

CHAPMANS GREEN



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Foreword

Dear residents and park users,

I am pleased to share with you the management plan for Chapmans Green. This plan has been developed by Haringey Council, in partnership with the Friends of Chapmans Green stakeholders in and around the park and with input from your local ward councillors.

Residents have told us that our parks and green spaces are one of the things they love the most about Haringey, and as a council, we agree. We are proud of our green spaces and are committed to doing all we can to make our parks the very best they can be.

Most of Haringey's district and local parks have been nationally recognised through the Green Flag Award scheme, and we continue to work with Friends groups to maintain and improve our parks for our community and visitors alike. In a recent resident survey 80% of people told us they were satisfied with parks and greenspaces in the borough.

It is no secret that Haringey – like all local authorities – has been affected by austerity, but we continue to work hard to fund and maintain our parks, as well as bringing in external investment to provide a much-needed boost.

Green spaces in Haringey play so many different roles - from a retreat from the busy city, or a place for sport and play, to sites for nature conservation and world-renowned events. Each management plan seeks to balance the many competing demands for each park to allow our community to enjoy the park their way.

This management plan looks to show how the council is meeting and addressing the criteria of the Green Flag Award scheme and sets out the priorities for action and improvement of the park over the coming years.

I hope you find this document useful and I would encourage you to make the most of your local park. If you want to get more involved in the future management of the park why not consider joining a Friends group, attending an event or simply just send us some of your thoughts?

Thank you,



Cllr Kirsten Hearn
Cabinet Member for Climate Change and Sustainability

Purpose of the Management Plan

This management plan detail and guides the management, maintenance, development and improvement of Chapmans Green now and over the next three years.

In developing this management plan, we particularly want to stress the importance we place on our commitment to involve the whole community in shaping the future of Chapmans Green. This is because we recognise that open space affects the lives of almost everyone who lives and works near the park. We believe that the combination of effective management and community involvement of all our open spaces offers considerable potential for helping to make Haringey a thriving and more cohesive community.

This management plan should be treated as a living and evolving document. It is open to review and adaption in an ever-changing environment.

This document is the primary location where all those with a connection to Chapmans Green Friends and community groups, partners and residents, members and council staff, should be confident that everything about Chapmans Green can be found and is set out here.

It also tells a little of the history of the park, how it is today and details future plans and aspirations and how these are to be achieved.

Open space vision in Haringey

Our vision is that by 2023 Haringey's parks and green spaces will be places where:

- Residents' lives are being improved by access to quality green space.
- Communities take an active role in the decisions about the future of parks and green spaces.
- Civic pride and community ownership of parks are encouraged, through a diverse range of volunteering opportunities.
- A diverse range of events is offered, providing a backdrop for communities to celebrate together and enhance the borough's cultural offer.
- Wildlife flourishes and habitats are maintained, expanded and connected.
- Spaces are protected and future proofed for the next generation.
- Funding for parks is sustainable.

The Parks and Open Spaces Strategy is in development and will be subject to consultation with a range of partners and stakeholders before the Council is asked to formally adopt it later in 2021/22. More details are set out in sections 10.4.

1. Setting the scene

1.1 Haringey in a nutshell

Haringey is one of 33 London boroughs, and is located to the north of the capital covering 11 square miles in total.



Image 1: London Borough of Haringey shown in London context

Overall Haringey is the seventh most deprived borough in London (out of 32). However, the borough has extreme contrasts. Areas such as the high hilly communities of Highgate, Muswell Hill and Crouch End in the west are some of the most prosperous locations to live in London, while some wards in the east are classified as being amongst the more deprived in the country.

1.2 The demographics of Haringey

The population is very diverse and very youthful. Around a quarter of the borough population is aged 0-19 and only a tenth of residents are over 65. Nearly two fifths of the borough population are from black, Asian or minority ethnic (BAME) groups and 26% identify as “white other”.

Chapmans Green is in Woodside ward. The population density in Woodside Ward is 10,851 residents per km² (compared to an average of 10,264 in Haringey and 8,697 in London). This highlights the importance of access to parks and open spaces in the neighbourhood.

The Haringey website has detailed information about the population of the borough and individual wards within the borough. This can be found at <http://www.haringey.gov.uk/local-democracy/about-council/state-of-the-borough>

1.3 Open space provision in Haringey

Haringey Council manages most of the public open space within the borough, except for Alexandra Park, Highgate Woods and Tottenham Marshes.

Although much greener than some other London boroughs, Haringey is deficient in all types of open space, including public parks. This fact underlines the importance of improving and maintaining sites like Chapmans Green to enable more intense and diverse use.

In 2014 Woodside ward (in which Chapmans Green is located) comprises 21.8% open space. This is below the average open space across Haringey (28%) and London (39%).

This demonstrates a significant shortage of local public open space in this very densely populated area and the importance of Chapmans Green to the local community.

2. About Chapmans Green

2.1 Site location and description

Chapmans Green covers an area of 7,533m². It is in the ward of Woodside, one of 19 wards within the London Borough of Haringey and is located within a densely populated area.

The southern boundary of Chapmans Green is located on one of the borough's main east west thoroughfares, Lordship Lane. South of this lies the Noel Park Estate. The complex comprises more than 2,000 units built in the nineteenth century to provide affordable housing for workers and clerks. The council bought the entire estate in the 1960s, and it's now a conservation area, much of which is now privately owned.

The Scotch Estate lies to the north of Lordship Lane, to the northwest of Chapmans Green. This comprises interwar properties as well as bay-fronted Victorian and Edwardian houses. The estate isn't a conservation area but properties here are sought after.

The roads to the northeast of the Green comprise of terraced houses.



Image 2 above: Map of Haringey
Image 3 right: Chapmans Green and surrounding area

Chapmans Green has four entrances to adjoining roads. To the east of the park lies Lordship Recreation Ground and to the south-east, Downhills Park and Belmont Recreation Ground.

The coordinates of Chapmans Green are 531690 / 190725 and grid reference TQ316907.

2.2 Facilities



Image 4: Map of Chapmans Green facilities

Soft features

Feature	Quantity	Unit of Measure
Grass	1920	m ²
Shrub Bed	890	m ²
Planted Areas	236	m ²
Hedge - all types	537	m ²
Bowling Green	100	m ²

Table 1: Soft landscape features at Chapmans Green

Buildings

Feature	Quantity	Unit of measure
Bowling Pavilion	1	Number

Table 2: Buildings at Chapmans Green

Hard assets

Feature	Quantity	Unit of Measure
Path	1779	m ²
Flag and Pole	1	number
Benches	11	number
Litter Bins	8	number
Park Gate	4	number
Notice Boards	1	number

Table 3: Hard assets at Chapmans Green

2.2.1 The Bowling Green and Pavilion

The bowling green and pavilion are the central focal point of Chapmans Green.

Until recently this was used and run by the Noel Park Bowling Club, but due to declining numbers the club has closed.



Image 5: Bowling green and pavilion

The building is now used by the Friends of Chapmans Green for meeting and small community events. They are considering taking on the lease for the building to run it as a community hub. A recent activity saw them paint the front of the building with heritage colours and they have plans to paint the rest of the building.



Image 6: repainted frontage by the Friends of Chapmans Green

2.2.2 Tennis courts

The two full sized tennis courts within Chapmans Green are very popular with the local community. The lines are regularly painted, and new nets have been recently added. Provision of floodlighting tennis courts in other parts of the borough has increase tennis activity. Unfortunately, this cannot be done in Chapmans Green due to the close proximity of neighbouring houses.



Image 7 & 8: Chapmans Green tennis courts

2.2.3 Formal gardens

Historically Chapmans Green was known for its stunning bedding displays. Due to budgetary and capacity constraints this is not achievable on the scale once seen.

Today, much of the formal bedding located to the front of the pavilion has recently been reduced and made more sustainable plants used.

These beds now contain much more sustainable, drought resistant planting including palms, flax and grasses. These changes were made with full consultation with Friends and local councillors.

The rose beds directly outside the pavilion are maintained.



Image 9: Sustainable planting beds

The perimeter hedge running around Lordship Lane and Perth Road is regularly cut to increase sightlines into the park with the aim of reducing anti-social behaviour. This is cut in line with guidance issued from the Wildlife Protection Act to protect nesting birds.

2.3 Trees

There are a couple of prominent Poplar trees located at the front of Chapmans Green, on Lordship Lane.

Ornamental Cherries and Hawthorns were originally planted in some of the beds within the formally laid out garden, but some have been removed over the years due to natural decline. They haven't been replaced as the original locations were not thought suitable to replant.

Towards the back of the park are some mature Acacias, providing much needed shade during the summer months.

3. A welcoming place

3.1 Visiting Chapmans Green

Chapmans Green is mainly used by residents and dog walkers.

There is a potential to provide onsite refreshment and toilet facilities from the pavilion once further discussions have been had with the Friends and wider community . In the meantime, there are a number of small cafes and shops on Lordship Lane.

