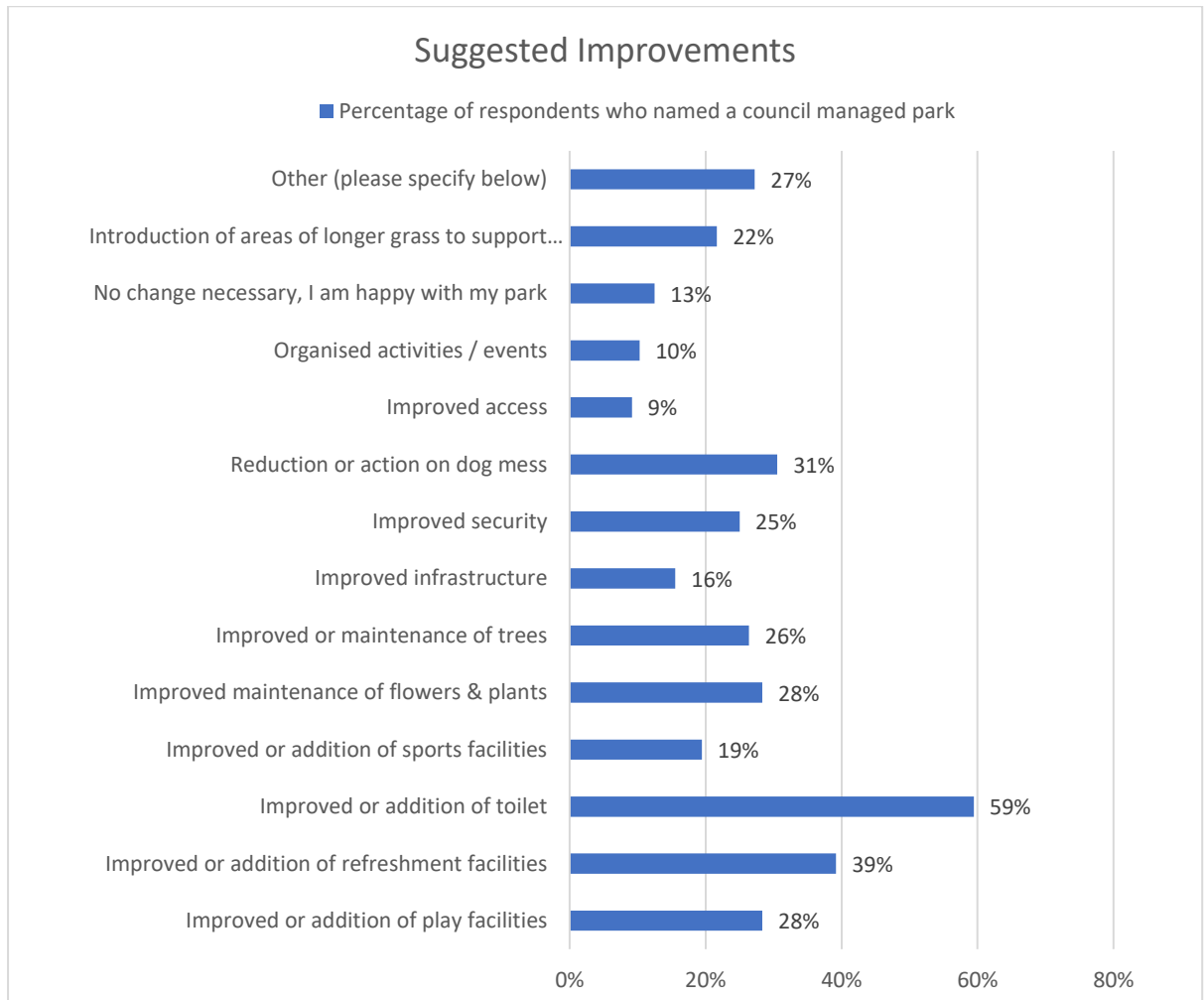
Respondents were asked why they visited their named park. Of the 360 respondents who named a council managed park, the most popular reasons for visits were:

1. To exercise (44%)
2. For peace and quiet (41%)
3. To take the children to play (38%)



Suggestions/ areas for change

Respondents were asked “What changes would you like to see to enhance your enjoyment of this park?” and to rate the desirability of a number of potential additions to their park. Additionally, respondents were given the option to give suggestions of what they might like to see to enhance their enjoyment of their named park, by filling out the ‘Other’ box.



