



2008 - 2009
Reducing Re-offending
2003 - 2008
Winner of 6 previous
Beacon Awards



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Speaker : Matthew Twohig

Green Team Coordinator

London Borough Of Tower
Hamlets



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APSE Best Service Team Finalist 2017 - Parks, Grounds and Horticultural Services

- Workforce retention through up-skilling and training
- The Council's *Find it, Fix it, Love it* APP - Ensuring quick response times and involving residents
- Investing in new machinery and plant to enhance effectiveness and reduce water-logging



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Tower Hamlets-Green Team. The Journey continues





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The Green Team Vision

To provide high quality green spaces for both residents and visitors to Tower Hamlets





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Overview of Tower Hamlets

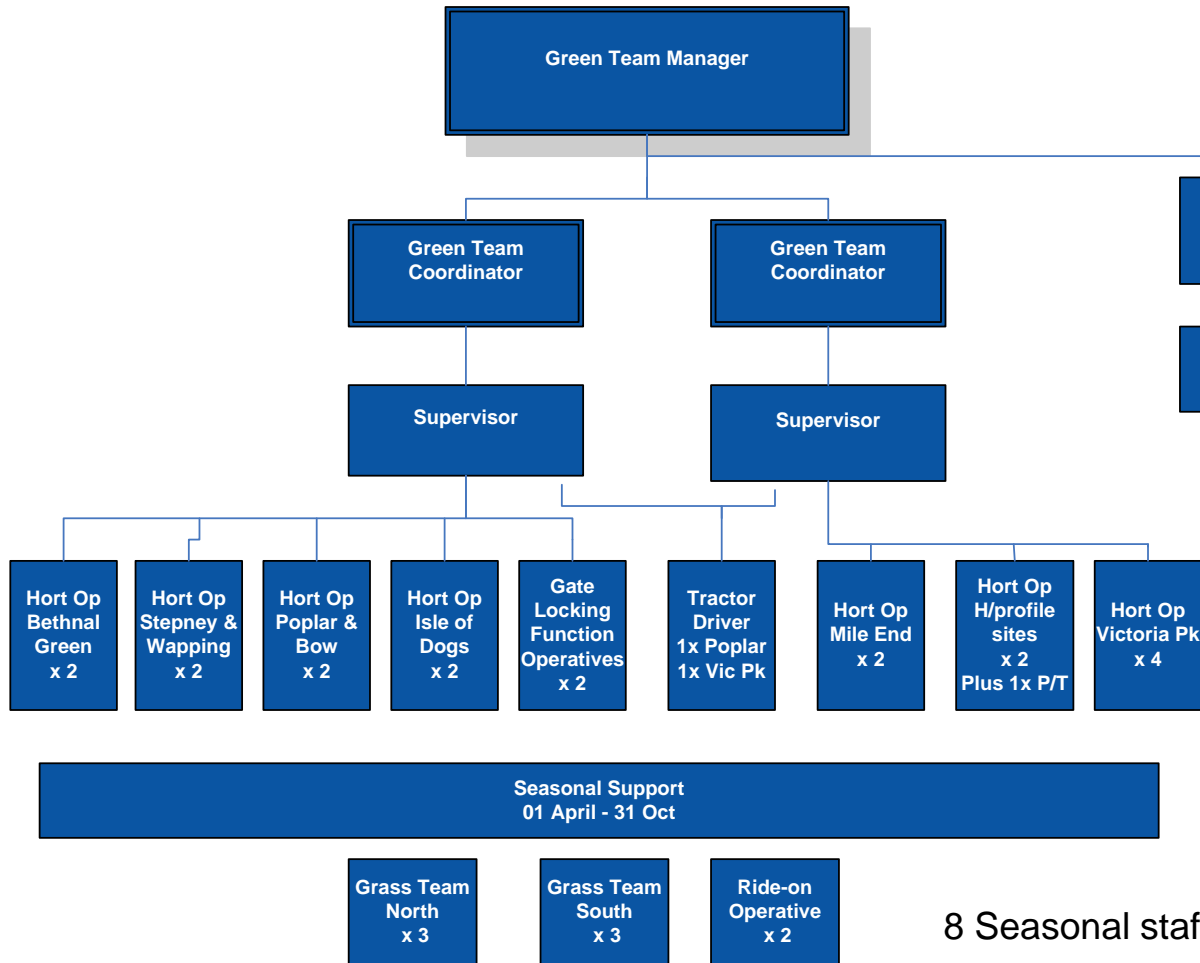
- Fastest growing Population of any local authority (2011 census)
- Large disparity between wealth and poverty
- High child poverty rate
- Following a mayoral decision in August 2012 the grounds maintenance service was brought back in house in April 2013.
- Mayoral priority to increase the standard of all parks and open spaces

Scope Of The Green Team

- Horticulture Maintenance to over 140 parks and open spaces
- Monitoring of external service providers
- Infrastructure Repairs and Inspection of Play areas
- Park Gate Locking Function



Resource to Deliver Service



20 core staff
(plus 1 x part time operative 21hrs.)

8 Seasonal staff



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Where We Were

- Poor overall standards
- Poor value for money
- Contract that was not fit for purpose
- High level of complaints
- General user dissatisfaction
- Demotivated Workforce
- Skills Shortage

Where We Are

- Records number of Green Flag awards
- Victoria Park achieved Green Flag peoples choice awards 3 times in 4 year
- No members enquiries or corporate complaints regarding maintenance
- London in Bloom Gold

The Key To Sustaining success



- Motivation and training for staff is vital to maintain the standards set

Training

- Full Competency based Management system in place including yearly skills Audit.
- Full Training plans in place for each staff member
- Training including internal and externally organised training





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Safety

- ;
- Full safety systems in place for the monitoring and management of

- PUWER

- HAVS

- COSHH



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Results

Higher staff
retention



Outstanding
safety record

Award Wining
Standards



High customer
satisfaction



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Implementing Technology

- FIFI LI App designed to improve reporting time within the borough
- Gate keeper app designed to record locking of parks gates and record anti social behaviour
- Both functions to be combined into PSI mobile



Find it Fix it Love it

FiFiLi the Swiss army knife of applications for Tower Hamlets residents and visitors alike. See something in the Borough you love and think everyone should know about? Come across something that needs fixing and want someone to do something about it?



Download FiFiLi at;





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Results

**Faster smarter
Streamlined
reporting**



11926 Total FIFIL request since June 2015 saving the department over 47k on call centre charges.

NB: This does not include saving from officers time.

Investment and Income

- Income Generation from internal and external sources
- New machinery procured using income generated throughout the last four years
- Additional resources utilised using funds generated



Results

Increased
Productivity



Ability to maximise
resources at key
times

Corporate
recognition



Eased budget
pressure



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Moving Forward

- Promotion of the Green Team both internally and nationally
- Promotion of Tower Hamlets Parks through national awards
- Achieve a fully generic skill set across the workforce



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Any Questions