3.1.1 Public transport

Public transport

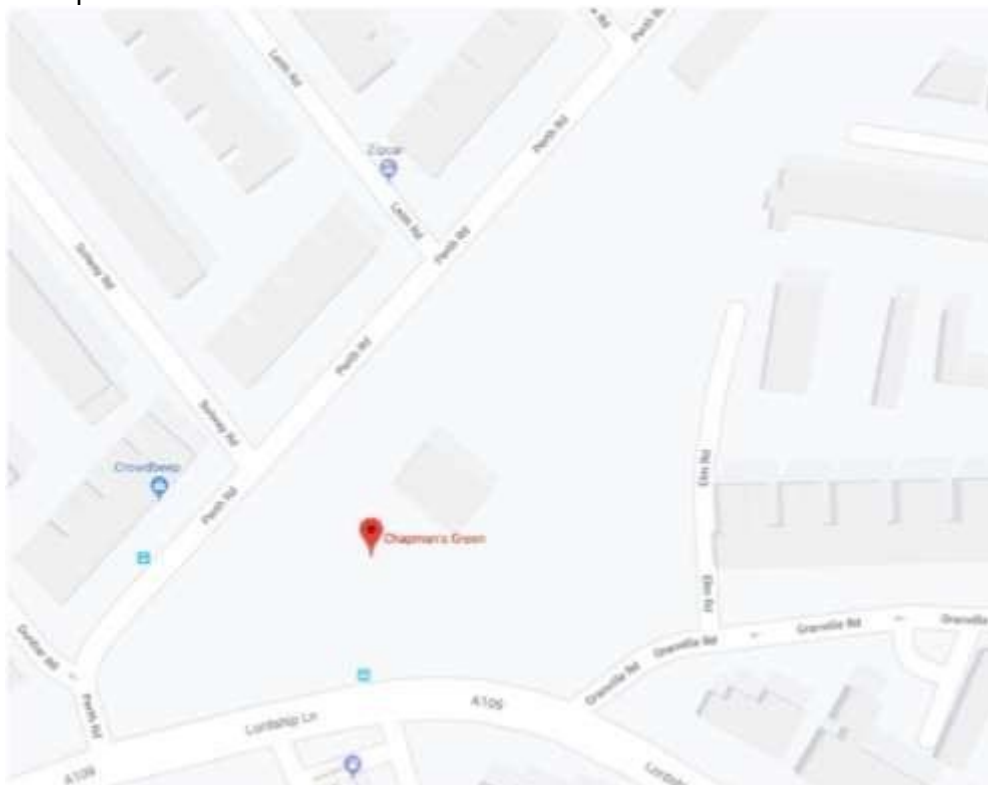


Image 10- Map showing local transport links

Chapmans Green is located on Lordship Lane which connects the north west and north east of the borough. There are buses that run to the nearest tube station at Wood Green and the nearest mainline station at Alexandra Palace.

Three buses stop outside Chapmans Green:

243-Wood Green to Waterloo

144- Muswell Hill to Edmonton Green

W3- Finsbury Park to Northumberland Park

3.1.2 Vehicles

There is no visitor parking on site and there is a Controlled Parking Zone in force on the residential streets that surround the park.

3.1.3 Bicycles

Bicycles are permitted in Chapmans Green though cyclists are expected to be attentive to other park users on the shared use paths.

3.2 Entrances



Image 11 Map showing entrances to the park

3.3 Access for all

The Equality Act 2010 defines a disabled person as someone with ‘a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal, day-to-day activities’.

Haringey Council and its partners are required by law to ensure that disabled people are not discriminated against with regard to access to public places, such as Chapmans Green. The council is also committed to meeting its obligations under the Public Sector Equality Duty with regard to ensuring that those with and without protected characteristics under the Equality Act are able to enjoy the park’s facilities.

This commitment is considered whenever changes or improvements are made to the park. This not only benefits disabled users of the parks and their carers/companions, but also benefits those with small children and older people.

3.4 Signage

The welcome signs at each entrance to the park show an individual gate name for ease of identification as well as contact numbers for the council, police emergency and non-emergency numbers.

Symbols are also shown to highlight initiatives and make users aware of restrictions in place. These include:

- Shared use walking / cycling symbols (with pedestrian priority)
- no unauthorised vehicles

- keep your park tidy
- three dog control orders with potential penalty for failing to adhere

The entrance signs also include the Neighbourhood Watch logo to show the partnership the Council has with the Haringey Neighbourhood Watch Association (see section 5.7).

As well as the entrance gate signs, the play areas have signs which include:

- contact details for the Council
- any relevant age restrictions
- no alcohol symbol
- no smoking symbol
- no dogs allowed
- no glass bottles
- a message that children must be accompanied at all times

Some signage has the 'old' Haringey Council logo and branding. As signs need to be replaced or renewed the new branding will be incorporated into the signage. Signage for new facilities will carry the new branding.

3.5 Toilet facilities and refreshments

As mentioned previously while there is currently no access to on site refreshments and toilet facilities there are numerous shops and cafes a few minutes' walk away.

3.6 Events

The council welcomes and encourages events put on for the community in Chapmans Green. The [outdoor events policy](#) sets out the types of events that are encouraged and those we do not allow.

Those interested in holding an event of any size can refer to the [Events Brochure](#).

Small community events and activities are particularly encouraged so we have made the application process easier and events for under 100 people are free of any charge. Chapmans Green is more suited to small scale/community events due to its size and access issues.

The most recent event to take place in the park was organised by the Friends of Chapmans Green to raise celebrate 400 years of Chapmans Green history. Like many groups they were unable to arrange any events in 2021 due to the impact of the Coronavirus pandemic and the resulting social distancing restrictions.



Image 12- Flyer for 400yrs celebration

Money generated from major events contributes to providing support for community events to take place in parks. This includes more than £20,000 from the [Parks and Open Spaces Small Grants](#) 'community events' theme which is available for anyone to apply for.

An environmental impact fee is set out within the events fees and charges. This is charged to hirers on a sliding scale with the price dependent on the size and scale of the event. This is specifically set aside for the Friends and recognised stakeholders of the park the event took place in, to bid for.

Event management training is also held each year for groups who want to learn how to put on a safe and exciting event in a park.

4. A Clean and Well-Maintained Park

4.1 Operational and management responsibility for parks

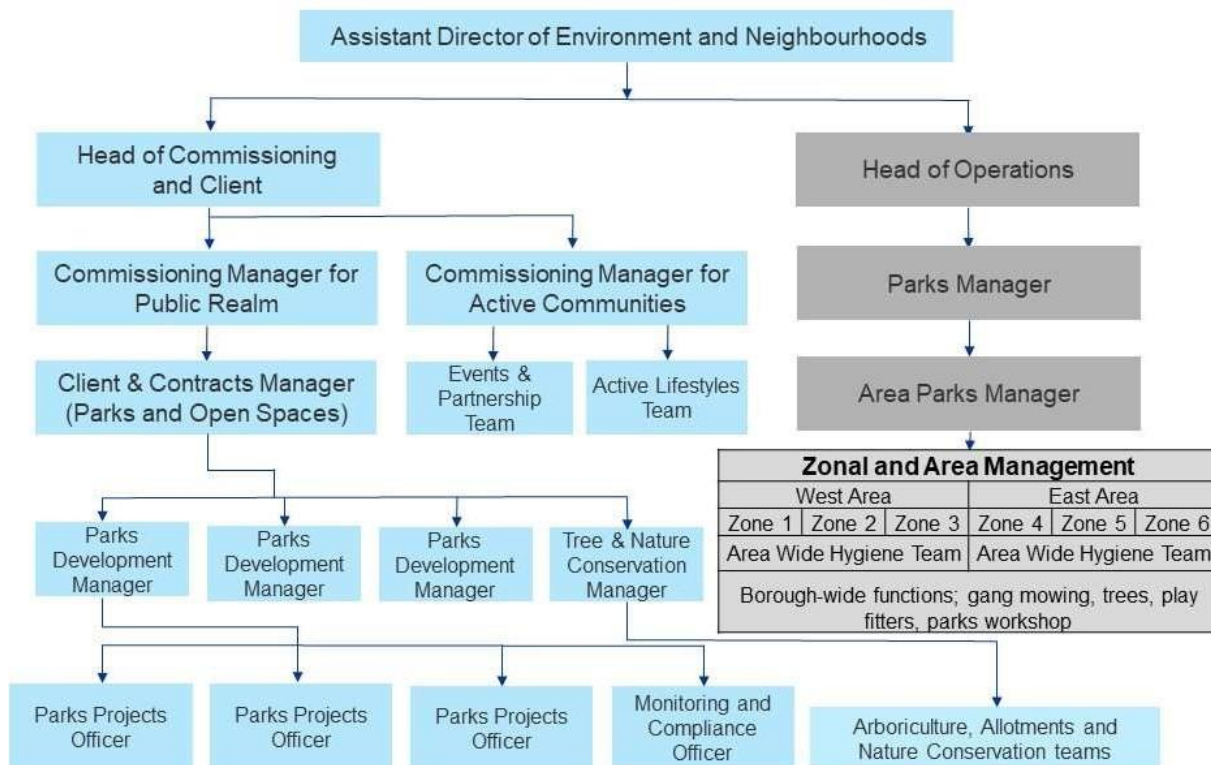
Responsibility for the management and maintenance of all the borough’s parks is split between three council teams.

