

Open Space Management

1. Introduction

- 1.1 The planning permission for the Scheme is subject to condition NS38 Open Space Management, which requires that, prior to the commencement of the development, an Open Space Management Plan is submitted to and approved by the Local Planning Authority. The Management Plan should set out details of how all parts of the open space are to be managed in a coherent and comprehensive way in order to ensure that the Scheme delivers a high quality public realm.
- 1.2 The London Borough of Richmond upon Thames has the largest area of public open space per head of population of any London Borough and has a local and national reputation for quality and leadership in the delivery of excellent parks. The Borough has a strong ‘parks culture’, with parks and open spaces highly valued as the hub for local communities for activities, events, sports and relaxation.
- 1.3 The final version of Open Space Management Plan will be developed, in consultation with relevant parties, at a later stage for submission to the local planning authority, however, this document explains how the new open space at Twickenham Riverside will be managed.

2. Management and maintenance

Management

- 2.1 The new open space at Twickenham Riverside will be managed by the Council. The Council is committed to sustaining the high-quality standards of its parks and open spaces.
- 2.2 The Council’s Parks Team to the Head of Culture and is headed up by the Parks Service Manager. It is made up of two teams:
 - 2.2.1 The Parks Team has a multi-functional approach consisting of operations, development and ecology. The Parks Team is responsible from monitoring and managing the performance of associated contracts/contractors, consulting, planning and implementing development projects, and ensuring that the Borough’s parks and opens spaces continue to meet the needs and expectations of stakeholders.

2.2.2 The Arboricultural team is responsible for all street trees and arboricultural work in council managed parks and open spaces, as well as assisting with planning issues.

2.3 The team value diversity and are committed to delivering a service that puts equality of opportunity as a priority. They will also work closely with local residents, and the Twickenham Riverside Trust, to ensure user and resident's view directly input into the management of the new open space.

Maintenance

2.4 Parks maintenance services are delivered through a framework contract, overseen by the Parks Team. In broad terms maintenance is be carried out by contractors who have the necessary skills to achieve high and consistent standards.

2.5 The services and providers most relevant to the new open space are:

- 2.5.1 Continental Landscapes – who are the main grounds contractor, undertaking amenity management (grass cutting, shrubs, hedges), small works (hard landscaping, infrastructure, and furniture installation, etc.), plus undertaking play inspection and maintenance. They also undertake parks cleansing alongside existing street cleansing and graffiti removal to create a joined-up operation.
- 2.5.2 KPS – who are the arboricultural contractor, working closely with the Council's tree team who undertake inspections and specify works, with Bartlett Tree Experts undertaking Oak Processionary Moth management.
- 2.5.3 The Events Umbrella – who are a company who specialise in managing outdoor events in the public sector.
- 2.5.4 Parkguard – who are a company specialising in education, support services and enforcement in parks and open spaces. They will provide park patrols of the new open space.

Further detail on management

2.6 The two tables below set out guidelines and general principles to be followed in the management of the new open space. The first table details the features of the new open space and how these will be managed. The second table details other management considerations related to open spaces and how these will be dealt with. Further considerations may be included within the full Open Space Management Plan as appropriate. Further information on the new open space can be found in **CD 3.12**, where information of the below is given and plans shown.

Table 1 – Management of the features of the new open space

Feature	Description of the new feature	Future management
Children’s play area	The new play area will include a timber pyramid tree house with enclosed slide, climbing net, seesaws, tipping crane, sand tipper, spinner and climbing wall. There will also be an area of sand for additional play and other sensory play items such as talking tubes and wind chimes. The main play surface is rubber.	The Parks Team will ensure the safety and compliance of all play related equipment in accordance with the Royal Society for the Prevention of Accidents. The Council’s Play Inspection and Maintenance Contract Specification will ensure that Contractors adhere to industry best practices and deliver a robust inspection regime for all play equipment.
Pétanque terrains	There will be two pétanque terrains under London Plane trees.	The Parks Team will attend to these areas when required, to ensure that the surfaces offer an adequate level of playability for its users.
Storage	A garden store is included to house equipment for events. This is an architecturally designed store with a green roof.	Maintenance of the store building will be the responsibility of the Council’s Facilities Management Team, who will also ensure that any items stored are safe and secure.
Hard landscaping including paths, the event space and the river promenade	There are areas of hard landscaping throughout the new open space including paved flexible event space extending from the timber seating terraces down to the riverside and has been designed to accommodate a wide variety of different events.	The Council’s Parks Cleansing Contract Specification will ensure that Contractors have an appropriate maintenance regime to keep hard surface areas free of litter and detritus. Parks Team will also conduct regular inspections of hard surfaces under its responsibility and coordinate any necessary works to ensure that there are no significant trip hazards.
Furniture and fittings, Including seating and chess table	There is seating throughout the open space including seating designed into planters and the tiered seating that forms the two-sided amphitheatre constructed from chunky timber to	The Parks Team will conduct regular inspections of all furniture and fittings and will coordinate any necessary works to ensure that they remain fit for purpose.

