

PRIORY PARK

Management and Maintenance Objectives



Reigate and Banstead Borough Council

December 2010

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PRIORY PARK

MANAGEMENT AND MAINTENANCE OBJECTIVES

ADOPTED BY REIGATE & BANSTEAD BOROUGH COUNCIL

JANUARY 2009

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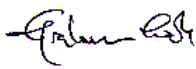
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REIGATE AND BANSTEAD BOROUGH COUNCIL STATEMENT

The Council Formally adopts this management plan and agrees to uphold the standards of maintenance and management indicated within it.

The Council commits to providing the requisite additional funds for ten years after the completion of the scheme.

Approved by Executive on 29th September 2005 and ratified by Full Council on 13th October 2005



Graham Cook. Director of Services to the Community

ACKNOWLEDGMENTS

This Management and Maintenance Plan was prepared by Land Use Consultants in close consultation with representatives of Reigate and Banstead Borough Council. In particular Robin Davis (Parks and Countryside Manager), Nina Porter (Project Manager – Regeneration), Peter Jones (Priory Park Officer) and Katharine Eberhart (Accountant) for all their time and input.

Land Use Consultants, 43 Chalton Street, London NW1 1JD, Tel: 020 7383 5784, Fax: 020 7383 4798, london@landuse.co.uk

Amendments Month/Year	Version No	Details	Amended By	Date issued
Jan 2009	Adopted Plan	Amendments to reflect additional post of PPIO and comments from HLF	PJJ	Jan 09
December 2010	Update I	Update and revision of plan to reflect tasks completed and milestones achieved	PJJ	Dec 10

I. MANAGEMENT VISION, AIMS AND OBJECTIVES

THE MANAGEMENT VISION

- I.1. With a coordinated management structure there also needs to be a management vision to help guide both the strategic development of the park and its day-to-day management.
- I.2. The overall management vision adopted by RBBC and SCC during the preparation of the Stage I HLF Bid is to be retained. The vision is:

“to achieve a balance of conserving and restoring the features, spirit and the coherence of the mature 18th century park; while enhancing its wildlife value, bringing new life to the Victorian/Edwardian gardens and other historic features and integrating high quality public recreational facilities and the function of the School and the Museum within the Priory and its landscape setting”.

AIMS

- I.3. Identified aims for the park are to:
1. **Positively welcome people** into the park, in terms of both physical and social access.
 2. Ensure a **healthy, safe and secure** experience for park users.
 3. Provide a **well-maintained and clean** park- maintaining the landscape, buildings and infrastructure of the park to consistently high standards.
 4. Improve the **environmental quality** and **sustainability** of practices carried out in the park.
 5. Maintain the **restored historic landscape character** and increase awareness and understanding of the Park’s heritage.
 6. Provide opportunities to increase **community use and involvement**, particularly through events, education, interpretation and building partnerships.
 7. Develop the park as a civic amenity, a source of pride, which realises the full potential of its historic and natural attributes and ensure **effective promotion** of the park as a community resource.
 8. Ensure all those involved (including the local community) in the management and maintenance of Priory Park **effectively use the Management Plan** as a working document.
- I.4. It should be noted that each aim and its associated objectives do not exist independently from the others and have been organised in this way for ease of use.

MANAGEMENT OBJECTIVES

- 1.5. This programme will be carried out to satisfy the vision for Priory Park and meet the management aims identified above. *It identifies the management objectives, how they will be achieved and who is responsible for achieving them. Where appropriate a timescale is given. The programme will be reviewed annually, and targets monitored to ensure timescales have been achieved. These objectives should be read in conjunction with the work plan within the Surrey Wildlife Trust report (see Appendix 12).*

I. A WELCOMING PLACE				
Aim: Positively welcome people into the park in terms of both physical and social access.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
I.1	Maintain and improve interpretative and directional signage ensuring clear information is available and easily interpreted, paying particular attention to the key 'gateways' (with contact details, byelaws).	Keep clear of graffiti, update information when necessary and ensure consistency in design. Repair damage, wear and tear.	As required Review information panels on a quarterly basis	Park Officer
I.2	Maintain entrances to ensure they are visually clear and promote a sense of arrival.	Carry out vegetation management in accordance with the maintenance schedule.	As required	Park Officer
I.3	Maintain visibility into and across the park where appropriate /at specific points.	Carry out vegetation management in accordance with the maintenance schedule.	As required	Park Officer
I.4	Promote links to other green spaces in the area and	In line with Council Policy – add detail in	2008	Park Officer

I. A WELCOMING PLACE

Aim: Positively welcome people into the park in terms of both physical and social access.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
	consider the way in which people travel to the park.	promotional leaflets.		
1.5	Ensure that the park and pavilion continues to be accessible to all.	Support visitors with disabilities who are reliant on public transport.	2008	Park Officer
		Develop a promotional leaflet which details access, facilities and methods of travel to the park.	2008 <i>Promotional leaflet produced and available for distribution in 2008. Second print run of 5000 leaflets in 2009. Available in Pavilion Council Offices and Help Shops008</i>	Park Officer
		Ensure staff undertake awareness training to ensure universal access is an everyday consideration		Park Officer
1.6	Remove barriers which may deter some users from visiting the park, aiming to meet the following targets: Improvement in satisfaction levels to achieve Green Flag level over 3 years	Work with the Youth Forum the Police and other agencies to develop an anti social behaviour plan	2008	Park Officer
		Prepare comprehensive operational plan for park to ensure high standards of management	2008	Park Officer

I. A WELCOMING PLACE

Aim: Positively welcome people into the park in terms of both physical and social access.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Implement Transport Plan proposals relating to car parking	2008	Park Officer
		Review performance and take appropriate remedial action	2009	Park Officer
1.7	Work effectively with access related partners	Arrange an annual review of the park with relevant partners	2008	Park Officer

2. HEALTHY, SAFE AND SECURE

Aim: To ensure a healthy, safe and secure experience for park users.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
2.1	Ensure play facilities and equipment is safe to use.	Playground inspection	Daily visual Weekly recorded Annual independent inspection	Park Officer /maintenance staff /contracted inspectors
2.2	Ensure all plant equipment and maintenance machinery is safe.	Regular servicing of equipment Checks on machinery Appropriate staff training	Minimum annually Daily As required	Maintenance staff
2.3	Ensure health and safety policies and risk assessments are in place, in practice and reviewed.	Carry out health and safety risk assessments of all buildings, paths, benches, infrastructure and soft landscape areas. Carry out tree safety inspections and keep an up to date record.	Annually Annually	Park Officer Woodland and Open Spaces Officer
2.4	Have procedures in place for events such as emergencies, fire procedures and first aid.	Ensure qualified first aider is on site and that the person is known to be so.	At all times	Park Officer