The Parks Operations team is responsible for the ground’s maintenance and management of litter and hygiene within the park, while the Client and Commissioning Team is responsible for the physical assets within parks, arboriculture, allotments, nature conservation and the management of projects within parks.

The Active Communities Team is responsible for the management of events in parks, activation of parks through cycling, walking, and other fitness initiatives. The team is also responsible for the management of the council’s small grant scheme and its partnerships with Neighbourhood Watch and The Conservation Volunteers.

Simplified parks structure chart

Haringey park structure chart (April 2019)



4.2 Current maintenance by Parks Operations

The structure chart in section 4.1 shows a simplified overview of the work of the Park Operations Team (shaded in grey).

As shown, the borough is divided into two geographic sections (east and west), each of which is divided into three zones, giving a total of six zones across the borough. The zones are shown in the map overleaf.

Each zone has a six grounds maintenance staff: a team leader, a senior operative and four gardeners, but team sizes are altered to meet operational demands by transferring staff between zones and by bringing in seasonal agency resource as necessary. Chapmans Green is in operational zone 2.

The Parks Operations structure is the total resource available for all parks and open spaces. This not only includes council parks and open spaces, but also all the Homes for Haringey sites across the borough.

In addition to the zonal operations, the hygiene function is organised at a section-wide basis, one team operating in the east section of the borough and the other in the west. The hygiene teams empty litter bins across all parks and open spaces to an agreed schedule. They also respond to emergency cleansing and hygiene requests.

At a borough-wide level there are also two play fitters who undertake maintenance and repair of playground equipment and outdoor gyms, and a team of two in-house arboricultural staff who carry out tree planting and supplement the use of external contractors for tree maintenance and responsive arboricultural work. Tractor-based mowing of larger areas of grass is also carried out as a borough-wide activity.

There are also two parks workshop fitters who carry out regular servicing of equipment and reactive repairs to parks machinery. They are based in dedicated parks workshop at Ashley Road depot.

Most park operatives work Monday–Thursday 7.30am –3.30pm and Friday 7.30 to 1.30pm. However, limited weekend work also takes place with pitch marking and hygiene activities for example.



Image 13: Map showing zones for operational management of parks in Haringey

4.3 Asset management and management of projects in parks

The Parks and Open Spaces team now works to the same six zones as the Operations team. One officer has been allocated to lead on projects, asset management and community liaison in each zone. Each zonal officer has responsibility for:

- Regular asset inspections
- Asset related enquiries
- Non-emergency asset repairs
- Management Plan input
- Project identification
- Friends Groups liaison
- Support for Friends-led development work
- Councillor liaison
- Identification of volunteering opportunities

The allocated officer for Chapmans Green, which sits in zone 3, is Mark Bambridge, Assistant Park Zonal Officer.

A Nature Conservation Officer has responsibility for parks and open spaces across the whole borough, including Chapmans Green.

4.3.1 Park asset inspections and Spotlight visits

In 2018 the council adopted the Mayor of London's typology for parks. Under this typology Chapmans Green is described as a small park and garden site (A4) as it is under 2 hectares in size.

Since January 2019 the council has also instigated a programme of park asset inspections with the frequency dependent on the type of park. As a local park Chapmans Green is inspected every month. As part of our zonal approach we have also started to hold 'Spotlight meetings' with Councillors, Friends and key stakeholders of Chapmans Green every quarter.

The spotlight meetings have been developed to focus on specific Chapmans Green issues within a small group and to communicate through a "face-to-face" contact with a Haringey Parks Officer. This is in contrast to both the Haringey Friends of Parks Forum and The Friends of Chapmans Green meetings, both of which have a much broader remit and audience

The inspections cover hard assets, including:

- Bins, benches, bollards, lighting columns
- Signage, noticeboards, interpretation
- Paths, steps, handrails, areas of hard standing, car parking and roadways
- Railings, fencing, gates, walls
- Play area safety surfacing and minor repairs
- Outdoor gyms
- MUGAs, tennis courts, hard sports courts
- Football goalposts
- Paddling pools
- Historic/heritage features/War memorials
- Fountains, artworks, structures, pergolas
- Waterbodies, SUDs, water leaks, drain covers
- Cycle stands, raised beds
- Bird & bat boxes

Parks assets are inspected and rated according to their condition, as follows:

- A: Excellent: No action required
- B: Good: No action required
- C: Acceptable: No action required
- D: Improvement required: Defects will be addressed as budgets allow
- E: Emergency repair required: Make-safe within 24 hours. Full repair within 28 days.

From 2019-20 we will use the Confirm database system to record the outcomes of all inspections, defects and customer enquiries. Confirm Connect handheld devices will be the main tool for recording site inspections.

Defects can also be reported by the public, Friends, councillors and stakeholders online via the Council’s website at www.haringey.gov.uk/park-problem or by using the Our Haringey smart phone app or by calling the council.

As part of our zonal approach we have also started to hold ‘Spotlight meetings’ with councillors, Friends and key stakeholders of Chapmans Green every 2-3 months. This is an opportunity to look at the park together to identify issues and opportunities within the park and by the stakeholders. The first of these was held in September 2019.

4.3.2 Capital projects

Replace: A parks capital project commences once a project brief has been approved by the council’s Parks & Leisure Board and a capital budget and project manager has been allocated. The project manager is a member of the Parks Development team’s ‘projects’ team.

A parks capital project commences once a project brief has been approved by the council’s Commissioning and Client Board and a capital budget and project manager has been allocated. The project manager is usually, but not always, the zonal lead.

Capital projects for Chapmans Green are listed in the Action Plan in section 12

4.4 Scheduled Maintenance

The following table provides a summary of the maintenance regime within Chapmans Green.

Scheduled maintenance in Chapmans Green (Table 4)

Activity	Frequency	Notes/comments
<p>Grass cutting:</p> <p>To achieve grade A at each maintenance visit:</p> <ul style="list-style-type: none"> • Grass has been uniformly cut and is 35mm or less. • Edges are trimmed and not growing onto hard surface or bedding. • Litter picking prior to mowing. 	<p>Approximately Fortnightly</p>	<p>During the growing season (Mar- Oct approx.). May extend into November subject to prevailing climatic conditions.</p>

Activity	Frequency	Notes/comments
<p>Grass remains at grade B or above prior to maintenance visit:</p> <ul style="list-style-type: none"> • Grass is 35-60mm long but looks tidy. • Edges are slightly untidy • Litter picking as per hygiene schedule. 		
<p>Bulb areas in Grass</p> <p>To achieve grade A:</p> <ul style="list-style-type: none"> • Areas where bulbs are present should remain uncut from time of bulb emergence, until 6 weeks after flowerings ceases, or when foliage dies back or turns brown. • Litter picking as per hygiene schedule. 	<p>One occasion plus regular litter picking</p>	<p>Works required where bulbs are present in grass on site.</p>
<p>Meadows</p> <p>To achieve grade A:</p> <ul style="list-style-type: none"> • Meadow grass is cut at correct times of year for species type. • Area surrounding the meadow is well maintained. • Litter picking as per hygiene schedule. 	<p>One or more occasions subject to type. Plus regular litter picking.</p>	<p>Guidance on maintenance schedule to be drawn from the conservation management plan for each park.</p>
<p>Shrub and Rose bed maintenance</p> <p>To achieve grade A at each maintenance visit:</p> <ul style="list-style-type: none"> • Bed free of weeds. • No litter. • Mulched where appropriate. 	<p>Two – four occasions as required per location.</p>	<p>Herbicide application will take place on two occasions a year via controlled droplet application.</p>

Activity	Frequency	Notes/comments
<ul style="list-style-type: none"> • Wide variety of plants. • Roses deadhead as required. • Shrubs pruned as required. • Edging well maintained. 		
<p>Summer Seasonal Flower Beds</p> <p>To achieve grade B at each maintenance visit:</p> <ul style="list-style-type: none"> • Bed free of weeds. • No litter. • Adequate variety of plants (more could be added – excluding beds that have plants that are not yet established). • Edging maintained. • No deadheads. 	<p>Up to ten occasions</p>	<p>Gapping up of bedding to take place in response to vandalism.</p> <p>Drought tolerant planting to reduce need to water.</p>
<p>Hedge Maintenance</p> <p>To achieve grade A at each maintenance visit:</p> <ul style="list-style-type: none"> • Well shaped and trimmed hedge. • Level sides and top. • No missed areas. • Base weed free. • No arisings present 	<p>Two occasions per year except Privet hedges requiring three occasions.</p>	<p>Account of bird nesting to be taken each year and site specifics.</p>
<p>Staked Tree Maintenance</p>	<p>One occasion per year plus watering for new trees</p>	

Activity	Frequency	Notes/comments
<p>To achieve grade B at each maintenance visit:</p> <ul style="list-style-type: none"> • Growth is healthy and vigorous with little sign of disease. • Branches have been correctly pruned for species, purpose and location. • No dead or hanging branches. • Small amount of basal or sucker growth. • Base has been mulched where applicable. • Tree stake in good condition, firm in ground and • not rubbing tree where applicable. • Tree tie holding tree firmly but not tightly to stake where applicable. • No damage to base of tree during maintenance. • No dead material or cuttings left in area. 	<p>during first two seasons</p>	
<p>Sports Pitch Maintenance</p> <p>To achieve grade B at each maintenance visit:</p> <ul style="list-style-type: none"> • Surface in good condition. • Grass is cut to standard. • Line markings are well maintained and may be slightly faded. 	<p>A minimum number of visits as required to achieve the grass height required for football / rugby.</p> <p>Weekly line marking during playing season</p>	<p>Seeding and fertilising as required.</p>

