



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



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Green Team Coordinator

London Borough Of Tower Hamlets



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# Tower Hamlets-Green Team. The Journey





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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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# The Tower Hamlets Journey

## An Overview

- 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.
- Poor performance
- Mayoral priority to increase the standard of all parks and open spaces
- Local jobs for local people

# Scope Of The Green Team

- Horticulture Maintenance
- Monitoring of two external service providers
- Infrastructure Repairs and Inspection of Play areas
- Park Gate Locking Function
- Arboriculture Service





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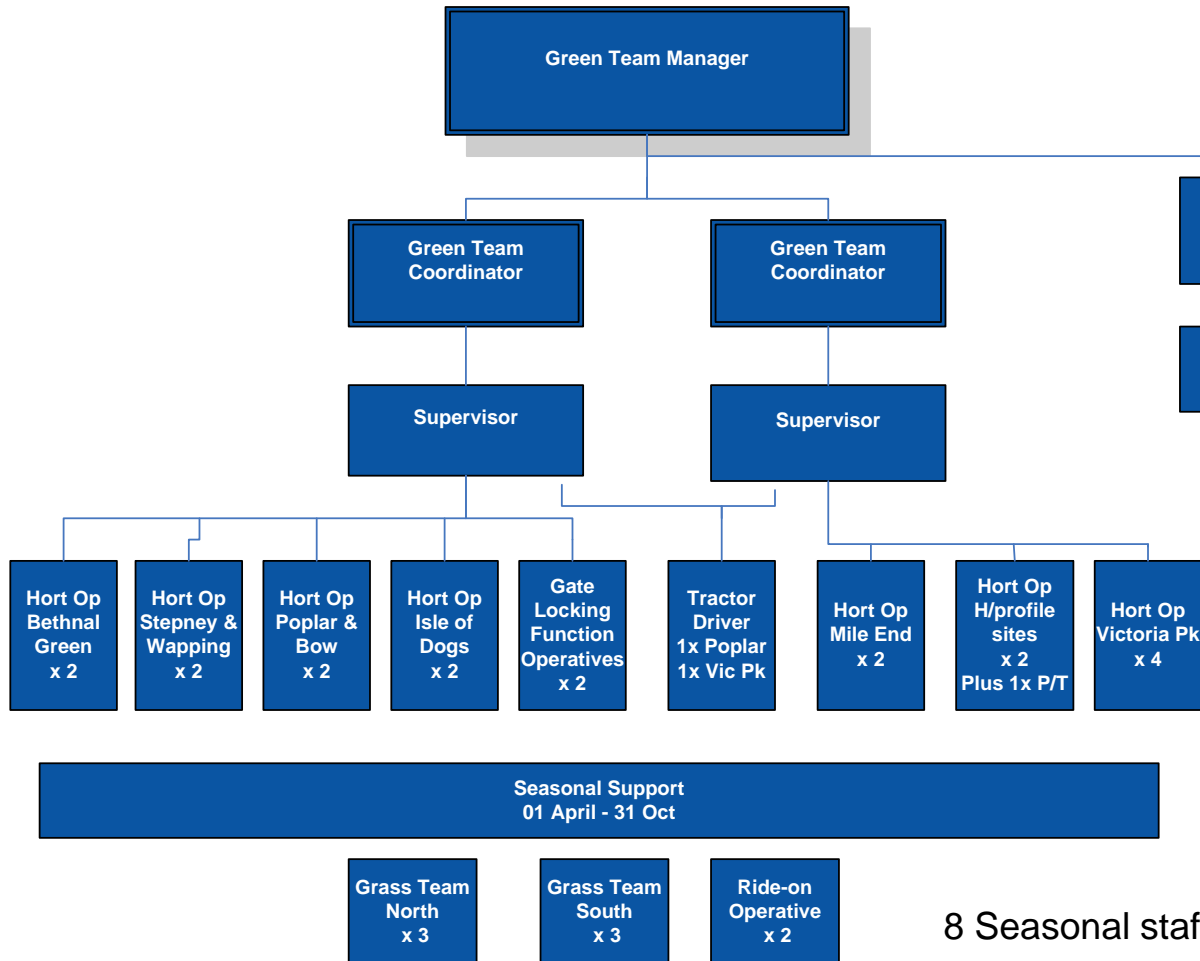
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# What Do we Deliver