2. HEALTHY, SAFE AND SECURE

Aim: To ensure a healthy, safe and secure experience for park users.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
2.5	Encourage responsible dog ownership and good practice in the park.	<p>Enforcement of byelaws. Enforcement of The Fouling of Land Dogs Order (2007).</p> <p>Educate dog owners through interpretation by posting of byelaws and other guidance in main information boards.</p>	<p>At all times At all times</p>	<p>Park Officer / gardeners / maintenance staff</p> <p>Park Officer/ Interpretation Officer</p>
2.6	Increase the sense of safety and security in the park.	Ensure the Grounds Maintenance staff are provided with training in public liaison, first aid, and career development. Make sure they have a recognised uniform and sign written vehicles.	At all times	Park Officer / gardeners / maintenance staff
2.7	Liaise with local police to address crime issues and problems at the local level.	Council community wardens to work closely with police and Park Officer.	<p>As required</p> <p><i>Ongoing dialogue between Parks Staff Community Wardens and Local Beat Officer and PCSO</i></p>	Council community wardens

2. HEALTHY, SAFE AND SECURE

Aim: To ensure a healthy, safe and secure experience for park users.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
2.8	Promote the role that Priory Park plays in improving the quality of life of local residents (e.g. health/contact with nature).	Develop through Park Friends Group activities, walking and cycling routes and Conservation Tasks.	Refer to tasks detailed under I. A Welcoming Place above	
2.9	Create sense of local ownership by involving the local community in management.	Through Park Friends Group and schools activities.	Refer to tasks detailed under I. A Welcoming Place above	

3. WELL MAINTAINED AND CLEAN				
Aim: To provide a well maintained and clean park.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
3.1	Ensure that the park is kept clean and litter free.	Target response times, incorporate recycling, and adhere to specification for emptying bins.	Daily	Park Officer / gardeners / maintenance staff
3.2	Have procedures in place to deal with vandalism and graffiti.	Respond to acts of vandalism/graffiti.	Within 48 hours or immediately if offensive. <i>Graffiti dealt with by Neighbourhood Services Graffiti Buster Team in accordance with the Councils standard i.e. within 48 hours or immediately if offensive. Vandalism dealt with as soon as is practicable</i>	Park Officer
3.3	Grounds maintenance to be delivered to the highest standard throughout the park with consideration to specialised items of grounds maintenance.	Carry out all maintenance in accordance with the maintenance schedule. Carry out regular inspections to ensure work is of a high standard Ensure that all staff working at Priory Park are aware of the content of the management and maintenance plan.	As required by the schedule 2008 and ongoing as part of new staff induction process	Park Officer Park Officer Parks and Countryside Manager

3. WELL MAINTAINED AND CLEAN				
Aim: To provide a well maintained and clean park.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
3.4	Ensure buildings are maintained to a high standard.	Carry out all maintenance in accordance with the maintenance schedule	As required by the schedule	Park Officer
3.5	Ensure the Grounds Maintenance staff are provided with training and career development in horticulture and landscape management.	Staff appraisal. Training development plan.	Annually Annually	Parks and Countryside Manager
3.6	Foster a sense of community ownership thereby increasing respect and care of the park.	Involve the Park Friends Group in 'on the ground projects'.	Refer to tasks detailed under I. A Welcoming Place above	
3.7	Maintain consistency in site furniture design.	Ensure all replacements match existing (refer to supplier lists – to be provided at Stage III).	2008	RBBC
3.8	Actively manage the lake	Carry out water quality checks. Carry out bank side maintenance.	Annually Annually	Park Officer Park Officer
3.9	Strive to attain and maintain a Green Flag Award for quality.	Complete Green Flag application.	2009 <i>Green Flag achieved for 2009/2010 and 2010/2011</i>	Parks and Countryside Manager / Park

3. WELL MAINTAINED AND CLEAN				
Aim: To provide a well maintained and clean park.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
			<i>Application for 2011/2012 Green Flag submitted</i>	Officer

4. SUSTAINABILITY				
Aim: To improve the environmental quality and sustainability of practices carried out in the park.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
4.1	Minimise use of pesticides.	Develop RBBC statement.	2008	Parks and Countryside Manager
4.2	Encourage waste recycling.	Provide green waste recycling / capability within the depot area facilities and ensure staff are aware of policy.	2008 <i>Green waste recycling facility installed in depot in 2009</i>	Park Officer
		Include recycling requirement within operating specification for pavilion.	2008	Estates Manager
4.3	Promote wildlife protection, biodiversity management and environmental education/ awareness in line with Biodiversity Action Plans.	Follow Annual Action Plan set out in this Management Plan and the SWT document.	2008	Park Officer
4.4	Employ and develop management and maintenance practices to promote biodiversity.	Carry out operations as set out in the maintenance schedule e.g. the meadow areas.	2009	Park Officer

4. SUSTAINABILITY				
Aim: To improve the environmental quality and sustainability of practices carried out in the park.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Develop programme of active management for the woodlands using the Surrey Wildlife Trust Report as guidance.	2008	Park Officer
		Engage Friends Group/educational users in conservation management activities e.g. Provide boxes for birds and bats in appropriate locations.	2008	Park Officer
4.5	Ensure sustainability in management.	Recycle all waste paper/other waste products.	2008	Parks and Countryside Manager
4.6	Keep pollution to a minimum and be energy and water efficient.	Prepare RBBC Statement.	2008	Parks and Countryside Manager
4.7	Ensure staff are trained to understand environmental issues, principles of sustainability and management practices to increase biodiversity.	Provide staff training specific to the requirements of Priory Park through the internal appraisal process.	2008	Parks and Countryside Manager

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
5.1	Ensure appropriate management of natural features, wildlife and flora, landscape features and building and structural features.	<p>Ensure all maintenance is carried out according to the maintenance schedule.</p> <p>Consider extending areas to be managed as meadow grass.</p> <p>Train Park Manager/maintenance staff in specialist historic planting/gardening skills.</p>	<p>As required by the schedule</p> <p>2009</p> <p>2009</p>	<p>Park Officer</p> <p>Park Officer</p> <p>Parks and Countryside Manager</p>
5.2	Maintain important views from the site and inform the public of their historic significance.	<p>Vegetation management in accordance with the maintenance schedule and the Surrey Wildlife Trust report.</p> <p>Conserve views from the Sunken Garden across the park.</p> <p>Information provision on views.</p>	<p>As required by the schedule</p> <p>Refer to tasks detailed under I. A Welcoming Place above</p>	Park Officer