This highlighted three ‘top’ changes that respondents would like to see. They are:

1. Improved or addition of toilet/refreshment facilities (59%),
2. Improved or addition of refreshment facilities (39%),
3. Reduction or action on dog mess (31%)

Since 2021 we have separated the toilet and refreshment category. Previously this scored 49% as combined improvement/addition to sites. Separating the two has seen them become the top two requested improvement/addition the public wish to see.

Reduction or action on dog mess has increased by 6% since 2021.

13% of respondents said they like the park the way it is and do not feel any changes are necessary, this is a 3% increase on 2021.

'Other' improvements

Response	Number of Respondents	Percentage of 134 Answers
Maintenance (facilities, grass, pathways, drainage)	22	16%
Clearance (litter, recycling, more bins)	18	13%
Dog Control (dog areas, fouling, enforcement, dog walkers)	16	12%
Pavilion/Toilet /café (addition or maintenance)	14	10%
Night Lighting	12	9%
Horticultural and Biodiversity (plants, trees and food)	12	9%
Accessibility (gates, fences, paths and access for mobility)	10	7%
Regulate Usage (cyclists, personal trainers, sport clubs, schools)	7	5%
Sports Facilities (additional, signage maintenance and boot brushes)	5	4%
Reduce ASB (patrols and monitoring, police)	5	4%
More Seating	4	3%
Signage and Information	4	3%
Water Features / Facilities	2	1%
Community Engagement, Education and Activities	2	1%
Outdoor gym installation	1	1%

Other comments

Respondents were asked "Are there any other comments you wish to add about this Council managed park?" A total of 324 comments were received, only 258 of which listed a council managed park; most common themes are listed below with some comments from respondents.

Toilet/Refreshment Facilities:

- Castlenau Recreation Ground: *"This park needs a water refilling facility and possibly a cafe to improve footfall. Paddling pool would be better used if there were proper toilets/changing facilities. Space can be better adapted for kids to practice cycling"*
- Carlisle Park - *"Would love to see an improvement to the toilets and the forever promised cafe go in the pavilion! That would be amazing! Thank you"*

- Palewell Common and Field – *“The toilets are within the Cafe but my understanding is that they are supposed to be public toilets. Members of the public do not feel that they can use these toilets without purchasing from the Cafe. They are only open during Cafe opening times but many people would like access to them for longer hours”*
- Moormead and Bandy Recreation Ground – *“We live right next to the park and would love to see the pavilion brought back to life. The current building is derelict and condemned to be demolished. A new pavilion would breathe new life into this park - bringing in more sports, allowing families to stay longer, helping the elderly, creating a hub for all of our community. This is such a beautiful park. Let’s get a new pavilion built, please!”*

Play facilities:

- Moormead and Bandy Recreation Ground – *“Feel we are well served with the number of great playgrounds we have in the Borough. We regularly use at least 4 to mix it up a bit! Would love a splash pool in this area though!”*
- North Sheen Recreation Ground – *“Thank you for cleaning out the paddling pool in the summer. Refreshing the water has been noticed and appreciated!! Also, had some lovely dusks watching the bats flying about in North Sheen rec”*
- Grimwood Road – *“Having just two, easily lockable gates makes the park ideal for use with small children. The noise created when gates are being opened is a bonus as it alerts users to people accessing the area. It is a delightful use of a small space.”*
- Vicarage Road – *“There are not sufficient play areas for kids age 10-16. All the play areas are for toddlers, leaving a large gap for tweens in the borough”*

General Comments:

- Crane Park – *“I would love to know what trees are what, in Kew Gardens they label the trees , I know they label all (impossible) but if children can find the oldest, the tallest etc it would make the park very educational”*
- Kneller Gardens – *“Delighted that this is on my doorstep, love the new planting at the entrance from Meadway and also the planting of new trees. It would be nice if the area around the wooden climbing frame area were mown more frequently an the weeds removed from the artificial turf on the tiny hills”*
- *“I love the bowling green in Carlisle Park which I understand that the council maintains and also the tennis court facilities in Kneller Gardens. A permanent food kiosk and toilet facilities would be appreciated near the Shot Tower/Nature Reserve in Crane Park”*
- Carlisle Park – *“In a relatively small area, Carlisle Park has nearly everything! - a playground, tennis courts, cricket and football pitches, a bowling green, a*

tarmac path and (most importantly for us) plenty of seats for those of us with limited mobility needing to take a break”