Activity	Frequency	Notes/comments
<ul style="list-style-type: none"> Where net supports exist, in good condition. Leaf fall removed. Litter picking as per hygiene schedule. 	Winter season work as required to optimise playing period.	
<p>Bins, Litter and Dog Fouling</p> <p>To achieve grade B at each maintenance visit:</p> <ul style="list-style-type: none"> All bins are emptied The site is litter picked but may have a small amount of scattered litter in low traffic areas. Predominately free of detritus except for some light scattering. 	Daily	Dog fouling dealt with when reported.
Fly tips and other hygiene issues	Reactive	In response to emergency call-outs
Sweeping of hard surfaces (e.g. tennis courts, hard standing etc)	Reactive	
Gate locking	Daily	Not applicable to all parks

4.5 Setting and measuring service standards

The quality of grounds maintenance and cleanliness of parks and open spaces is assessed via a simple four-point assessment system, called the Parks Quality Scoring system. The scoring categories are:

- A – Excellent
- B – Good
- C – Acceptable
- D - Unacceptable

These service standards are set out in a booklet that is made available to all grounds maintenance and hygiene operatives. The aim of the booklet is to clearly and visually illustrate the different standards. Photographs, alongside brief and simple text, provide staff with a clear means of assessing the standards they are expected to achieve.

This system has since been adopted by the London Parks Benchmarking Group who have updated the manual and are working hard to get this recognised as an industry standard within the grounds maintenance trade both on a London -wide and on a national level.

The key performance indicators (KPIs) within this scoring system are for three main areas of activity and a fourth more seasonal category:

- Grass (which includes the grass cut height, follow up and final finish)

- Shrubs (which includes pruning, weeding of beds and general appearance)
- Hygiene (which is made up of 3 separate scores of litter and bins, detritus and graffiti)
- Seasonal and other categories (horticultural seasonal work such as hedges, leaf clearance, rose bed maintenance and seasonal bedding as well as nature conservation and some infrastructure points such as pathways).

The Monitoring and Compliance Officer visits each park and open space on a regular basis to assess these aspects of the park against the service standards.

An overall score is calculated based on the percentage of A (Excellent) and B (Good) scores achieved across all categories.



Image 14: Example of pictorial guide to service standards.

The boroughwide targets and performance for these KPIs are as follows (Table 5).

Category	Target A/B	Achieved 2018-19
Overall Site Standard	90%	61%
Grass	90%	83%
Shrubs	60%	71%
Hygiene	55%	65%

Since January 2019 a Parks Project Officer also carries out a quarterly site inspection of the physical assets in Chapmans Green. The condition of each item is noted and where applicable repairs (or replacements) are requested. Any grounds maintenance or hygiene issues that are observed, such as overflowing bins or dumped rubbish are raised with the appropriate officer within Parks Operations.

The asset inspections do not include play and outdoor gym equipment which are inspected by the RPII registered Play Inspection Company on a quarterly basis. They conduct detailed quarterly inspections on all play equipment and outside gym equipment to ROSPA standards. Each item of equipment is risk assessed and a written report is provided to the council. Where equipment is deemed to represent a medium or high risk it will be repaired, and if necessary taken out of use until the repairs are completed.

Two council officers within Parks Operations are also trained and qualified ROSPA inspectors and can sign off any repair to play and gym equipment.

4.6 Tree maintenance programme

Tree works in parks, open spaces and woodlands are usually undertaken to mitigate risks to site users and adjacent properties. For example works to trees in Chapmans Green have in the past been carried out to improve security on site by raising the canopies of the trees to increase sight levels and reducing overhanging branches into adjacent residents gardens. Removal of dead, dying and/or dangerous trees has also been undertaken.

4.7 Graffiti

All graffiti of an obscene or offensive nature is removed within 24 hours of being reported. We aim to remove all other graffiti within three working days. Small bits of graffiti can be removed by parks operatives who have access to specialised graffiti removal kits.

Park users can report graffiti using the Love Clean Streets smart phone app, and the council website. The Council also has a 'hotline' number (020 8885 7700) direct to Veolia (the council's waste management contractor) to report obscene or offensive graffiti in parks and other public places.

4.8 Maintenance of buildings, equipment and landscape

Building maintenance in parks is shared between lease holders and the council. Most modern leases in the parks have been let on a full repairing and insuring basis relieving the council of this ongoing obligation.

Older leases are internal repairs only and along with the operational buildings in parks are maintained by the council's facilities management service. The budget for building maintenance is held by them and they are responsible for maintaining the buildings and ensuring compliance with legislation.

Equipment maintenance is carried out internally by the parks service for all types of equipment. Play inspections are undertaken internally and through external specialist on a quarterly basis.

Landscape maintenance is carried out by the parks service.

4.9 Hygiene

The Hygiene Team is managed by Parks Operations, covering borough wide hygiene responsibilities. Within Chapmans Green waste bins are emptied on a daily basis, and any dumped rubbish that is reported to the service will be removed. New Council policy is for the removal of all dog bins from parks.

5. Healthy, Safe and Secure

5.1 Smoking

Smoking is permitted (though discouraged) in Chapmans Green.

However, there is a borough wide smoking ban in place in all children's playgrounds including in Chapmans Green. Signage at playground entrances highlights this.

5.2 Alcohol

Alcohol is permitted in Chapmans Green but an Alcohol Control Public Spaces Protection Order (PSPO) for Woodside Ward will include Chapmans Green next year.

PSPOs are intended to deal with "nuisance or anti-social behaviour in a particular area that is detrimental to the local community's quality of life". Failure to comply with a request from an authorised person to cease drinking or surrender alcohol within the boundary of the PSPO can result in a fine. An authorised person is a police officer, a police community support officer or an authorised member of council staff.

The Woodside PSPO has been operation since October 2020 and lasts for three years. It may be renewed for another three years after it expires.

Further details can be found at <https://www.haringey.gov.uk/community/community-safety-and-engagement/anti-social-behaviour/public-spaces-protection-orders-pspos>

5.3 Walking

Walking is an excellent way to adopt a more active lifestyle and the health benefits can really make a difference. It's also a great way to get out and meet people.

The parks service in partnership with other agencies such as NHS Haringey offer regular organised walks in many of the borough's parks.

In 2018 a booklet, created by a local resident and long term Friends member , called *A Walk in the Park* showcases several walks through Haringey parks and can be found here.

https://www.haringey.gov.uk/sites/haringeygovuk/files/haringey_parks_spreadsncover.pdf



Image15: Walking trail information board

Further details on walks and walking groups can be found at <https://www.haringey.gov.uk/parking-roads-and-travel/travel/walking>

5.4 Health and safety

The health and safety of visitors to, and staff and contractors working in Chapmans Green is given the highest priority. Health and safety within the park is managed by ensuring that:

- play and outdoor gym equipment is installed safely and inspected regularly, with any repairs identified and prioritised through the inspection process.
- infrastructure items (including games areas, water features and so on) are inspected regularly as detailed elsewhere in this document.
- planting and landscaping is designed to minimise the risk to park users, and the operational maintenance programme keeps these risks managed

5.4.1 Raising health and safety concerns

Anyone visiting a park, and everyone involved in the parks maintenance and management are encouraged to report any health and safety concerns.

Contact phone, email and web details for the Council appear on all welcome signage, as well as the police emergency and non-emergency numbers.

When people call the Council with a concern, these are logged, assessed and assigned to a relevant team/member of staff to deal with and respond to in an appropriate timescale, using the Confirm system.

5.4.2 Friends

Members of the Friends of Chapmans Green are able to report issues within the park in exactly the same way as members of the public, but they also have close links with the Parks Project Officer and with Operations staff, so will usually approach them directly.

Friends are also encouraged to report issues of anti-social behaviour and other issues through the Neighbourhood Watch Coordinator who will direct these to the most relevant person within the police to deal with them.

5.4.3 Risk assessments

The Parks & Open Spaces team ensures that prior to any works being undertaken on Council land, its consultants, contractors and other organisations prepare for approval all necessary Risk Assessments and Method Statements (RAMS) covering all proposed works operations. In addition to the usual operations, the Council requires consultants and contractors to provide specific RAMS covering potentially contaminated land, underground services and other unforeseen underground matters, such as UXO (Unexploded Ordnance), and measures to protect the public during any works. Contractors are further required to undertake CAT scans prior to excavations.

The Parks & Open Spaces team ensures that, where excavations are to take place, team underground services information is obtained from utility providers and the Council's Pollution prepares contaminated land desk studies.

5.4.4 Safety representatives

The parks operations service holds a quarterly Health and Safety Working Group, which is chaired by a council health and safety specialist. It is attended by representatives of operational management, staff from both east and west areas, and trades unions. These quarterly meetings provide the opportunity to raise issues that have not been fully addressed elsewhere. The group is also a place to discuss health and safety issues and legislation, and their implications on working practices and plays a key role in generating continual improvement in health and safety standards.