5. CONSERVATION AND HERITAGE				
Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.				
	Objective	Implementation/Task	Timescale/frequency	Responsibility
5.3	Raise awareness of all aspects of the heritage value of the park.	Develop information panels and other methods of interpreting the heritage value of the park.	Refer to tasks detailed under I. A Welcoming Place above <i>Information and interpretation of heritage available through info boards in pavilion and help shops</i>	Park Officer/ Interpretation Officer
5.4	Protect the fabric and historical integrity of the park.	Carry out maintenance in accordance with the maintenance schedule and the character area management objectives.	As required by the schedule	Park Officer
5.5	Ensure that all park visitors gain a general awareness of the park's built, landscape and natural heritage with the target of raising the level of awareness and value placed by users on heritage.	<p>Implement proposals for display and in situ interpretation (see detailed proposals in Appendices 2 to 4 of the Interpretation and Education Plan).</p> <p>Ensure that Marketing Plan gives prominence to heritage issues</p> <p>High priority given to heritage in 're-launch' of the park</p>	<p>2008 <i>Display in welcome area of building detailing history of site and restoration work.</i></p> <p>2008</p> <p>2008 <i>Achieved</i></p>	<p>Park Officer</p> <p>Park Officer</p> <p>Park Officer</p>

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
5.6	<p>Create opportunities for further exploration for visitors who want a more extensive knowledge and understanding of the park's heritage. The following targets will be met: Guides/leaflets distributed <u>Year 1</u> – 5,000 <u>Year 2</u> – 6,000 <u>Year 3</u> – 7,000</p>	<p>Prepare and publish Landscape Heritage Trail Guide Nature Trail Guide Children's Discovery Guide</p> <p>Begin developing website as an interpretation resource</p> <p>Assess value of producing more sophisticated publications</p> <p>Launch and monitor web pages with heritage content</p>	<p>2008 Tree walk leaflet Circular walk leaflet Treasure hunt Wildlife leaflet Leaf Hunt Bug Hunt</p> <p>2008 <i>Site specific pages developed on council's web site to signpost details of history, restoration plans and site events.</i></p> <p>2009 <i>Initial publications reviewed and new artwork commissioned and used for publications and leaflets</i></p> <p>2009</p>	<p>Park Officer</p> <p>Park Officer</p> <p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p>

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Begin to implement a further publications programme if required	2010 <i>Additional leaflets produced i.e. Archaeology of the Priory Park Circular Walk</i>	Park Officer/ Interpretation Officer
		Review and update and improve website	2010 Web reviewed quarterly and improvements carried out	Park Officer/ Interpretation Officer
5.7	Develop a programme of activities and events that will allow adults and children to become directly involved in heritage related initiatives. The targets for years 1-3 will be: <u>Year 1</u> – 4 events <u>Year 2</u> – 7 events <u>Year 3</u> – 10 events	Further research among users and heritage organisations to establish activity priorities Develop two guided walks which can be repeated as a standard part of the park programme. Introduce one activity day - children's activities, archaeology, nature conservation work etc.	2008 2009 2009	RBBC Park Officer/ Interpretation Officer Park Officer / Interpretation Officer

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Arrange one talk	2009	Park Officer / Interpretation Officer
		Introduce feedback mechanism for users to link into programme reviews	2009	Park Officer / Interpretation Officer
		Add one walk, one talk and one activity [minimum]	2010	Park Officer/ Interpretation Officer
		Review programme and plan for Year 3	2010	Park Officer / Interpretation Officer
		Add one walk, one talk and one activity [minimum]	2011	Park Officer / Interpretation Officer
		Review programme	2011	Park Officer/ Interpretation Officer

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
5.8	Work effectively with heritage related partners and organisations to implement the Interpretation Plan	<p>Liaise with partner groups and volunteers to assess the potential for partner and volunteer assistance on programme development – SWT, Reigate Society, Museum, RACV, Reigate Priory School, Friends etc.</p> <p>Complete service agreements with partners where required</p>	<p>2008</p> <p>2009</p>	<p>Park Officer/ Interpretation Officer</p> <p>Parks and Countryside Officer</p>
5.9	Develop an audience for heritage related activities and events with the target being to increase in rating of heritage value by users	<p>Ensure that park heritage has a high profile in marketing awareness activities and the re-launch of the park</p> <p>Use the website to build public knowledge of park heritage</p> <p>Discuss with museum/ school the possibility of access to the Priory for organised tours</p> <p>Reach mutual promotion agreements with other catchment heritage sites</p>	<p>2008</p> <p>2008</p> <p>2008</p> <p>2009</p>	<p>Park Officer</p> <p>Park Officer</p> <p>Park Officer</p> <p>Park Officer/ Interpretation Officer</p>

5. CONSERVATION AND HERITAGE

Aim: To maintain the restored historic landscape character and increase awareness and understanding of the parks heritage.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
	Work with Surrey County Council to support ongoing maintenance of the Priory building	Introduce a package of heritage related activities [see Interpretation and Education Plan] such as guided tours	2009	Park Officer/ Interpretation Officer
Promote Priory Park as a heritage destination through marketing materials and the Council's website		2009	Park Officer/ Interpretation Officer	
Organise a major heritage related event		2010	Park Officer/ Interpretation Officer	
Review impact on heritage audience and develop further forward plan		2011	Park Officer/ Interpretation Officer	
Undertake review of progress against agreed maintenance plan via Joint Member Steering Group		Annual	Parks and Countryside Manager	

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.1	Assess the number and profile of users, the pattern of use and users perception of safety and enjoyment following the restoration of the park.	Undertake park user survey and use this information to guide and support management objectives.	Annually	Parks and Countryside Manager
6.2	Increase the overall levels of usage of Priory Park with target levels being: (current estimated use 190,000) <u>Year 1</u> - 205,000 users <u>Year 2</u> - 212,000 users <u>Year 3</u> - 215,000 users	Major awareness campaign to ensure that users and prospective users are aware of the improvements to the park and new facilities Continuing marketing programme to promote park usage Introduce a monitoring programme to track changes in audience levels and audience profile Review impact of audience development initiatives and prepare further forward plan	2008 2009 2009 2011	Park Officer Park Officer/ Interpretation Officer Park Officer Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.3	Increase the number of new users visiting the park	<p>Leaflet distribution in Reigate High Street and other main town centres directed at new users</p> <p>Open days with taster sessions to encourage new users</p> <p>Specific marketing campaign aimed at new users</p>	<p>2009</p> <p>2009</p> <p>2010</p>	<p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p>
6.4	<p>Fully use the resources of the park to provide educational opportunities for schools by aiming to reach the following target:</p> <p>Number of school visits to the park per year [not including Reigate Priory School]</p> <p>Year 1 - 8 Year 2 - 12 Year 3 – 16</p>	<p>Detailed discussion with individual local schools on their needs and requirements</p> <p>Identify which park resources are of most value to schools and agree priority areas for developing use</p>	<p>2008 <i>Local schools approached setting out the potential of using site for educational purposes. Resulted in a poor response from schools. Review situation in future years</i></p> <p>2008</p>	<p>Park Officer</p> <p>Park Officer</p>