Sports facilities:

- Carlisle Park: *“Thank you for the improvements that you have made in 2021 to Carlisle Park! We use the exercise equipment and tennis courts daily and also exercise on the grass and walk our dog there. We are very lucky to have such a lovely park close to our house.”*
- Westerley Ware: *“Lovely park we mainly use for the tennis facilities. These are very well managed and easy to use, and kept very tidy and user friendly.”*
- Sheen Common: *“Tennis courts are excellent but the leaves make it slippery in autumn. Would it be possible to have the leaves cleared regularly?”*

Pavilion:

- Sheen Common: *“Beautiful space that is let down by the indoor facilities-changing rooms/toilets. I have been a playing member of the cricket club for 20 years and have seen no improvement. The dream for the club would be a proper pavilion as almost every other team in the borough/our league has. Feel it would really help the local community.”*
- Carlisle Park : *“There is a pavilion building currently unused which would make a great cafe. There aren’t any local cafes in walking distance of the park and it would create a focal point for the playground”*
- Carlisle Park: *“It is an absolute travesty that the Pavilion, built specifically for public use, is closed. The toilets are horrific. This would be a fantastic community asset, unfortunately it is just declining and the cost of repair just increasing. Let’s get it open as a cafe! Nobody will use the now defunct showers so let’s use the space for the community.”*

What are we doing to address the feedback on requested improvement/addition the public wish to see?

The Parks team are working with the Friends of Heathfield Recreation Ground to remodel and upgrade the pavilion, which is subject to funding. The Council is also working with Moormead Community & Sports Pavilion on a new pavilion for Moormead Recreation Ground, which the CSP charity are fundraising for at present. Work has started on preparing a planning application for Vine Road Master Plan which will see the whole site reconfigured with new state of the art facilities – again subject to planning and funding. Works are near completion at Carlisle Park which has seen a huge investment in the changing rooms and internal space used by local clubs – with a tender opportunity for a new café for the park going live in spring.

In order to address the feedback around facilities such as cafes/toilets and pavilions the Parks Team are working with our Facilities Management Team on delivering a 3 year £450k maintenance programme to our pavilions which will start in April 2024. All site users and Friends Groups will be notified in advance of proposed works to their site.

We are also working with our Project Management Team on a Parks Pavilion Capital Investment Strategy whereby we aim to carry out further condition surveys to better inform the 3-year maintenance programme and highlight priority sites for future capital investment.

Regarding concerns around dog fouling, we will continue to task Park Guard to visit any sites where complaints have arisen. We encourage residents and users to report any incident of dog fouling so it can be cleared by our Park Cleansing Contractors via our webpage -

[Report a Dog Control PSPO incident - London Borough of Richmond upon Thames](#)

Horticulture/Biodiversity:

- Terrace Gardens: *“The terrace gardens are a beautiful gem in Richmond. The council continues to do an excellent job on the maintenance of the flowers, however, the anti social behaviour from young people in the evenings has become an unacceptable nuisance.”*
- Old Deer Park – *“Love the new biodiversity area. Though this is primarily a playing field the bits unsuited for sport, mainly close to the river are now a wealth of wildflowers in Spring and Summer”*



Ham Pond – New dead hedging to protect the area.

Security:

- Twickenham Green: *“security could be improved by installing a solar powered streetlamp at the midpoint on path from staines road to hampton road*
- Mortlake Green: *“Please see above concerning Mortlake Green. I rate Matt Almond very highly and he has repeatedly been helpful to Cllrs in Eastern Wards of LBRuT during the year.*

I am aware that only 16 out of 140 parks in the borough are closed at night, and that there is more ASB in those which are closed than in the others. I therefore support not increasing the number locked up at night. However, I do understand the counter-argument that women feel more vulnerable to being dragged into a park at night by a male attacker if it is not locked up”

The Parks team work closely with our enforcement contractor, Parkguard, to reduce ASB in our parks and open spaces. Parkguard work collaboratively with The Council to deliver the enforcement service, they are tasked to visit multiple sites a day particularly those where there have been issues reported of ASB. Parkguard engage with our local communities to educate and reassure them when on site visits. They work closely with the Safer Neighbourhood Team and SPEAR, to share information and complete joint shifts.