	<p>provide comfortable seating overlooking the river and the event space.</p> <p>Next to the pétanque terrains there will be a chess table offers another 'play' element to the open space</p>	
Toilets	<p>Access to public toilets will be found in the Wharf Lane building and use of the toilet in the café in the Water Lane building as part of the Council's Community Toilet Scheme was secured through planning. Both are immediately adjacent to the new open space.</p>	<p>These will be managed and maintained by the operators of the two units.</p>
Cycle Parking	<p>This is to be located at the main entrances and stopping points in the site - at the top of Water Lane, the entrance to the gardens along Wharf Lane, and at either end of the river promenade. This will encourage active, and more sustainable, modes of transport to the site.</p>	<p>These will be maintained by the Parks Team.</p>
Litter bins	<p>Litter bins will be provided across the site.</p>	<p>The Council's Parks Cleansing Contract Specification will ensure that litter is collected daily. The park cleansing contractors carry out litter picking, emptying of litterbins and the sweeping/blowing of paths. This applies to all surfaces, paths, lawns and beds. When the park has high numbers of visitors and large amounts of litter is expected the cleansing contractors will carry out additional visits to empty the bins. The full litter bags will be collected and removed from the site on the same day.</p>

Flood protection	A flood defence wall is designed into the new Scheme to protect the new buildings and upper garden levels.	Inspection of the flood defence will be carried out by the Environment Agency and the boat storage has been designed to be removable to allow for inspections to take place.
Irrigation system	An automated irrigation system will provide water to all the trees and plants.	The Council's Facilities Management Team will carry out regular inspections to ensure that the irrigation system is fit for purpose.
Lighting	Lighting is provided throughout the open space to ensure safety when dark and to allow for flexible use of the event space all year round.	The Council's Street Lighting Team will carry out regular inspections to ensure that all lighting is compliant and fit for purpose.
Water	Water fountains and water supply for the event space to be provided.	The Council's Parks Cleansing Contract Specification will ensure that Contractors have an appropriate maintenance regime clean the drinking fountains. The Council's Facilities Management Team will ensure that regular compliance testing is conducted on all water features and coordinate any necessary maintenance where it is required.
Power	Power to be provided for events to take place.	The Council's Facilities Management Team will carry out regular inspections.
Drains	Adequate drainage has been factored into the new open space.	Cleansing will fall to the Parks Cleansing Contractor, any further issues will be managed by the Council's Facilities Management team.
River activity area	A new point of access down to the river is proposed at the end of Wharf Lane. A lockable boat store is to be built against the flood retention wall surrounding the new building, with a floating pontoon immediately opposite accessed via a	Management arrangements for the boat storage and pontoon are to be decided. It may be that the Council leases the boat storage to an organisation interested in running it.