5.4.5 Staff reporting

All staff are encouraged to raise health and safety issues with their manager or with the health and safety representative who can raise concerns at the quarterly Health and Safety Working Group.

5.5 Reporting issues with the 'Love Clean Streets app

The 'Love Clean Streets' app makes it quick and easy to report problems when people are out and about in the borough. Once the app has been downloaded to a Smartphone, the public can take photos of the problem and send it directly to the team responsible for fixing it using the Confirm system. They will then receive progress updates and will be told when the reported issue has been fixed.

Unlike other 'report it' style apps, 'Love Clean Streets' asks the user to choose from a list of Haringey specific categories for the problem, which ensures the report goes to the right team, first time and will be dealt with as quickly as possible.

5.6 Community safety and policing

Parks in Haringey remain relatively safe places, especially during the hours of daylight. Over the whole of 2020 there were 767 reported crime or incidents reported to the police across all the parks and open spaces in Haringey – an average of 63 incidents per month. The breakdown of stats for 2021 is only available for January to September. During this period a total of 492 incidents were reported to police across all parks in Haringey – an average of 54 per month. This is a decrease of 16% and could be due to parks being much busier and therefore deterring some criminal and asb activity.

The most commonly reported crime in parks in 2021 remains robbery, which accounts for about 22% of reported crimes, but this is a seven percent decrease from the previous year. The majority of these took place after dark. Reports nearly trebled over the spring/summer months compared to the rest of the year due to the higher footfall in parks.

Between January and April 2021 in Chapmans Green there were 9 reported crimes. Chapmans Green accounted for 1.8% of all reported crimes in Haringey parks.

5.7 Extending Neighbourhood Watch into parks

Neighbourhood Watch groups across the borough are encouraged to adopt a local park or green space. Members are encouraged to proactively report issues or concerns they have relating to crime of safety in the park.

The Neighbourhood Watch Officer has also set up a Haringey Dog Watch scheme. This is an initiative for dog walkers to meet with other dog owners and police in an enjoyable, relaxed atmosphere. The walks are held in a different Haringey park every month and everyone is welcome to come along.

5.8 Designing out crime

It is widely recognised that key factors in ensuring park safety and the perception of safety are to ensure high usage, adequate onsite staffing presence, good maintenance of buildings and

infrastructure and a high level of community involvement and 'ownership'. These matters are dealt with in other sections.

Sensitive landscape management can also assist in reducing crime. Assessing accessibility and potential crime spots, known as 'designing out crime' may result in the removal of inappropriate tall shrubs and their replacement with a more suitable low growing species. In other instances, entrances may be redesigned, or lighting installed.

There is currently no CCTV in Chapmans Green, but is something that will be reviewed if needed.

5.9 24 hour access

Chapmans Green is locked when possible overnight.

5.10 Dogs

Dogs and dog walking are a valuable part of the park scene, and dog carers are probably the main daily user group in many green spaces. Their collective presence is a key ingredient of green spaces being populated and safe to use, especially at quieter times of the day and year. Dog walkers are often described as 'eyes and ears' of a green space.

5.10.1 Control of dogs

We recognise that the vast majority of dog owners are responsible and respectful to their local community. However, we receive complaints from residents about dog fouling and the behaviour of some dogs (and their owners).

A Public Spaces Protection Order (PSPO) is in place across the borough to control the behaviour of dogs. The prohibitions have been designed to be as simple as possible, giving clarity and outlining expectations.

Well behaved dogs can be walked or exercised freely off lead in all large parks (over half a hectare) including Chapmans Green. This promotes healthy exercise for dogs and takes into consideration the needs of the borough's dog owners and the welfare of dogs.

The Public Spaces Protection Order (PSPO) covers five areas of dog control:

- Dog fouling
- Keeping dogs under control
- Putting dogs on a lead if directed
- Keeping dogs out of designated areas (such as playgrounds)
- Limiting to six the number of dogs that one person can bring to the park

Failure to comply with the requirements of the order can result in a fine or to court if the fine is not paid within a specified timeframe.

The PSPO is in force for three years from October 2017 and can be extended for a further three years. Full details can be found at

www.haringey.gov.uk/sites/haringeygovuk/files/pspo_-_dog_control_-_with_seal_0.pdf

These powers came into effect on the 20 October 2017, introduced under the Anti-Social Behaviour, Crime and Policing Act 2014. The Public Space Protection Order will remain in force for three years.

Matters relating to dangerous dogs and dog attacks on people or other dogs should be reported to the Police rather than to the Council.

6. Sustainability

6.1 Greenest borough strategy

Haringey's Greenest Borough Strategy was adopted in 2008 in response to growing concerns around climate change.

The Strategy sets out the Council's and its partners commitment to tackle climate change under seven environmental policies to ensure achievement of their 'green' vision over a ten-year period, and details what the council, its partners and the public can do to contribute.

- Improving the urban environment
- Protecting the natural environment
- Managing environmental resources efficiently
- Leading by example
- Encouraging sustainable design and construction
- Promoting sustainable travel
- Raising awareness and involvement

The management and maintenance of parks and how they are used relate back to many of the individual targets within the strategy. Where possible these have been instilled in everyday working practices in and relation to Chapmans Green.

6.2 Pesticide use

The council uses a range of herbicides to control weeds in parks. It remains the most effective in terms of the required resources – with two treatments per year often sufficient to prevent weed growth, as opposed to regular treatment by hand or other means.

Chemicals are stored, handled, used and disposed in accordance with manufacturer/supplier requirements, and a COSHH assessment is prepared for each of the substances used.

Reliance on mechanical methods of weed control (e.g. strimming) is reducing as this has an impact on both the operator and also does not address the weed at its roots.

The use of herbicides as a principal form of weed control is increasingly under scrutiny, and the parks department is routinely considering alternatives. This is particularly true of weed killers containing the component glyphosate. This has received a lot of press coverage subsequent to court cases in the United States, but it remains licensed for use in the UK and Europe.

Officers of the council monitor developments in scientific findings. At this stage, glyphosate appears not to cause harm to humans or any animals larger than micro-organisms.

A pilot scheme is being undertaken in one of Haringey's parks in 2022 trialling a no-pesticide approach, the findings of which will be rolled out to other parks in the borough where appropriate.

6.3 Sustainable use of materials

The parks service refrains from the use of non-sustainable peat-based products and challenges nursery suppliers to provide alternative supplies. Where plants are obtained from private nurseries we request plants grown in a peat free environment.

Our infrastructure procurement policy is to use recycled materials where possible. We aim to acquire recycled plastic benches where possible; or where timber is required, we seek to use those from sustainable sources.

6.4 Recycling

Although some parks have dedicated onsite recycling bins, all waste collected from parks be it from standard waste bins, or recycling bins is taken to the North London Waste Authority (NLWA) depot. Materials that can be recycled are extracted and processed accordingly. Haringey have recently invested in bin with a specific recycling option and these will start being installed in the autumn of 2019.

Where possible green waste is recycled on-site; grass cuttings are left on the grass; and hedge cuttings are mulched and placed under the hedge or in other areas of the park.

In autumn when a large amount of green waste is generated, that which cannot be used or composted on site is taken to the NLWA depot for recycling. The resulting compost is then collected for use in the parks.

After Christmas the borough has a number of advertised sites where people can drop off their used Christmas trees. The old trees are stored in the park before being transported to the NLWA depot where they are recycled.

6.5 Pollution reduction

All new machinery used in parks is required to have low vibration levels and low emissions. Machinery is serviced on a regular basis by our in-house parks workshop, helping to ensure low emission and pollution levels. Vehicles meet current emission requirements, and the fleet will comply with the requirements of the London -wide Ultra Low Emission Zone when that is introduced in October 2021 to include Haringey.

We also aim to reduce vehicle emissions through increasing the amount of on-site composting; and through reducing downtime caused by excessive travelling.

Bonfires are not used for safety reasons as well as health concerns due to the smoke.

6.6 Water efficiency

Drought resistant plants and trees are increasingly being chosen by managers to ensure that they survive the drier and warmer months and require less watering during these periods.

6.7 Geomorphology and climate

Hydrology: The River Moselle/Moselle Brook is culverted and runs along the northern border of the Noel Park Estate which is located to the south of the Chapmans Green . Standard rainfall for this catchment is 667mm, significantly lower than the UK average rainfall of 885mm/year .

Risk of flooding: The site is designated as low risk in Flood Zone 1 on the Environment Agency's Flood Risk assessment mapping tool.

Groundwater: The area is not within a Groundwater Source Protection Zone. A deep bored soakaway is not likely to be permissible by the Environment Agency.

7. Community Involvement

7.1 Volunteering In Parks

Haringey Council actively supports and encourages volunteering in our parks and green spaces. There are a range of mechanisms to support volunteering and community involvement.

7.1.1 Community Volunteering

The Conservation Volunteers (TCV) are based at Railway Fields, N4. They deliver conservation volunteer days across the borough on behalf of Haringey Council. They also support delivery of training opportunities as well as development of site-specific conservation action plans.

During 2018-19, TCV delivered 155 conservation days across parks in Haringey, involving over 1,200 volunteers. In addition, 6 training days were provided for volunteers on the following subjects: leadership training, leading guided walks, winter tree identification, environmental education volunteers, wildlife garden design and hedge laying training.