Dog Control and Fouling:

- Barnes Green/Pond: *“Different dogs, same problem. And some off lead dog owners have verbal fights with locals defending the on land Swans and geese that are chased. All unnecessary I think because dog owners either know the bylaw isn't enforced or are unaware there is a bylaw pass the grass area..”*
- Crane Park: *“There are too many dogs, often large and not on the lead, many from the local council estates. A no-dog area should be implemented around the Shot Tower and the mobile café expanded and made it permanent. It is a lovely area but I feel unsafe especially when on my own*

The Parks team work with our enforcement contractor, Parkguard, to enforce our Dog Control PSPOs. If reports are received that there are repeat offenders who are not clearing up after their pets, The Council inform Parkguard who will attend the site and engage with park users and issue Fixed Penalty Notices if required.

Accessibility:

- Terrace Gardens: *“It's impossible to access terrace gardens with my father in his wheelchair or my children in their pram from the top of Richmond hill. The only way to access is by walking all the way around the perimeter to the bottom, then all the way back again to get home. Ramp access at the top would allow so many more to use and appreciate the basil grounds and the cafe..”*
- Richmond Green: *“I was pleased to see the leaves being swept up before they turn into compost. Areas under the Plane trees need reseeding. I would like to see permanent railings installed to prevent vehicle access”*

The Parks team works to ensure that there are good levels of access to all our Parks and Open Spaces. The Council have made improvements to the access at the following locations Crane Little Park has had additional works to open the access routes. Kneller Gardens has had a new highways scheme to make this busy crossing opened up including a new planting scheme. Increasing safety to access the park and cross the road in this busy location. We have a current project in progress to increase access from the Old Deer Park Car park to Old Palace Lane. A boardwalk is being installed and cambered pathway to improve accessibility all year-round.

Public Realm funding was also used to reinstate the popular grass terraces that sit aside of Richmond Bridge. Repairs were also made to footpaths in this area.

In addition to this we also have a Friendly Parks for All scheme which aims to make our parks more accessible for those who face barriers to access. In 2023 we designated Cambridge Gardens as our next Friendly Park in addition to the 5 parks already developed (Barnes Green, Carlisle Park, Ham Village Green, Heathfield Recreation Ground and Kneller Gardens). The project in Cambridge Gardens has worked with Mencap to understand barriers that those with mental and physical disabilities might face in accessing the site. Our learning from this will be implemented at the other sites. For more information on our Friendly Parks for All, please visit our webpage [here](#).



Crane Park to Kneller Gardens: New Meadway Crossing 2023

Litter/Bins:

- Crane Park: *“The litter bins are sometimes overflowing for over a week. Some paths are poorly maintained in summer and are overgrown, and lighting is an issue so it doesn’t feel safe and is unusable when dark”*
- Terrace Gardens: *“Lack of public toilets and inadequate litter collection - bins often overflowing and not emptied enough”*

We continually work with our Street & Park Cleansing contractors to ensure our borough is kept free of litter. If reports of litter or fly-tipping are received these are passed onto our contractor for removal as soon as possible.

No Change/ Preserve:

- Moormead Park: *“This park must be protected from damage by Thames Water. Their plans will do irreparable damage to the park and disrupt the lives of local residents and users of the park.”*
- Ham Village Green: *“Thank you for keeping the spaces decent appreciated in times of austerity and difficult budgets, also appreciate the outdoor exercise equipment”*



Riverside Drive Ham – Bee Orchid & King Georges Field Pavilion Pyramidal Orchid

Respondent profiles

Based on the 463 respondents who specified their gender, a higher number of women answered the survey at 59% to 35% men. It should be noted that 6% of respondents selected “prefer not to say”.

Of the 463 respondents who specified their ethnicity, the majority of respondents were of a White or a White British ethnic background at 84%, a figure which is roughly in line with data from the 2011 census for Richmond upon Thames (86%).

7% of respondents considered themselves to have a disability. According to the 2011 census 2% of residents between the ages of 16-74 are considered permanently sick or disabled.

The two most captured age bands who participated in the survey were respondents aged 45-54 (23%) and 55-64 (21%). The two least captured age bands were respondents aged 19 and under (<1%) and 20-24 (0%).