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		<p>Identify barriers to school use and prepare proposals to tackle these</p> <p>Arrange school visits to the park</p> <p>Receive and analyse feedback from school visitors</p> <p>Continuing liaison with and feedback from schools agreeing annual education development plans</p>	<p>2008 <i>Barriers are that there is limited parking on site. Transport costs from schools to site are prohibitive There are no classroom facilities on site to accommodate learning</i></p> <p>2009</p> <p>2009</p> <p>2010 <i>Further approaches to schools but so far only ad-hoc visits achieved</i></p>	<p>Park Officer</p> <p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p>

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.5	Maximise support to schools who wish to use the park for education and develop materials and facilities to meet their needs. The target is to ensure that one new visit framework/ discovery trail with support materials completed in each of the first three years.	Identify discovery trails and structure frameworks for half day/ whole day school visits	2009	Park Officer/ Interpretation Officer
		Begin preparation of materials to support school visits	2009 <i>Liaison with schools has not resulted in any joint activities</i>	Park Officer/ Interpretation Officer
		Create plan for the development of a web database to support school visits with, for example, details of wildlife species to be found in the park and historical background	2009 <i>Schools visit site independantly. Attempts to encourage officer/teacher participation are proving difficult to achieve</i>	Park Officer/ Interpretation Officer
		Organise open session for teachers to launch education programme and materials	2009 <i>See above</i>	Park Officer/ Interpretation Officer
		Complete and issue first visit resource pack	2009	Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
	Attract a higher percentage of 45+ users with target being to bring the level of use by over 45 year olds in line or exceeding the national average.	Begin to create web database	2009 <i>In place</i>	Park Officer/ Interpretation Officer
		Review session with teachers to assess materials and forward plan other developments	2010	Park Officer/ Interpretation Officer
		Complete web database	2010	Park Officer/ Interpretation Officer
		Monitor web usage	2010	Park Officer/ Interpretation Officer
		Feedback exercise on web use	2010	Park Officer/ Interpretation Officer
		Engage with groups representing older users to explore issues relating to their usage in more depth	2009	Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Outreach visits to relevant groups to promote park re-launch	2009 <i>Talk given to local Probus Club</i> <i>Talk given to 41 Club</i> <i>Visit by RICS to explore result of restoration</i>	Park Officer/ Interpretation Officer
	Actively engage young users in constructive activities aiming to meet the following targets: Year 1 – 20 young people engaged in activity programme Year 2 – 25 young people Year 3 – 30 young people	Work with Youth Forum and other Youth agencies to explore potential for activity Programmes Introduce at least 1 regular activity directed at young users	2010 2009 <i>Youth Forum responsible for Youth Zone as part of Priory Park Community Day event</i> <i>Young people involved in Sports Festival in conjunction with YMCA Fun Run</i>	Park Officer/ Interpretation Officer Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
	<p>Increase opportunities to enjoy the park through developing a programme of activities and events</p> <p>Target</p> <p>Year 1 – 4 new activities/ events</p> <p>Year 2 - 2 additional new activities/ events</p> <p>Year 3 – 2 additional new activities/ events</p> <p>Measurement -</p> <p>Activity/ event records</p>	<p>Introduce at least 1 other young persons' activity</p> <p>Review performance and take further action if necessary to reach targets</p> <p>Identify potential Year 1 activities and events for the park - possibly through some further market testing</p> <p>Carry out feasibility studies on selected activity and event proposals</p> <p>Introduce 4 new activities / events to diversify audience profile and offer wider range of "things to do"</p>	<p>2010</p> <p><i>Youth Zone at Community day</i></p> <p><i>Robin Hood Day</i></p> <p><i>Mammal Workshop</i></p> <p><i>Ceramic Art Workshop</i></p> <p><i>Junior Tennis Coaching</i></p> <p>2011</p> <p>2008</p> <p>2008</p> <p>2009</p> <p><i>Outdoor Cinema event over two days in August.</i></p>	<p>Park Officer/ Interpretation Officer</p> <p>Park Officer/ Interpretation Officer</p> <p>Park Officer</p> <p>Park Officer</p> <p>Park Officer/ Interpretation Officer</p>

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
	<p>Maximise the contribution which the café/pavilion will make to audience development with the targets being:</p> <p>Cafe attracting a wide range of users</p> <p>Café in use for groups and activities</p>	Expand activity and events base by 2 additional activities/ events	2010	Park Officer/ Interpretation Officer
		Expand activity and events base by 2 additional activities/ events	2011	Park Officer/ Interpretation Officer
		Review operating proposals for cafe to ensure that they have a broad based appeal	2009	Park Officer
		Include in operator specification a requirement to allow Council to use cafe flexibly to increase its value to park users.	2008 <i>Agreement with Café operator that council has use of building outside of their trading hours</i>	RBBC
		Monitor and review café use and operation	2009 <i>Review carried out with Operator , Legal and Property Team and Park Management</i>	Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.6	Develop audiences for income generating activities with the aim of meeting the Business Plan annual income targets	Engage with local clubs and sport governing bodies to prepare individual sport development plans	2009 <i>Leisure team dealing with development plans and liaison with local clubs and organisations</i>	Park Officer/ Interpretation Officer
		Establish booking system for tennis courts/ croquet/ petanque – if possible including internet booking	2009 <i>Request submitted to IT support to investigate potential for online booking system. Independent Tennis Coach running coaching as an open session for all comers.</i>	Park Officer/ Interpretation Officer
		Launch croquet and petanque taster sessions	2009 <i>Reigate Croquet Club running taster session through summer 2010</i>	Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Organise junior tennis coaching camps during school holidays	2009 <i>Junior tennis coaching arrange and in place for summer</i>	Park Officer/ Interpretation Officer
		Advertise sports activities in council leisure centres and on websites	2009 <i>Details of activities on web site and in Help Shops</i>	Park Officer/ Interpretation Officer
		Further develop of school holiday sports coaching	2010 <i>Leisure section arranging and running holiday schemes</i>	Park Officer/ Interpretation Officer
		Review sports activity prices to ensure that they are effectively positioned to maximise income	2010 <i>Football pitches maintained at 4 Charges reviewd inline with Councils policy Cricket square re-established and discussions with local teams to use for games</i>	Park Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.7	Further develop the role and contribution of the Friends of Priory Park with the aim being to have an active and fully involved Friends' organisation.	Establishment of a firm operating basis for the Friends group and recruitment of additional members Minimum 4 meetings of Friends Reports to Friends on delivery action plans in all plans	2008 <i>Friends group active and involved in dialogue regarding site management</i> Annually Annually	Park Officer/ Interpretation Officer Park Officer/ Interpretation Officer Park Officer/ Interpretation Officer
6.8	Develop good working partnerships with a range of local and specialist organisations with targets being: <u>Year 1</u> – 2 continuing partnerships established <u>Year 2</u> – 1 additional partnership <u>Year 3</u> – 1 additional partnership	Contact meetings with local and specialist groups to develop partnerships to facilitate programme delivery Development of detailed service delivery agreements with partners	2008 2009	Park Officer Park Officer/ Interpretation Officer