	walkway. Space is to provided between the boat store and the river promenade for getting boats out of the store and preparing before carrying down to the pontoon.	
Event space	A flexible event space extends from the timber seating terraces down to the riverside and has been designed to accommodate a wide variety of different events.	Management arrangements for the event space are to be decided, though all events will require an Events Management Strategy. The Council has an Events Team and will consider external providers.
Trees and planting	There are trees and areas of planting throughout the open space. Careful consideration was given to the choice of plants to ensure both environmental (flooding and shade) and aesthetic and architectural, such as the desire for visual screening or open views over planting and providing seasonal change and interest throughout the year.	<p>The Council's Grounds Maintenance Contract Specification will ensure that Contractors adhere to industry best practice when maintaining all plants and that any dead, dying, or diseased specimens are replaced accordingly.</p> <p>Trees within parks are subject to inspection by suitably qualified and experienced arboriculturalists in order to identify and remedy any unacceptable risks to people using the sites. The Parks Team will conduct regular inspections and coordinate necessary works to ensure that all planted borders are presentable, providing seasonal change and interest throughout the year.</p>
Grass terraces	There are three flat lawn terraces with sloped grass banks between stepping down towards Water Lane. They have been designed so can be used flexibly for a variety of uses from informal sitting and relaxing and enjoying the view of the river, to more formal events and activities. The top lawn is level with the adjacent paved area of outdoor cafe seating, and movable furniture could be provided on the grass terraces to extend this	The Council's Grounds Maintenance Contract Specification will ensure that Contractors adhere to industry best practice and maintain all lawn areas to the agreed cutting height(s). The Contractor will also conduct regular inspection and coordinate necessary reinstatements (soil, seeding etc.) to the lawn areas where required.

	use. Each terrace is directly accessible from the adjacent graded path that provides a connection between the river front and the gardens.	
Ecology	The biodiverse planting palette seeks to provide a wide variety of habitat opportunities. Berry producing trees to encourage bats and support birds. Bat and bird boxes and insect hotels are provided.	The Parks Team will monitor biodiversity and look to improve and/or increase habitats where it is feasible.
Bollards	Access to vehicles across the Embankment is controlled by bollards.	This will be managed by the Council's Facilities Management Team.
Signage	There will be signs within the new open space.	The Council's Parks Cleansing Contract will ensure that Contractors have an appropriate maintenance regime for the cleaning of signs, so that they are visible and free of graffiti, detritus etc.

Table 2 – Further management considerations of the new open space

Further management consideration	Future management
Graffiti removal	The Council's Parks Cleansing Contract Specification will ensure that Contractors report and remove any graffiti located throughout the site. There is an agreement with the Council's street cleansing contractor, Continental Landscapes Ltd, to manage the removal of all graffiti within five

	working days. Where the graffiti is offensive it will be removed within one working day of notification.
Community safety	The Council's Public Space Protection Orders will apply to this site (as with all Council managed parks and open spaces) and the Council's Parks Patrol Contractor will conduct necessary enforcement where it is required.
Dogs	The Council's Dog Control Orders will apply to this site and the Council's Parks Patrol Contractor will conduct necessary enforcement where it is required.
Clean / cleansing	The Parks Team will ensure that performance of the Contractor meets the Council's Parks Cleansing Contract Specification.
Recycling	All waste removed from site is recycled at the Council's Recycling Centre (Townmead Road).
Recycling green waste	All green waste removed from site is recycled at the Council's Recycling Centre (Townmead Road).
Pesticides	The Parks Team will ensure that any use of pesticides and/or herbicides complies with the Council's Integrated Pest Management Policy.
Biodiversity	The Parks Team will continue to adhere to the Council's Biodiversity Action Plan.

Community involvement	The Parks Team will continue to manage a healthy relationship with the Twickenham Riverside Trust and seek the views of local residents.
Marketing	The Parks Team will ensure that all site related information is kept up to date and available in the site noticeboards and online.

3. **Other Plans**

3.1 The planning permission requires that a number of other plans are produced in relation to the management of the open space, please see the Planning Permission (**CD 3.40**) for further information. These will be developed in close consideration to the Open Space Management Plan at the appropriate time. These include:

- 3.1.1 NS37 Landscape and Ecology Maintenance
- 3.1.2 NS58 Events Strategy
- 3.1.3 NS59 Event space servicing
- 3.1.4 NS64 Open Space Delivery

4. **Conclusion**

4.1 The Open Space Management Plan will provide a framework and guidelines that will enable the London Borough of Richmond upon Thames to manage the new open space to a high standard in a sustainable way. This document gives an indication of the managements arrangements that will be in place. The Council will always be open to the changing needs of local community and will work closely with residents to ensure the management of the new open space is meeting expectations and demands.