

Camden Councils new Grounds Maintenance contract from April 2017

Frequently Asked Questions

1) What does the grounds maintenance contract cover?

The contract covers our 76 parks as well as the green spaces and play sites on our housing estates. The contracted services include horticulture tasks such as grass cutting, leaf & litter collection and hedge cutting, and play inspections and maintenance.

2) Will there be any significant changes to the grounds maintenance service?

Resident satisfaction levels with our parks and green spaces is high and we remain committed to maintaining the quality of these spaces as they are vital to the health and well-being of our residents, businesses and visitors.

Because of the reductions to our funding from Central Government however, we do have to find new and innovative ways of providing services across the council.

Our new contract with *idverde* will provide a flexible and sustainable nature conservation led grounds maintenance service which will help us to deliver quality green spaces that are even better for nature. We will also in future only be locking parks where there is evidence of a risk of harm.

We are working on a seamless transition to the new service on 1 April 2017. However, if you do see any changes you are not sure about, you can report these or seek further information by contacting: groundsmaintenance@camden.gov.uk

3) What will happen to the existing green space staff?

Existing OCS staff are being transferred to *idverde* and these changes have already been discussed with all the parks staff.

4) What do you mean by sustainable, conservation-led maintenance?

We are committed to planting quality plants in locations where they can thrive and in densities where the plants can suppress weed growth. It also means we are committed to only increasing the area of planted beds if we have the resources to maintain them over the long term. We will be following the principle of the right plant in the right place.

Drought tolerant plants will be selected where practical to reduce water usage after the establishment period. Where appropriate, we will install wildflower meadows or decrease the frequency of grass cutting.

5) Why will you be leaving more of our parks unlocked at night?

Many of Camden's parks and green spaces are already left open. We will be including 15 additional parks that we have identified to be safe and that can be managed using a flexible locking approach from the start of the new contract on 1 April 2017.

We will be reviewing a further 12 sites to determine their potential inclusion in the flexible locking regime from September 2017. Where there are emerging Anti-Social Behaviour issues on sites in the flexible locking regime, we will assess alternative ways of managing these sites, which may include locking them for a short period of time.

To find out more about our flexible locking approach please visit our [Parks unlocking pilot](#) information page.

6) **How can I find out whether my local park will be locked?**

Information on the locking status for all parks is available in the table below.

Parks that will retain their current open/unlocked status:		
Alexandra Road Park	Bell Moor	Burlington Court Triangle
Hillfield Road Open Space	Maygrove Walk	Pond Square
Euston Square (East and West)	Fortune Green	Goldington Crescent Gardens
St Johns Church Yard	South End Green	Spedan Close Open Space
Hampstead Road Open Space	Highgate Enclosures	Highgate New Town Open Space
West End Green	Whitfield Gardens	
Parks that will be included in a new flexible locking regime from 1 April 2017:		
Primrose Gardens	Lismore Circus	Regent Square
Camden Gardens	Three Point Park	St James' Gardens
St Georges Terrace	Falkland Place Open Space	Munster Square
College Gardens	Leighton Crescent	Broadhurst Copse
Maygrove Peace Park (play)	St Benet's Church Yard	Iverson Road Open Space
Parks that will be reviewed in September 2017 for potential future inclusion in the flexible locking regime:		
Antrim Gardens	Quex Road	St Andrew's Gardens
Tavistock Square	Brunswick Square	Cumberland Market
Alf Barrett	Judd Street Open Space	Harrington Square
Red Lion Square	Wicklow Street Open Space	Swiss Cottage (play)
Parks that will remain on the locking regime from 1 April 2017:		
Crabtree Fields	Camden Square Gardens	Chalcot Square
St Giles' Church Yard	St Pancras Gardens	Waterlow Park
St George's Gardens	Queen Square	Russell Square
Argyle Square	Bloomsbury Square	Mill Lane Open Space
Kilburn Grange	Marchmont Street Community Garden	Lincoln's Inn Fields
Oakley Square	Hampstead Cemetery (Out of scope)	St Martins Garden
Clarence Gardens	Rochester Terrace Gardens	Medley Road Orchard
The Warren	Cantelowes	Russell Nurseries Woodland Walk (Nature Reserve)
Polygon Road Open Space	Sumatra Road	Adelaide Road Nature Reserve (Nature Reserve)
Belsize Woods (Nature Reserve)	Westbere Copse (Nature Reserve)	Hampstead Green (Nature Reserve)
Minster Road (Nature Reserve)	Canalside Open space/Baynes Street Canalside Garden (Nature Reserve)	

7) Did you carry out public engagement on the new grounds maintenance service?

Yes - we carried out consultation over a period of six weeks from 17 September 2015 to 30 October 2015. The consultation showed that the majority of respondents supported conservation-led maintenance and a site by site approach to parks locking. An overview of the consultation and summary of findings can be found at: <https://goo.gl/MdnHx3>

We also engaged with local groups on our two parks unlocking trials in December 2015 and June 2016. The Review of 2nd Parks Unlocking Pilot can be found at [Parks unlocking pilot](#)

8) How can I speak to someone about potential changes to my local park?

One of our Grounds Maintenance Monitoring Officers will be in touch over the next few months where we are making changes and where there is a friend or neighbourhood group. If there is not a friends group on site and you would like to get in touch please email groundsmaintenance@camden.gov.uk.

9) How do I find my local “friends of group” or set up a friends group?

Please visit the [Camden website](#) or if you would like to set up a friends group email: parksofficers@camden.gov.uk.

10) How do I report Anti-Social Behaviour (ASB)?

To report an accident, fault, hazard or an ASB incident in a park please telephone Contact Camden on 020 7974 4444

Serious incidents of ASB should be reported to the police on 101, or 999 in an emergency or if a crime is taking place.

11) How can I get more information?

Please email groundsmaintenance@camden.gov.uk and one of the Grounds Maintenance Monitoring Officers will get back in touch with you.