



# London Borough of Richmond Parks Department

*APSE Best Service Team 2015  
Parks, grounds and Horticultural Services*

*David Allister, Head of Parks and Open Spaces*

## Topics to be covered

- Establishing Richmond's Green Spaces as Destinations
- Raising customer satisfaction 66% - 98%
- Enabling user participation and monitoring performance

# The start of the story.....



- 2005 – parks satisfaction 66 %
- Parks had suffered from lack of investment
- Parks had no green flags
- Open spaces strategy identified the need for significant investment

Then we had our annual ROSPA inspection.....

# Parks Improvement Programme

## “Living Your Life in Richmond’s Parks”



### Parks Improvement Programme

£6.7m, Council funded programme, which is dedicated to improving the infrastructure of the borough’s Parks and Open Spaces.



### Playground Area Refurbishment Programme

£2m, Council funded programme providing new, innovative and safe play facilities to all parts of the borough.



### Themes

- Physical Improvements
- Community Safety in Parks
- Working with the Community
- Working with Young People
- More facilities and experiences for all users
- Parks to become a part of residents day to day life within the borough
- Provide something for everyone all year round



# Making Friends!



## Childline-Top tips for making friends

- Find things to share
- Use your body language
- Get out there
- Ask questions and listen

Focus on what's missing!

Make a simple priority list.

Deliver!

Let people know what is beside them –

- A shop window
- Press release every 2 weeks

**Destination** :- denoting a place that people will make a special trip to visit.



# More than a friends group

- Vision plans
- Contract monitoring
- Eyes and ears
- Green flags
- Regular meetings



**Involve Friends in your  
Strategic planning!**

# Make a commitment - Strategic Principles



- The quality of our Parks and Open Spaces will continue to define the London Borough of Richmond upon Thames.
- Parks and Open Spaces will enrich the life, health and wellbeing of residents and visitors.
- Richmond will lead in the delivery of excellent parks and open spaces services.
- Richmond's Parks will offer positive experiences to all visitors.
- Through innovation, the future development of the parks will be ensured.
- Increased community participation will be encouraged and supported.
- The Parks and Open Spaces within Richmond will be centres of excellence and celebrated.
- The management of Parks and Open Spaces will create a sustainable legacy for future generations

# Framework Contract -

## A new approach!



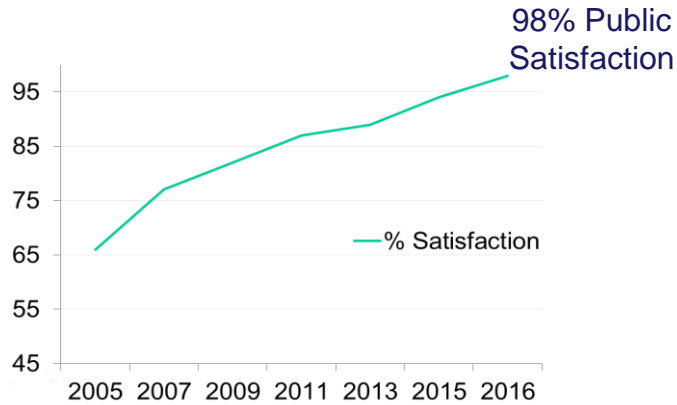
- Specialist jobs done by Specialist contractors
- Meaningful performance indicators
- Less client resource
- More flexible and shorter contract – 4 years
- Output based
- Others can buy in and share
- Quality at the core
- Savings!

Lot name	Supplier
Horticulture Services	Continental Landscapes
Conservation Services	Glendale Managed Services
Arboriculture Services	Gristwood & Toms
Oak Processionary Moth control	Bartlett Tree Experts
Sports Services	Continental Landscapes
Tennis Services	Will to Win
Golf Services	Glendale Managed Services
Play Services	Continental Landscapes
Event Management	The Event Umbrella
Small Works	Continental Landscapes
Parks Cleansing*	Continental Landscapes Street Scene Contract
Parks Warden Service*	Park Guard Ltd





RHS **BRITAIN IN BLOOM**



**Best Service Team of the Year: Parks,  
Grounds and Horticultural Service  
2015**



Part of RHS **BRITAIN IN BLOOM**



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