6. COMMUNITY INVOLVEMENT

Aim: Provide opportunities to increase community use and involvement, particularly through events, education and interpretation.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
6.9	<p>Create a regular volunteer force to assist in park activities and events with the targets being:</p> <p><u>Year 1</u> – 25 volunteer days <u>Year 2</u> – 30 volunteer days <u>Year 3</u> – 35 volunteer days</p>	<p>Liaison with established local volunteer groups</p>	2008	Park Officer
		<p>Campaign to attract volunteers to contribute to park activity and event programmes</p>	2008	Park Officer
		<p>Volunteer recruitment events</p>	2008	Park Officer
		<p>Introduce Volunteer section to Priory Park website</p>	2009	Park Officer/ Interpretation Officer
		<p>Annual volunteer recruitment drive</p>	Annually, starting 2009	Park Officer/ Interpretation Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
7.1	Ensure that users and potential users within the catchment area are kept fully informed of the developments at Priory Park during the implementation of the scheme	Develop the existing web access to give a full background to the scheme and to feed in news stories about the construction.	2008	Park Officer
		Develop a separate Priory Park website	2008 <i>Achieved</i>	Park Officer
		Exhibition about restoration in shopping centres and libraries around the borough	2008	Park Officer
7.2	Prepare and execute a launch programme which will draw wide public attention to the renewed park and what it offers in which new facilities will have a high profile.	Plan and organise launch activities	2008 <i>Achieved</i>	Park Officer
		Engage Friends, local community groups and schools with the process	2008	Park Officer
		Seek sponsorship for launch activities	2008 <i>Achieved</i>	Park Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		See Appendix I of Marketing Plan for options for developing a launch programme	2008	Park Officer
7.3	Fully promote the heritage aspects of the park	Ensure that heritage has a high profile in awareness plan and launch [See Appendix I of the Marketing Plan]	2008	Park Officer
		Use of heritage images [restored and natural features] on website and in marketing materials.	2009	Park Officer
		Build links with other landscape and natural heritage sites within and near the catchment for distribution of information about the park.	2009	Park Officer/ Interpretation Officer
		Negotiate with local heritage organisations for references in their newsletters / websites – the Reigate Priory Museum website and the Reigate Society newsletter for example	2009	Park Officer/ Interpretation Officer
		Include the museum in promotional materials as part of the heritage ‘package’	2009	Park Officer/ Interpretation Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Mount special exhibitions in the Welcome Space relating to heritage aspects of the park	2009	Park Officer/ Interpretation Officer
		Widely advertise within the park the Review and forward plan availability of heritage guides to the park [Landscape Heritage Trail, Nature Trail and Children's Discovery Trail] and ensure that they are prominently displayed at the pavilion in the café and welcome space	2009	Park Officer/ Interpretation Officer
		Negotiate with the Museum to distribute park guides	2009	Park Officer/ Interpretation Officer
		Review and forward plan	2010 & 2011	Park Officer/ Interpretation Officer
7.4	Maximise future usage of the park	Commission and prepare new leaflet for general distribution – A4 full colour folded to DL	2008	Park Officer
		Create distribution network for future materials including council offices, libraries, sports centres, local businesses etc.	2008	Park Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		Negotiate with Morrisons for promotional space in the store/ car park	2008	Park Officer
		Ensure that information about the park is visible to external passers by	2008	Park Officer
		Review leaflet take up and develop top up system for distribution outlets	2009	Park Officer/ Interpretation Officer
		Review and reprint leaflet as necessary	2009	Park Officer/ Interpretation Officer
		Continue regular press coverage	2009	Park Officer/ Interpretation Officer
		Develop mailing list and e-mailing list	2009	Park Officer/ Interpretation Officer
		Introduce web newsletter	2009	Park Officer/ Interpretation Officer
		Review and forward plan	2010 & 2011	Park Officer/ Interpretation Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
7.5	Attract a wide range of users and, in particular, increase the number of new users and users over 45	Carry out additional market research/ market testing as necessary to further identify how best to reach non users and users over 45	2009	Park Officer/ Interpretation Officer
		Ensure that café operator includes effective café launch campaign as part of proposals	2008	Park Officer
		Outreach visits to local organisations for older users	2008	Park Officer
		Review annual survey results to identify continuing under representation of specific user groups and develop remedial action plans to ensure that the park attracts a broad user base.	2009	Park Officer/ Interpretation Officer
		Review and forward plan	2010 & 2011	Park Officer/ Interpretation Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
7.6	Provide appropriate marketing support to activities and events in order to maximise their attendances	Develop specific targeted promotional plans for sports activities – in particular the introduction of the booking/ payment system for tennis.	2008	Park Officer
		Install notices at tennis courts, croquet lawn and petanque area giving information about usage arrangements	2008	Park Officer
		Ensure that marketing is included as part of the plan for each activity/ event	2009	Park Officer/ Interpretation Officer
		Advertise all activities and events on website	2009	Park Officer/ Interpretation Officer
		Use the e-mailing and mailing lists to promote individual events	2009	Park Officer/ Interpretation Officer
		Use welcome space as a major promotional area	2009	Park Officer
		Use temporary advertising boards at main entrances to park to promote specific activities and events	2009	Park Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
7.7	Reinforce perceptions of the park as a safe, pleasant and well managed place to visit	Ensure that police presence and management change have high profile in awareness and launch campaigns	2008	Park Officer
		Draw attention to these attributes in leaflet and other promotional materials e.g. maintained by a team of specialist horticultural staff	2008	Park Officer
		Run press story on Community Police Service	2008	Police
		Seek Green Flag Award as public recognition of the high standards of management	2009 <i>1st Green Flag Application submitted and Green Flag awarded</i> <i>2nd Green Flag Application</i>	Park Officer / Parks and Countryside Manager

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
7.8	Develop community support for the park	Organise partners and volunteers reception	2008	Park Officer
		Advertise Friends meetings and volunteer drives on park notice boards and in pavilion	2009 <i>Details of Friends Group in quarterly newsletter and in notice boards in park and in Pavilion AGM held in Pavilion</i>	Park Officer/ Interpretation Officer
		Run volunteer related stories in press on website and in council publications	2009	Park Officer/ Interpretation Officer
		Ensure good media coverage of community related stories and events	2009	Park Officer/ Interpretation Officer
		Develop concept of annual open day – meet the staff/ behind the scenes etc.	2009	Park Officer/ Interpretation Officer
		Park Manager to hold 4 advertised drop in open forums a year for park users	2009	Park Officer/ Interpretation Officer
		Introduce feedback form for users in welcome space/ cafe	2009 <i>Questionnaire/feedback form available to park users both on site and through web site</i>	Park Officer/ Interpretation Officer

7. MARKETING PLAN

Aim: Ensure effective promotion of the park as a community resource.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
		1st annual open day	2010	Park Officer/ Interpretation Officer
		Review and forward plan	2010 & 2011	Park Officer/ Interpretation Officer
7.9	Ensure all officers and maintenance staff are kept well informed of all marketing/promotions/events in the park.	Brief all staff as required.	2008 Onwards <i>Details of all events in park notified to Officers and Staff via e-mail and through Team Meetings</i>	Park Officer

8. MANAGEMENT

Aim: Ensure all those involved in the management and maintenance of the Park effectively use the Management Plan as a working document.