During 2022-23, TCV will be looking at what opportunities there are to deliver volunteer conservation days at Chapmans Green as part of development of a new Conservation Action Plan.

New Community Engagement Officer and Volunteering Officer posts have been created and will be recruited in 2022

7.1.2 Corporate volunteering

Haringey Council actively supports companies and corporate volunteers within our parks and green spaces. Corporate volunteering provides an opportunity for employees to be involved in a different experience whilst supporting our management and improvement of green spaces.

During 2018-19, TCV supported 14 corporate volunteer days across the borough with tasks ranging from habitat creation and vegetation management, to creating countryside furniture and nature trails.

Opportunities for corporate volunteer groups are covered within site Conservation Action Plans to ensure that the sessions support wider management of the site whilst providing an engaging and rewarding opportunity for the volunteers.

7.2 Haringey Friends of Parks Forum

The borough-wide Haringey Friends of Parks Forum was set up by Friends groups as an independent network in 2002. It is a coalition of over 40 Friends of parks groups and is committed to protecting and improving open space within the borough. The Friends of Parks Forum meets six times a year.

The Forum provides an opportunity for Friends Groups to work together for the benefit of Haringey's green spaces and green space users. The Forum's ['What We Do and How We Do It'](#) document describes the work of the forum and of individual friends' groups.

Amongst other things the Forum has been effective in lobbying and campaigning for

- better planning policies as they affect open spaces
- more ambitious and effective open space standards
- greater levels of on-site staffing
- giving support to individual Friends' groups

Friends Groups communicate and co-ordinate through the Forum's email list. The Friends Groups liaise closely with all council park services and have been key agents in helping to bring in millions of pounds in external funding to improve facilities for local people.

Over the years they have worked with the Council on achieving Green Flag status for many parks and open spaces. The Forum is supported by the Council and park officers attend a session during the Forum's meetings to take note of each local Friends group's issues, and to discuss wider issues of common concern. The Council is publicly committed to active partnership working with Friends groups and the Forum. Minutes of all Forum meetings are published on the Forum website.

The Forum also works with Haringey Federation of Residents Associations and the Haringey Allotments Forum. It also links up with similar grass-roots residents' Forums and networks throughout the UK through the London Friends Groups Network and the National Federation of Parks and Green Spaces.

7.3 Friends of Chapmans Green

Friends Groups across the borough do a huge amount of work and put in thousands of hours of volunteer time each year to:

- help develop maintenance and management plans for our parks and green spaces
- raise funds for improvements needed
- prevent inappropriate development in parks and green spaces
- plant trees, shrubs and flowers and help create play areas, seating etc
- conduct regular walkabouts with parks staff and produce maintenance updates
- organise activities that encourage residents to safely use their local open spaces, including festivals involving up to thousands of local people

Local people formed the Friends of Chapmans Green (FOCG) in 2016 to help improve the appearance and usage of the park. FOCG's work currently comprises of the following;

Improving the space: In summer 2019 the group painted one side of the disused pavilion, and will complete this work later in 2019. FOCG also organises monthly litter pick events involving c.10 volunteers



Image 17: Friends monthly litter pick

Attracting new park users and raising aspirations for its future: FOCG organise seasonal community events at the park, usually 3-4 per year (Easter, Summer, Halloween and Christmas). The Party on the Green in Summer 2019 was the biggest yet and celebrated the 400th anniversary of Chapmans Green. These events attract local people to visit the park, including many who rarely if ever otherwise use it. FOCG use the events to raise their profile, attract new members and crowdsource ideas about future design and use of the park.



Images 18 &19: Events at the Green

7.3.2 Current Friends issues for action **Building local interest and forging partnerships**

FOCG have built their online presence in 2019, with new Facebook, Twitter and Instagram profiles, along with a website. Monthly e-newsletters keep members updated with news and details of meetings and events. In 2019 FOCG entered a formal partnership with community interest company Grow N22 and will work with them and the council to make improvements to the park.

Future ambitions FOCG is putting together a proposal to take on the lease to the pavilion, following the demise of the Noel Park Bowling Club. Their ambition is to widen use of the whole park by opening up the pavilion as a community facility, and working with local people and community groups to reimagine how the pavilion and bowling green could be reconfigured for new uses that maximise the benefit to the local community and to the environment. This may include; creating a small café/refreshment kiosk, taking on management of the tennis courts, hiring out the main hall for events and activities of other groups, community growing spaces in the bowling green area and installing play and outdoor gym equipment. The group are currently considering partnerships that may aid them in taking on the lease and making funding applications for improvements.

8. Conservation and Heritage

8.1 Biodiversity and the Biodiversity Action Plan (BAP)

The term biodiversity refers to the variety of life around us, including plants, animals and the ecological interactions that take place in our environment. Haringey supports a wide diversity of wildlife and habitats ranging from woodland and wildflower meadows to ponds, streams and wetlands.

Haringey's Biodiversity Action Plan (BAP) is currently under review. During 2019-20 a new BAP will be produced, aligned with the new Parks and Open Spaces Strategy. The new BAP will include detail on priority habitats, development of high value ecological corridors and the integration of biodiversity conservation into wider council initiatives.

Priorities within the BAP will help support updating or developing Conservation Action Plans for parks in Haringey including Chapmans Green. See section 8.4.

8.2 Habitat representation and nature conservation interests

Chapmans Green covers just under 1ha of green space with a range of habitat types represented.

Habitat types in Chapmans Green

Habitat type*	Coverage (%)	Coverage (ha)
Amenity grassland	62.8	0.54
Bare artificial	25.6	0.22
Scattered trees	4.7	0.04
Shrubbery	4.7	0.04
Non-native hedging	1.1	0.01
Native hedging	1.1	0.01

Note: Habitat type defined as per the London Survey Methodology. See www.qigl.org.uk for information.

Chapmans Green is a formal planted park and as such has limited ecological value. However, there are ongoing opportunities to increase the biodiversity of the site through native bulb and shrub planting.

8.3 Designation status

Natural England and Local Authorities have a system of designating greenspace depending on certain characteristics and their value - locally, regionally and nationally. Chapmans Green is not designated as a Site of Importance for Nature Conservation (SINC). However, there are designated sites close to Chapmans Green:

Site	Area (ha)	Location	Designation
New River Sports Centre, White Hart Lane Recreation Ground & Chapmans Green	23.44ha	North of site	Local SINC (Site of Importance for nature conservation)

8.4 Conservation Action Plan (CAP)

Conservation Action Plans (CAP) provide a framework for ongoing management of sites for their biodiversity value. They provide guidance on conservation actions and activities that can be carried out throughout the year and form a basis for the conservation work of TCV, Friends groups and other community organisations.

CAPs detail site specific opportunities as well as supporting borough wide conservation efforts and requirements, such as contributing to habitat creation targets or demonstrating the positive management of SINCs.

With the development of a new Biodiversity Action Plan during 2019-20, existing CAPs for parks will be updated to ensure they are aligned with the new BAP. They will detail conservation actions and requirements, including maintenance, enhancement opportunities and potential future projects.

There is a CAP in place for Chapmans Green. This continues to form the basis for conservation activities within the park and will be updated to reflect new priorities, actions and projects.

To date, key actions delivered under the existing CAP at Chapmans Green include:

- Installing a bird bath
- Installing feeding stations

Conservation Action Plan

Chapmans Green

Wildlife Habitats



W1. Naturalise winter/spring flowering bulbs in the lawns.

- Scatter bulbs over lawn areas and plant in situ: Oct/Dec
 - Winter/spring flowering Crocus.
 - Snowdrops.
 - Grape Hyacinths.
 - Anemone blanda.
 - Primroses
- Monitor Fauna and flora. On-going
- Mow between May and November

W2. Naturalise woodland flowering bulbs

- Scatter bulbs between the trees and path where the grass is struggling and plant in situ: Oct/Dec
- Plant woodland perennials. Oct. March/May
 - Lesser Celandine.
 - Snowdrops.
 - Aconites.
 - Sweet Violet
 - Opposite-Leaved Golden Saxifrage
- Monitor Fauna and flora. On-going
- Build a Stag Beetle Loggery
- Crown lift trees to allow more light to ground layer. Dec/Feb

W3. Shrubberies

- Trim winter berry producing shrubs in March
- Trim summer flowering shrubs, Nov/Dec
- Trim spring flowering shrubs after flowering. May/June
- Monitor Fauna and flora. On-going

W4. Flower beds

- Plant open flower varieties of annual bedding plants to maximise the diversity of winged insects
- Sow Cornflower and Poppy seeds in rose beds and allow to seed. March/April
- Monitor Fauna and flora. On-going

Wildlife Management Timeline					
Activity	Trim Shrubs	Sow annual wildflower seed	Plant bulbs	Plant woodland perennials	Monitor and record Fauna and Flora
January					
February					All
March	Winter			W2	All
April		Rose beds		W2	All
May	Spring	Rose beds		W2	All
June	Spring				All
July					All
August					All
September					All
October		Rose beds	W1,W2	W2	All
November	Summer		W1,W2	W2	All
December	Summer		W1,W2		All

8.5 Site history and heritage

Chapmans Green was originally a common and references to it date back to 1619. It was given park status in the early 1900s and has changed little since then.