- Maintain Over 150 Parks and Open Spaces
- Fortnightly grass cutting cycle
- Maintain sports facilities
- Football – End of season renovation works
- Fine turf Maintenance – 3 Bowling Greens
- Design and Maintenance of Seasonal bedding
- Undertake Parks improvement works

# Resource to Deliver Service



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

8 Seasonal staff



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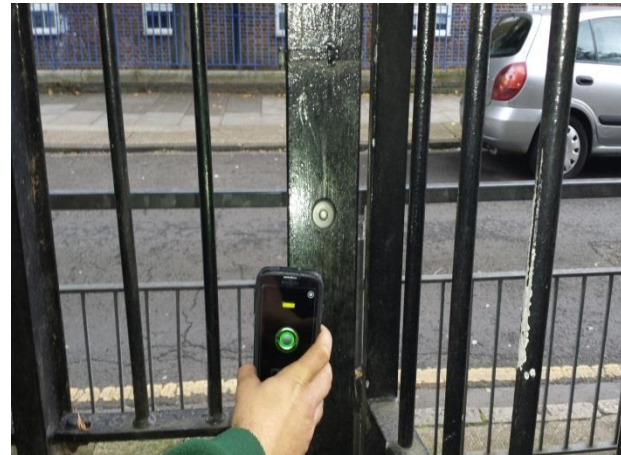
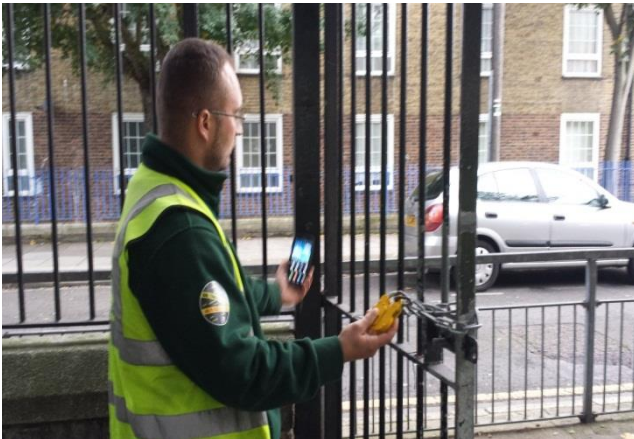


# How Much Did We Save?



# Park Gate Locking Function

- 25 Locking / un-locking park sites
- Delivered by two operative mobile unit
- Each gate scanned with RFID reader
- 364 day service
- Staff equipped with CCTV body cams for security



# Performance Management

- Strong emphasis of performance data fed into Monitoring framework system
- Smart measurable KPI
- QR / RFID readers installed to record all maintenance visits
- Find it fix it love it (FIFILI app) launched to allow greater communication with residents





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# High Profile Sites

Dedicated teams within the structure undertake high standard maintenance at 14 key park sites;

- Victoria Park
- Millwall Park
- Mile End Park
- St Georges in the East
- Poplar Recreation Ground
- Museum Gardens
- Weavers Fields
- King Edward Memorial Park
- Trinity Square Gardens
- Arbour Square
- Stepney Clock Tower
- 3 Bowling Greens

The need for a higher standard of maintenance was identified in these locations



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# What Did We Do

- Project team set up in January 2013
- Dialogue with other local authorities
- Identified appropriate depot and welfare facilities
- Procurement of equipment utilising Braintree Framework Agreement
- Ensured work programs and schedules in place
- Built strong relationships with suppliers and partners to ensure smooth transition



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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



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# What Did We Learn

- Greater control allows the service to be flexible
- Efficiencies that can be achieved with partnership working
- Accountability of the service is greater
- Target procurement times unrealistic resulting in initial hire costs
- Additional opportunities created by in house service
- The importance of utilising a pool of staff to boost income generation
- The need to utilise an in house mobile fitter



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# 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



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# The Key To Sustaining success





# 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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# Results

Higher staff  
retention



Outstanding  
safety record

Award Wining  
Standards



High customer  
satisfaction



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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