	Objective	Implementation/Task	Timescale/frequency	Responsibility
8.1	Implement the management and maintenance plan	Appoint a new Park Manager x 1 and Interpretation Officer x 1	2009	Parks and Countryside Manager
8.2	Ensure greater on site staff presence	Appoint new gardeners/maintenance staff	2009	Parks and Countryside Manager
8.3	Make Management Plan available to staff at all levels and by different park user groups.	Copy to be available in Park Office. Other on-site staff to have copies.	2009 and ongoing 2009 and ongoing	Park Officer Park Officer
8.4	Ensure effective monitoring of the Management Plan.	Implement monitoring process by meetings between Council / user groups thereby continually reviewing and updating the Management Plan.	Start 2009 - annually	Park Officer/ Interpretation Officer
8.5	Ensure management is financially sound. Council to commit to provide necessary funding to maintain to necessary standard.	Follow Best Value aims to provide excellent quality of service and relevance to local people.	2009	Park Officer/ Interpretation Officer

2. MANAGEMENT

- 2.1. This chapter describes the management structure for Priory Park ensuring that the restored landscape is managed to its full potential. It is important that staff at all levels share an understanding of the vision, aims and objectives for the park and also have the necessary skills/training.

MANAGEMENT AND MAINTENANCE ARRANGEMENTS

- 2.2. Reigate and Banstead Borough Council (RBBC) Parks and Countryside Service maintain all areas of the public park including the playing fields which were formerly owned by Surrey County Council (SCC). SCC maintains the Priory courtyards, the flat garden west of the Priory, school playground and the road through the school. RBBC Engineering Services maintains the Bell Street car park.
- 2.3. Previously the RBBC parks maintenance operations were carried out by a private contractor, which was selected by competitive tender against a performance specification in 1997. The contract ran to 2002 but was extended to 2003 and was further extended to the end of 2004.
- 2.4. Priory Park has been managed and maintained by in-house RBBC officers and maintenance team since January 2005. In summary the Management and Maintenance of the Park is the responsibility of the Parks and Countryside Manager, who is supported by a number of Parks staff. Prior to refurbishment there was one full time skilled operative who was supported by a seasonal operative. In addition to the site based staff there are maintenance teams who carry out operations such as grass cutting and sport pitch maintenance.
- 2.5. The aim of having all the maintenance carried out by directly employed staff is to improve the quality of provision and increase the direct control of officers.
- 2.6. The day to day management and maintenance of the Park is undertaken by the following staff:

Park Officer: the purpose of the role will be to implement the management and maintenance of Priory Park as detailed within the Management and Maintenance Plan. To support and assist the Priory Park Interpretation Officer who is responsible for marketing and promoting the site. (S)he will help the community and visitors to enjoy the park whilst ensuring that the needs of landscape heritage, wildlife, and the varied user groups are fully considered. The Park Officer will be based in the new pavilion and will be a recognisable on site presence (see Appendix 13 for full job description).

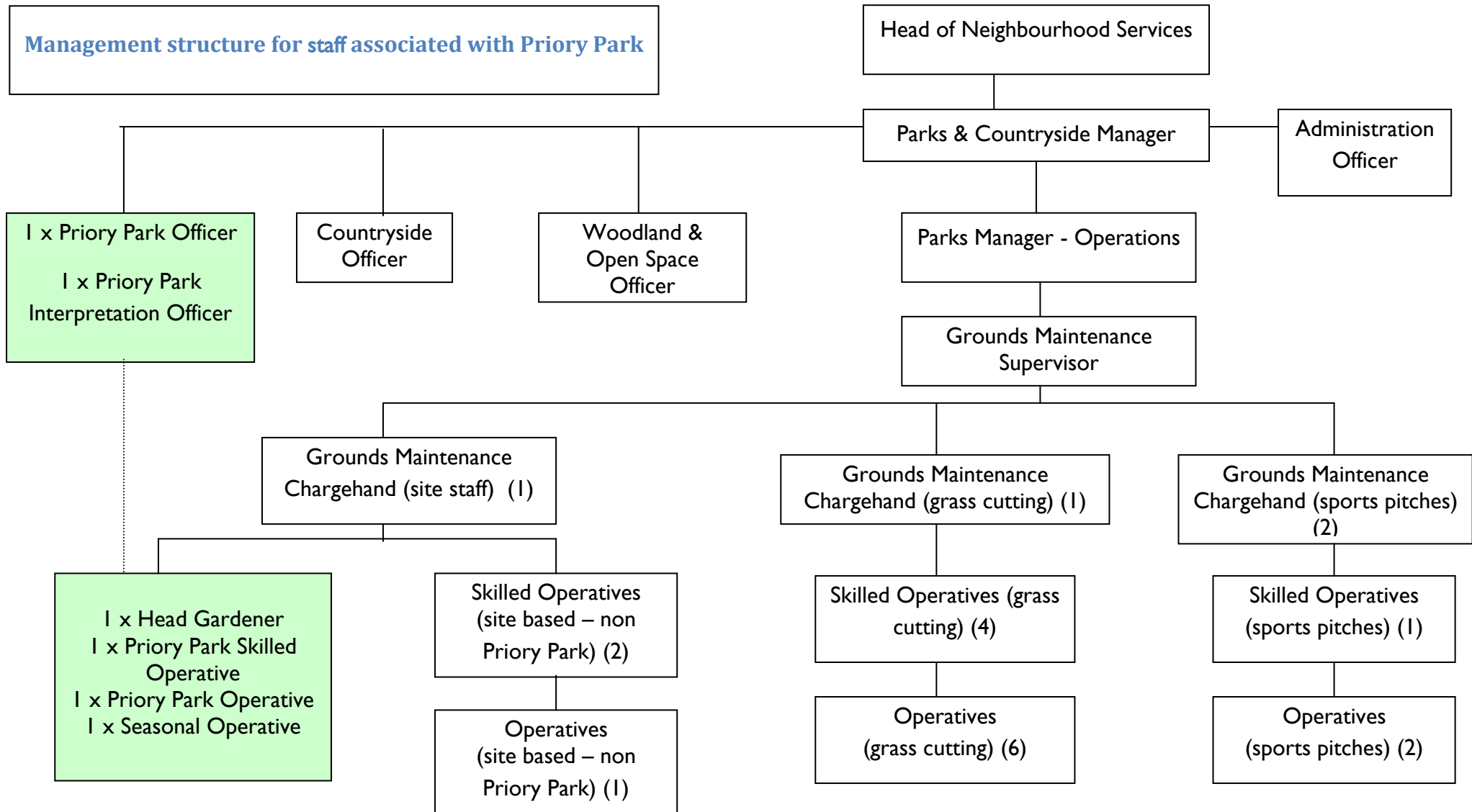
Interpretation Officer: the purpose of the role will be to deliver a range of initiatives to increase the number and diversity of visitors to Priory Park and improve their understanding and experience of the Park. To support the Priory Park Officer who is responsible for management and maintenance of the Park. To implement the marketing and promotion of Priory Park as detailed within this Management and Maintenance Plan. (S)he will help the community and visitors to enjoy the park focusing particularly on promoting the sites heritage and facilities ensuring that the