The bowling green club has been in operation since 1925 and its members have won several championships over the years. Small changes have taken place such as the horse trough, which was in constant use till after the war, has now been decommissioned. The water fountain near the Granville Road entrance was in operation for many years and has suffered vandalism in recent years and has recently had a bird bath fitted.

During the war an air raid shelter was built in the park and the remains of this can be seen near the Granville Road entrance where there is a small grass covered mound. Lordship Lane used to be populated by individual shops selling a variety of goods including hand -made items. The block of flats opposite the park used to be a co -op comprising of a butcher, a greengrocer, and a dry goods store.



Image 20: Chapmans Green circa 1958

9. Marketing and communications

9.1 The marketing approach

Marketing Chapmans Green involves more than simply publicising and promoting the park, it also involves listening to the users of the park. Our main aim is to put the needs and concerns of stakeholders, park users and residents at the centre of business marketing approach.

This section outlines how facilities and activities at Chapmans Green are promoted and publicised and how users are positioned at the centre of the business.

9.2 Websites

www.haringey.gov.uk/greenspaces

The Haringey website contains extensive information on the borough's parks and open spaces, including Chapmans Green. Information such as location, facilities and transport links for all Haringey parks and open spaces is available.

Policy information such as the Parks and Open Spaces Strategy which draws upon a range of information and seeks to establish a long-term vision for the borough's parks and open spaces is also available.

Information detailing the Council's partnerships with Friends Groups, The Conservation Volunteers and the Metropolitan Police is available online along with links to their websites.

Detailed information on the Green Flag Award with clear links to the Green Flag park pages within the LBH site can be viewed.

Stakeholders of the park such as the Friends also maintain a Facebook page .

9.3 Social media

Social Media is now a regular way of communicating information between relevant parties and beyond. Haringey Council encourages all partners to use social media when communicating with communities.

Haringey Council has a Twitter feed with just under 17,000 followers and is used as a two-fold approach: to proactively release live information to keep people informed and updated and respond to queries and complaints posted by others. This is checked throughout the day and provides residents and visitors with another communication channel.

[@haringeycouncil](https://twitter.com/haringeycouncil)

The Council also uses other forms of communication such as Facebook and YouTube.

www.facebook.com/haringeycouncil

www.youtube.com/haringeycouncil

We also like to keep our resident's in the loop about the events that are taking place, and regularly ask that stakeholders and park hirers submit details about their event on the Council website for FREE, on our "What's On" listings section at www.haringey.gov.uk/add-event

9.4 Publications

Haringey People is the Council magazine, distributed six times a year by direct mail to all households within the borough. The magazine is produced by the Council's Central Communications Team which has editorial control over the content.

<https://www.haringey.gov.uk/news-and-events/haringey-people-magazine>

Several articles are published each year promoting the borough's parks as well as the work and events that key stakeholders and partners organise in parks throughout the year.

9.5 Notice boards

There is one notice board located at Chapmans Green. It is located at the Granville Road entrance. It is used to display information about the Friends and Council services and/or campaigns and events.

In 2014 a set of guidelines detailing how notice boards within parks should be used, maintained and what information can be displayed were issued with the expectation that all those with an interest and access to the notice boards will adhere to them. In 2019 we developed a simple A2, updateable poster that gives key contact information for council and other public services.

9.6 Campaigns

There are several national campaigns that Haringey Council support and promote via social media to highlight key issues affecting the borough's parks and open spaces. These include:

Litter awareness campaign – encouraging users to dispose of their litter responsibly.

Neighbourhood Watches– encouraging creation of new watches and increased membership

Trees Awareness – aimed at highlighting tree planting, tree identification, maintenance and removal and why. Along with National Tree Week.

Volunteering and Friends Groups – promoting the work groups do, the benefits they bring to communities and encouraging volunteering

Love Parks Week – Encouraging stakeholders and Friends to promote and highlight the borough's parks and the events that they put on.

The Big Lunch- supporting and promoting via social media the Big Lunch events happening across the borough, with focus on shared picnics in our parks and green spaces.

The Great Get Together- supporting and promoting the national campaign to celebrate and promote community cohesion. We have streamlined the application form for this event to make it even easier for residents and park users to take part.

Play Weekend- supporting the Play Streets initiative to encourage more active play within communities

Playday- supporting the National Summer event to promote active play for children, young people and families. We work closely with our colleagues in the Active Communities Team to support community involvement and uptake.

9.7 Awards

In 2021 a total of 22 parks managed by Haringey Council were awarded Green Flag status, an external recognition for quality parks and open spaces. Chapmans Green was one of these.

Haringey Council is committed to the Green Flag scheme and is seeking to secure Green Flag status for at least 22 parks in 2022.

9.8 Tree and bench sponsorship

A sponsorship scheme is provided where members of the public can sponsor the planting of a tree or the installation of a bench in any Council run park and open space. This can be done to commemorate a loved one or an event.

The sponsor pays for the item and planting / installation, thereafter the Council maintains it subject to certain conditions. Should sponsors wish to, they can also help in maintaining their item.

9.9 Consultation and market research

Haringey is committed to listening to the views and ideas of our stakeholders, park users and residents. Council officers attend the Friends of Parks Forum on a bi-monthly basis and maintain open channels of communication with key stakeholders. This is a good way to listen to concerns and engage in a constructive dialogue about individual parks.

When planning any new project work within parks, we make sure that key stakeholders are included in discussions from the beginning of the process and where possible hold open engagement sessions so we can listen to the thoughts, needs and concerns of the wider park community.

Budget cuts have hit our capacity to undertake regular surveys of park users. We include a question about satisfaction with parks in a borough -wide survey about environmental and waste services. The survey is commissioned by Veolia.

In 2018, four in five respondents to the survey (80%) said that they were satisfied or very satisfied with parks. This is slightly down from 2016 (81%) but in 2018 parks was the service with the environmental and waste service with the highest satisfaction rating.

We are aware that we need more knowledge of user satisfaction with individual parks and local people's priorities for their local park. We are planning to survey park users in 2019-20 to ensure that we are working in the right direction for users and in line with the priorities and outcomes of the Borough Plan.

10. Management

10.1 Setting the financial scene

The parks service gross budget for 2017/18 was a total of £5.1m with a revenue income of £4.5m and operated a net deficit of £600k. According to a survey by Parks for London this represents the second lowest operating deficit in London.

Whilst the service has borne its share of austerity related budget reductions, in recent years the service has chosen to focus on generating additional income to mitigate these reductions rather than impact service delivery on the ground. The service has managed this by growing the amount of income generated through: -

- Increasing the number of park properties let
- Increasing the number paying a market rent,
- Growing the number of commercial events
- Growing the level of filming income
- Increasing the range of services offered to other organisations

A breakdown of the 2017/18 revenue budget is set out below: -

a) Revenue Expenditure – Employees, Premises, Transport, Supplies and Services, Third Party Payments, Support Services etc

a. Total Parks expenditure	£5,142,184
b. Employees	£2,665,995
c. Premises related expenditure	£534,054
d. Transport related expenditure	£144,885
e. Supplies and Services	£398,471
f. Third Party Payments	£662,463
g. Support Services	£583,987
h. Capital Charges	£152,330

b) Revenue Income - Customer and Client Receipts, Recharges etc

a. Total Revenue Income	£4,467,442
b. Customer and Client Receipts	£3,753,447
c. Recharges	£713,995

The council seeks to secure external investment from a number of sources. The council has its own ten-year capital strategy which currently includes over £11m of capital funding for parks. The service seeks to add to this sum and has secured further investment from the following sources over recent years:

Section 106
 Community Infrastructure Levy
 National Lottery
 London Marathon Charitable Trust
 Environmental Funds
 Greater London Council
 Event Income

Another important part of the overall funding mix is the fundraising carried out by Friends Groups across the borough. A wide variety of groups have been able to secure funds to deliver the priorities they identified. In 2017/18 the council directly invested the following amounts: -

c) Capital Expenditure – names of Capital schemes and expenditure on each scheme.

a. Park Asset Management	£377,288
b. Active Life in Parks	£263,477
c. Parkland Walk Bridges	£126,780

The Council continues to face significant financial challenges with many millions of pounds of savings to find over the coming years. A goal therefore for the service over the coming years is to maintain a stable budget position and continue with a strategy to generate additional income.

10.2 Management structure

The Parks Service sits within the Environment and Neighbourhoods Directorate and is overseen by the Director and the Cabinet Member for Environment.

The service is organised across Commissioning and Client Services and Operations business units.

Responsibility for the service falls to the respective heads of each business unit and they are supported by two commissioning managers and a parks manager.

The structure chart in section 4.1 shows the three core strands of the parks service which are:

- Park Operations Team – this team takes the lead on all day to day operational aspects of maintaining each green flag park.
- Active Communities Team – this team takes the lead on all event management, community activation in the park, partnership working and small grant awards. This team also secures sport related external funding
- Public Realm Team – this team takes the lead on asset management, investment in parks, policy development, nature conservation and arboriculture.