Conclusion

Overall, the survey indicates that Parks and Open Spaces continue to operate to a high standard. General satisfaction measures at 93% for all council managed parks, and positive feedback for rating of local council managed parks is at 89%.

Significantly, 94% of respondents rated the ease of access in parks as excellent, good or satisfactory.

There have been some major changes since 2021 on why residents visit our parks, which can be attributed to resuming of normal use patterns following the pandemic. There has been an increase in people accessing our Parks and Open Spaces to take the children to play areas this is a 7% increase on 2021 to 38%, a 4% increase in people visiting to play of watch sport and a 5% increase on people using the parks on route to their destination.

In 2023 the Park Team also ran a Youth Consultation Survey to fill gaps in resident feedback for the 11-16 year old demographic as this is has been noted as under represented.

The most consistent negative feedback was related to the toilet and pavilion facilities in our parks. We are taking steps to improve the facilities available across several parks in the borough. In East Sheen there was renovation works to the pavilion in 2022 and currently in progress is the refurbishment to the pavilion in Carlisle Park which is due to be complete in February. We are also working with the Friends of Heathfield Recreation Ground & Moorhead CSP to build new pavilions on each site.

Another highlighted topic was dog control. The Parks Team renewed our Public Space Protection Orders relating to Dog Control in 2023 for a further 3 years. The renewal included minor changes to ensure that the controls were clear and encompass all areas required.

We are constantly working with parks cleansing and our contractors to maintain a good standard of cleanliness in our parks and ensure that they are safe for all to use.

Following suggestions in 2021, we did change some of the options on the multiple choice questions to include different answers so we could gain a better understanding of what residents thought of the park.

For the 2025 survey – We will be changing to a drop down menu for local park selection to reduce the replies/feedback for sites we do not manage.

Further information on projects delivered in the past 2 years can be found in Appendix 1 below.

Appendix 1

The below are a selection of projects delivered in 2022 and 2023 by the Parks Team.

For regular information on the latest Parks updates [Click Here](#)

Play Area improvements:

In 2023 the Parks Team undertook improvements to Westerley Ware Recreation Ground. The play area was enhanced, with a new spider net replacing the out of service wooden climbing frame. The multi-play boat unit was replaced with a new boat unit, the replacement boat was chosen due to the park's proximity to the river. The safety surfacing of some of the play units was repaired to ensure safety and provide a refreshed look to the play area. Alongside the Westerley Ware Association, a new pétanque piste was installed in the park, to provide a new sports facility in the local area. It is free to use and requires visitors to bring their own balls.



Westerley Ware – New Multi-play unit and pétanque piste.

The safety surface at Cypress Avenue Play Area was renewed and two play panels were replaced. As part of the Public Real Funding the following sites across the borough received play area improvements.

Radnor Gardens Play Area was resurfaced, and a new accessible roundabout was installed in 2022.

At Holly Road Recreation Ground a new climbing frame and a section of play panels were added.

Hatherop Park had the existing accessible roundabout replaced and a new activity trial was added. Nursery Green received a cube climbing frame unit.

Sandy Lane in Ham received a space net, ground trampoline and basket swing.

At Broom Road the ground trampoline was replaced and relocated away from under the trees.

Hounslow Heath Play area had a new activity trail added to the grass mound at the site along with a new seesaw and selection of freestanding interactive play panels.

In December 2023 Ham Village Greens Play Area has received a new wooden climbing frame to replace the existing log climber and three freestanding interactive play panels. The basket swing at site has been relocated to the opposite side of the play area to allow space for hoarding for the development of the new community centre that is part of the Ham Close Development. We ensured works were completed ahead of the commencement of the building works (Feb 2024), to ensure continuity of play provision for this site.

Accessible Play:

To further increase our accessible play provision, we have added accessible swing seats to the following sites...

- Kneller Gardens
- Broom Road
- Vicarage Road
- Moormead and Bandy
- Westerley Ware
- Vine Road Recreation Ground

Pitch Renovations:

The Parks Team utilised an injection of Public Realm Funding to improve the quality of our natural grass pitches. The Public Realm Funding introduced in 2021 totalled £100k and was split between football (£85k) and cricket (£15k). Since its introduction, the Parks Team worked closely with the Council's Grounds Maintenance Contractor to improve the quality of all its natural grass pitches by increasing frequencies of maintenance and introducing supplementary maintenance such as 'verti-draining', which has been key operation in preserving the condition of the natural turf pitches throughout the playing season.