needs of landscape heritage, wildlife, and the varied user groups are fully considered. The Interpretation Officer will be based in the new pavilion and will be a recognisable on site presence (see Appendix 13 for full job description).

Horticulturist: at the skilled operative level the horticulturist will be responsible for carrying out and overseeing specialist grounds maintenance/gardening tasks in order to raise the horticultural standards to a level appropriate to the historic landscape. The Horticulturist will be based on site at Priory Park.

Grounds maintenance operatives: two operatives are based full time at Priory Park; these are supported by a **seasonal operative** (0.6 x fulltime) and one **weekend assistant** (0.4 x full time).

- 2.7. As of May 2008 onsite staff are supported by mobile staff who carry out bulk grass cutting, sport pitch work.
- 2.8. The play area is inspected and maintained by site staff on a daily basis and is inspected and maintained on a weekly and annual basis by outside contractors.
- 2.9. The management structure is illustrated in the table below (note: the green shaded box indicates staff based in Priory Park). The key positions and their roles are described briefly in Appendix 13.
- 2.10. The Maintenance team has the use of a depot area with buildings situated to the north of and accessed from Bell Street car park. The built and open space is tight and facilities need upgrading.
- 2.11. All machinery used in the maintenance of the park is owned by RBBC and stored at the park's depot area. A RBBC mechanic based at the Park Farm depot maintains the machinery. Vehicles are also owned by RBBC but are maintained by a central fleet workshop at Earlswood Depot.
- 2.12. Tree maintenance is undertaken by a specialist contractor. The tree officer carries out a tree survey and instructs the work.



3. MAINTENANCE

- 3.1. This chapter provides guidance for the maintenance of all elements of the restored park. The maintenance regimes are shown in the landscape maintenance plan. Frequencies and cost for the maintenance of the park are also provided.

A SOFT LANDSCAPE

A1 Fine Lawn

- 3.2. Fine lawn areas within Monks Walk, Priory Lawns, Pavilion Lawns, Croquet Lawn and the Sunken Garden will be maintained as a healthy, close mown sward (Maximum height of 25-35mm high) with minimal weed growth and with full complement of fertilising, scarifying and other maintenance operations as well as regular cutting, with edges neatly maintained and worn areas repaired. Specific measures will be implemented in the first year of establishment, such as levelling out bumps and hollows to ensure that the newly laid areas of turf provide a high quality surface. A high in Nitrogen N:P:K fertiliser will be applied each year in May.
- 3.3. Arisings will only be removed when leaving them would result in swathes of cut grass lying on the surface, if grass has been left longer than normal for example. Otherwise arisings will be left but the lawns will be scarified at the end of each year to avoid build-up of thatch. Leaf clearance will be undertaken from October until January to prevent damage to the sward.

A2 Bulbs in Grass

- 3.4. The stone circular areas within the Pavilion Lawns contain bulbs and will require a specific cutting regime. These areas will be left uncut until after flowering, a period of at least four weeks to allow the bulbs to set. The first cut will usually be fairly high to cut and remove longer grass and bulb leaves, with subsequent cut to bring the grass down to an acceptable level for amenity grass. Hand raking will be carried out following the first two cuts to tidy and remove arisings. During the rest of the year the grass will be maintained as fine lawn.

A3 Medium Grass

- 3.5. The majority of the grass areas in Priory Park will be maintained as medium / amenity grass. Generally the height of grass will remain between 25mm and 75mm throughout the growing season. Mowing will be undertaken using a ride-on seven-cylinder mower. Edges will be trimmed throughout growing season where they are encroaching on paths. Leaf clearance will be undertaken throughout the months of October to January. The level of additional maintenance will depend on the level of use, with increased repairs, fertilising, scarifying etc in those areas subject to heavy wear to ensure good grass coverage is maintained.

A4 Meadow Grassland

- 3.6. The grassland areas within the East and North Perimeter Woodlands will be maintained as spring flowering meadow cut once in July to a height of 500 mm using a reciprocating cutting machine. The cuttings will be removed from site within 48 hours but will be left for at least 24 hours to allow any invertebrates to move to other areas and for any seed to drop. The grass will be left to grow on during the rest of the summer, with the option to second cut in late September / October. The

effects of this cutting regime will be monitored through survey work and the timing / frequency of cutting adjusted if necessary to maximise the biodiversity benefits. Leaf clearance will be undertaken twice per year between October to January using tractor towed or mounted equipment.

- 3.7. Although the grass is allowed to grow longer, these areas will still be kept litter free, with margins of shorter grass alongside the paths to give the impression to users that these areas are intentional and are still being well maintained.

A5 Annual Bedding Displays

- 3.8. This small bedding area in the Sunken Garden will provide a focal point of colour and variety with a double rotation display of annual spring and summer planting for maximum impact throughout the year. Plant choice will reflect the character of the garden. Maintenance will include spring and summer bed preparations and planting with routine weed removal and dead heading and irrigation to maintain the high quality appearance of the display.

A6 Herbaceous Borders

- 3.9. The majority of herbaceous planting is concentrated within the East Wing and Monks Walk and is where the most intensive horticultural maintenance will be required. These areas feature a combination of herbaceous perennials, shrubs and climbers. Planted areas will be maintained in weed free and healthy condition with routine operations to provide a free flowing and foliage display.
- 3.10. During the growing season, taller herbaceous perennials will be supported with 'pea sticks', where possible utilising woody natural material found on site. Any bare areas between plants will be forked over in winter, cutting back foliage when the plants have completely died back. Attractive seed heads and grasses may be left over the winter, which could have added benefits for wildlife.