These three core teams are supported internally by colleagues across Community Safety and Enforcement, Planning Services, Regeneration, Adults and Children’s services on a variety of issues from homelessness, to new cycle routes, to improvement in existing green spaces and access and activities for older and young people.

External support for the service comes through the Friends Forum, our partners within the Police and The Conservation Volunteers alongside organisations such as Parks for London, Keep Britain Tidy and APSE.

10.3 Borough Plan 2019-2023

Following the local elections in May 2018 the new council and its partners have developed a Borough Plan setting out their vision and priorities for the next four years. Following extensive public consultation, it was agreed by Cabinet in February 2019.

The plan sets out the council's priorities and the outcomes it seeks to achieve. Outcome 10 of the plan is for "a healthier, active and greener place". The plan places importance on the role of parks and open spaces in delivering this outcome through four objectives.

Objective 10a is to "Protect and improve parks, open space, and green space, promoting community use".

The Plan identifies several ways in which this will be achieved:

- Continue with partners to invest in our parks with over £15 million of improvements planned over the next five years, including new playgrounds and sports facilities.
- Develop a new Parks and Open Spaces strategy and consult with partners and local communities about how we will work together to protect, enhance and, where possible, extend green and open space in Haringey.
- Promote the use of our parks for a wide range of events and activities, including more community use.
- Plant more trees to make our streets and open spaces greener.
- Work with partners, including Environmental Community Groups, to maintain the borough's watercourses, maximising their environmental and health benefits

Parks are also important in delivering Objective 10b of the plan. It is to "increase the levels of physical activity across the borough" by "creating healthier places, including parks and open spaces, in line with the Mayor of London's Healthy Streets plan..."

However, we cannot achieve the priorities in the plan on our own. We trust that our partners locally and our residents will work together with us on achieving them.

The Borough Plan 2019-2023 can be found at:

https://www.haringey.gov.uk/sites/haringeygovuk/files/borough_plan_2019_-23.pdf

10.4 Parks and Open Spaces Strategy

The last open space strategy was adopted in 2006.

Work has begun on developing a new strategy for parks and open spaces. The importance of a new parks and open spaces strategy is underlined by the explicit reference to it in Borough Plan 2019-2023.

The new strategy will build on the Parks Scrutiny Review that took place in March 2018. It will be co-produced with Friends, residents and councillors. As part of the process there will be a series of workshops and a period of public consultation.

The strategy will set out the ambitions for the service over the next 10 years. It will set out approaches to the maintenance, management and usage of parks. It will also set out clear policy positions on issues relating to parks and open spaces. In some cases new policies will need to be developed (such as security in parks and licensable activity).

The strategy will also describe the funding landscape. One key element of this will be to balancing revenue funding for the service against the agreed service standards. It will also

provide a context to inform the long-term capital strategy including mapping out the external funding opportunities that can be used to the benefit of the service

The timetable is for a draft strategy to have been agreed, following public consultation by the end of 2019/20 and for Cabinet to agree the document in 2020.

10.5 The Greenest Borough Strategy

Haringey's Greenest Borough Strategy responds to growing concerns around climate change. The Strategy sets out the Council's and its partners commitment to tackle climate change under a number of key environmental policies to ensure achievement of their 'green' vision over a ten year period, and details what the council, its partners and the public can do to contribute.

More information can be found here: www.haringey.gov.uk/greenest-borough

10.6 The Health & Wellbeing Strategy

This strategy aims to reduce health inequalities through working with communities and residents to improve opportunities for adults and children to enjoy a healthy, safe and fulfilling life, through a number of key outcomes.

Those that specifically relate to parks include increasing physical activity and improving health and mental wellbeing.

More information can be found here: www.haringey.gov.uk/hwbstrategy

10.7 Finance and funding

The revenue budget for Chapmans Green sits within the overall Parks Operations.

Capital expenditure on parks and open spaces is planned at a borough level rather than at an individual park level. Match funding and other sources of external funding are sought wherever possible.

Chapmans Green will benefit from capital funding to address the new play area

10.7.1 Parks and open spaces Small Grant Scheme

The Parks and Open Space Small Grant Scheme has been running for a number of years. The scheme offers community groups associated with parks and open spaces - such as Friends of Parks groups – to bid for funding of up to £1000. The funding is to support and develop community activity to help meet the council's aims and priorities for improving the borough's parks and open spaces. The budget available in 2018/19 was £40,000 and is expected to be £60,000 in 2019/20.

More information can be found here: www.haringey.gov.uk/parkssmallgrants

10.7.2 Events income

At the end of 2013 a review of the parks events policy was conducted to inform and guide changes of how events would take place in the borough's parks, and also realign and invest income from parks events back into park improvements.

Income generated from events in parks and open spaces will be used in the first instance to meet the parks event income target in each year.

The application and booking fees will be utilised to fund the staffing costs of the booking and event management process.

Surplus income will initially be used to support and develop community led festivals and events in parks across the borough and offer training opportunities for community event organisers. £20,000 additional funding will be made available as part of the small grants scheme.

Any additional income generated will be ring fenced to be reinvested back into parks maintenance across the borough. Where significant sums of money are generated in individual parks the reinvestment needs of that park will be addressed first before redistributing the remainder of any funds to other parks.

All applicants to hold event will be charged a fee dependent on their event to cover the cost of the environmental impact on the park.

The environmental impact income will be kept separate from other income received in respect of events. This additional income can be used by the Friends of the park in which the event was held to address their immediate priorities for the park.

11. Improving Chapmans Green

11.1 Next Steps

The main improvement plan for Chapmans Green is to further engage with the Wood Green Regeneration team and the ideas from the residents of Woodside Ward about improvements they would like to see and events and activities they would like to plan. This includes supporting the group to take on the lease for the Pavilion to enable them to start the community hub they have planned for and to increase community cohesion and diversity within the park.

11.2 Summary

There is an opportunity to make some real improvements to Chapmans Green in coming year, including raising the horticulture standards in the formal gardens and increasing the levels of biodiversity around the park.

Researching and applying for external funding in partnership with stakeholders will help with the plans and aspiration outlined in the table below.

12. Action Plan

12.1 Maintenance and scheduled work programme

This is a schedule of annual or routine tasks which are neither developmental nor fall within the remit of routine grounds maintenance or hygiene functions

Heading	Action	Frequency	Responsible	When?
Clean and well maintained	Site inspection to be undertaken	Quarterly	Parks Project Officer	Quarterly
Healthy, safe and secure	Play Inspection Company to inspect and risk assess all play and outdoor gym equipment	Quarterly	Play Inspection Company	Jan/Apr/ Jul/Oct
Management	Review the Park Management Plan annually	Annually	Parks Project Officer	Dec/Jan
Community Involvement	Lead 'Spotlight meetings in the park with councillors and Friends	Quarterly	Parks Project Officer	Quarterly

12.2 Chapmans Green development plan

This plans shows the work we would like to carry out. Budget availability and more urgent unplanned work may mean that it cannot be fulfilled. Other repairs and general maintenance may have to take precedence. The content will be reviewed at least annually at the end of each calendar year.

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
A welcoming Place	Keeping sightlines clear and removing any hedging that encourages ABS	M	Zonal Lead/Friends	£500	Park cap and revenue	March 2022
	Remove dead trees from bowling green boundary lane	M	Zonal Lead/Arboriculture Team	N/A	Park cap and revenue	Winter 2022
	Installing a new under 5's play area	H	Zonal Lead/Friends	£25k	Parks capital and revenue/ crowdfunding	March 2022

A clean and well-maintained park	Replace bins with larger capacity units at strategic points including a recycling element	H	Zonal Lead	£4.5K	Parks capital and revenue	Spring 2023
	Add signage to bins support litter campaign 'Bin it or Take it Home'	M	PPO	N/A	Parks capital and revenue	As needed
	Installing fencing to the side entrance	H	Zonal Lead/Pavilion Tenant	TBC	Parks capital and revenue	Ongoing

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
Healthy, safe and secure	Revising some of the planting across the park to design out some of the antisocial behavior in the park.	H	Zonal Lead	£5k	Parks capital and revenue budget	June 2023
	Working with New Tenant/Friends on plans to create a community hub in the pavilion to include play and outdoor gym equipment	H	Zonal Lead/Friends/Tenant/Parks and Greenspaces Volunteering Officer	£tbc	Parks capital and revenue budget/external funding	As budgets allow
A sustainable place	Installing large capacity, clearly signed recycling bins in the park	M	Zonal Lead	Tbc	Parks capital and revenue	Spring 2023
	Friends work in the park	H	Zonal Lead	£500	People Need Parks Fund	2022-2023 Ongoing
Conservation and Heritage	Working with Friends on plans to create a community hub which will maintain the historic aspects of the building but upgrade them for more modern usage	H	Zonal Lead/Friends /Tenant	TBC	Possibly Heritage Lottery or similar	2022-23
Marketing and communication	All site signage to be upgraded to reflect new corporate style	H	Zonal Lead	Tbc	Parks Capital and revenue	Spring 2023
Management	Management Commence using ConfirmConnect for site inspections, once back-office set-up is complete	M	Zonal Lead			March 2022
Tennis Court refurbishment Project	Resurface of tennis courts with new fencing, digi lock gate and installation of floodlights	H	Project Officer	TBC	Project funds & LTA	Summer 2023