In the Borough we have a total of 52 natural turf football pitches, all of which have extremely high usage due to interest from local football teams and schools. The Public Realm Funding introduced a degree of mitigation against the high levels of usage, ensuring that pitch quality remained to a good standard throughout the playing season.



Hampton Common 11v11 pitch

Tennis:

The following tennis courts have been received upgrades in either 2022 or 2023...

- Kings Field - Court refurbishment and fencing renewal.
- Westerley Ware - Court refurbishment and fencing replacement on one side.
- Palewell Common – Total court refurbishment and fencing renewal.
- Old Deer Park – last three courts resurfaced and new fencing.

East Sheen Commons courts are currently being resurfaced. We hope that Carlisle Park should have its remaining five courts resurfaced in 2024.

Cricket:

In 2022 King Georges field had an astroturf wicket added. This site is our busiest site for cricket, this has been well received by clubs using the site for their youth players.

The following projects are in planning to improve grass root provision...

- Carlisle Park – Replacement of cricket nets.
- Palewell Common – New astroturf wicket.
- Heathfield Recreation Ground – New astroturf wicket.

The above projects will be part funded by the England and Wales Cricket board (ECB).

Outdoor Gyms:

The Parks team have installed outdoor fitness gyms at 2 locations in 2022, at Hounslow Heath and at Holly Road Recreation Ground. The gym installed at Holly Road Recreation Ground is an inclusive gym for all members of the community to use, but with a focus on some of the equipment being aimed towards users with mobility difficulties.



The gym installed at Hounslow Heath is a more modern and innovative piece of equipment. It is a Kalos Stenos functional fitness rig that is a large calisthenics frame that includes two sets of Olympic rings. The gym also includes a fitness bike,

interactive floor markings and an air skier. This has been a very popular addition to this local park and has helped to reduce general anti-social behaviour at this site.



The Parks team also completely renewed two of our oldest outdoor gyms at Ham Village Green and Hampton Common using the Public Realm Funding.



Hampton Common – New outdoor gym

Pavilions:

The Parks team are working with the Friends of Heathfield Recreation Ground to remodel and upgrade the pavilion, which is subject to funding. The Council is also working with Moormead Community & Sports Pavilion on a new pavilion for Moormead Recreation Ground, which the CSP charity are fundraising for at present. Work has started on preparing a planning application for Vine Road Master Plan which will see the whole site reconfigured with new state of the art facilities – again subject to planning and funding.

Horticulture/Biodiversity:

As part of our commitment to nature conservation the woodlands in East Sheen Common and Palewell Common are now being managed by a local specialist, Barnes Common Limited. The contract is for the period of 1 year starting on the first of April 2023. The woodlands are being managed in the interest of conservation, to ensure the maintenance and restoration of biodiversity whilst increasing local awareness, learning and engagement.

Wildlife in our parks:

Monitoring mats have been placed in Hatherop Parks conservation area and in Oak Avenue Local Nature Reserve, slow worms and grass snakes were seen as part of the survey.



Grass Snake and Common Toad

Bat and Bird boxes were added to the following sites...

- Grove Gardens
- Maple Close
- Meadway Orchard
- Manor Gardens – Hampton Hill
- Mill Road Open Space

Pollination Stations:

We have always been environmentally focused, with the conservation of ecology at the heart of how we deliver our service. However, with a local climate emergency being declared, we now have an exciting opportunity to identify and explore new environmentally sympathetic ways of working. We have designated Pollination Stations in some of our parks and open spaces. These Pollination Stations are grass areas which we are maintaining to naturalise. For more information please visit our webpage [here](#).

Ponds:

Oak Avenue Local Nature Reserve has had a new nature pond installed. Kew Pond has had new planting on the roadside edge, this year we will be reducing the reed beds within it. Hatherop Nature pond had had the existing boardwalk extended to make the area more accessible. There was also a set of steps added to the opposite side to increase access for all visitors. The Pond was also made deeper to increase biodiversity. Later in 2024 Ham Ponds Island will be built up and extended to alleviate its erosion.