A7 Shrub Beds

- 3.11. Shrub beds will be managed to maintain a healthy stock of plants. The edges of the beds will be neatly defined. Areas of bare earth will be kept weed free and mulched annually to discourage weed growth, to maintain moisture levels in the soil and to improve the appearance of the bed. Beds will be fertilised once per year and irrigated as necessary in dry periods to maintain the health and vigour of the plants.
- 3.12. Pruning will be carried out on shrubs that require it according to species to remove the dead and damaged branches and to retain natural shape and encourage good flowering.
- 3.13. Where shrubs die and leave gaps in beds, new plants will be planted as soon as possible, using species that maintain the character of the bed with reference to the restoration planting plans. Replacement planting will use the species with a form and flowering habit that is appropriate for that plant's position in the bed (lower growing at the front, taller in the middle) both to improve the appearance of the planting and minimise the need for pruning to restrain unwanted growth.

A8 Ornamental Hedges and Topiary

- 3.14. All yew and hornbeam hedging within Priory Park will be maintained as formal ornamental hedges in a neat and tidy condition. Hedge trimming will be carried out

twice per year using appropriate and well-maintained tools in order to maintain a high quality finish and appearance. Bases of hedges will be kept free of weeds and litter.

- 3.15. Box hedging within the sunken garden will be cut three times per year by hand to a height of 300mm. Sides will be vertical and the top will horizontal or parallel to the ground. All arisings will be removed. The base of the hedge will be free of weeds and litter.

A9 Rural Hedges

- 3.16. Informal boundary hedges will be maintained as an informal hedge to a height of approximately 1.5 metres trimming once or twice per year. The main pruning operations will be carried out in between October and February to avoid bird-nesting season with further trimming in summer if required to contain the hedge, preventing encroachment onto the public footway. Infill planting will be monitored and where required, gaps will be restocked with native hedging plants.

A10 Young Trees (avenues & other new planting)

- 3.17. Several trees have been planted as part of the restoration scheme including a number of lime and cherry trees to restore the historic tree pattern.
- 3.18. Newly planted trees will be inspected regularly to check for damage or disease and weeding carried out to ensure a 1m diameter circle of ground around the stem is maintained in a weed free state for the first 3 years at least to encourage rapid and healthy establishment. Mulch could be used around the base of the trees to help inhibit weed growth. All tree staking will be inspected regularly and adjusted accordingly to prevent damage to the tree. Newly planted trees will need to be watered regularly during establishment i.e. 3 years after planting.
- 3.19. Trees will be planted to replace those that fall or die to retain the historic tree pattern. In addition, where there is space, new trees will be planted in anticipation of significant individual mature trees having to be removed in the future to maintain the tree population.
- 3.20. The pleached limes will be trained and trimmed to provide a clear stem to a height of 1.5m (with epicormic growth removed), be trained to provide an even wall along the path and also to provide an arch over the path. The total height of the limes will not exceed 3-4m.

A11 Topiary

- 3.21. All topiary within Priory Park will be maintained as formal ornamental hedges in a neat and tidy condition. Trimming will be carried out twice per year using appropriate and well-maintained tools in order to maintain a high quality finish and appearance. Bases will be kept free of weeds and litter and mulched spread once per year to 75mm depth.

A12 Sports Pitches

Cricket Pitch

- 3.22. The cricket pitch will be cut, rolled and creases marked out 48 times per year throughout April to September in preparation for the game. Renovation after each

game will include sweeping, aeration, brushing, correcting levels, raking, reseeding, rolling and watering to ensure a healthy, level and weed free playing surface.

- 3.23. Boundary lines will be marked with an even width line and remarked as required throughout the playing season.

Cricket Table

- 3.24. The renovation of the cricket table will be carried out throughout September – October operations will include overseeding, scarifying, sweeping, aerating, rolling and watering.
- 3.25. In preparation for the start of the playing season, the cricket square will be swept to remove moisture and scatter worm casts before selecting an area for the wicket. The grass will be cut using an appropriate number of cuts to reduce grass height to 15mm. The area will then be rolled in line with the wickets with a smooth wheeled roller.
- 3.26. Wickets will be prepared for each game by box mowing grass to a height of 4 to 6mm followed by rolling with a smooth roller. The cricket table and wicket will be brushed, aerated, scarified, top dressed and rolled as often as required to achieve a high quality and even playing surface. Fertilisers and herbicides will be applied in May to encourage strong sward and discourage weed growth.

Football Pitch

- 3.27. The grass of the football pitch will be maintained to a height of 25-50mm to ensure that a suitable playing surface is provided throughout the season. Arisings will be left, dispersed evenly over the surface. Other treatments will be carried out to provide a true safe, flat even and free draining surface including monthly aeration and harrowing throughout the playing season.
- 3.28. Throughout the season the pitch will be fully marked, lines clearly visible for each fixture to comply with the Football Association Rules and Regulations. Goal posts will be erected at the start of each playing season and dismantled, repaired and stored at the end of the season.
- 3.29. Post-season renovations will include topdressing and seeding of worn, depressed areas with additional topdressing will be applied as required.

Athletics Track

- 3.30. The grass will be maintained to medium grass standards with initial marking out of 8 lanes in April and then over marking every two weeks until July.

A13 Woodland

- 3.31. The woodland areas will be maintained to increase biodiversity using the Surrey Wildlife Trust report for guidance. Trees particularly along paths will be inspected annually for health and safety. Arboricultural works will be carried out as required to provide a safe 'woodland walk' for park users. Sensitive pruning works will be required to manage the edge of the clearing where the woodland plants will naturally encroach.

B HARD LANDSCAPE

B1 Tennis Courts

- 3.32. The courts will be maintained in a clean functional state with lines kept clear and legible, nets in sound and workable condition (i.e. can be adjusted to the correct height and tension and are free from tears). The surface will be swept and inspected regularly and repairs carried out as required using surfacing to match the existing. The court lines will be marked out once every four years.
- 3.33. Edges will be kept in a weed free state and the surface kept clear of leaves and debris, treated as necessary to maintain free of algae, moss and lichen. Maintenance operations will follow the standard specifications for the type of court.

B2 Hard Surface - Fibredeck paths

- 3.34. Hard surfaces around the park will be kept clean, with litter collected from surfaces and bins emptied at a frequency, which does not allow for rubbish to lie around the area, be blown onto beds, or suggest that the area is neglected.
- 3.35. All hard surfaces will be inspected and repair work identified will be undertaken using surfacing as per the original to patch as required. They will be kept in a weed free state using cultural methods.
- 3.36. Drains and gullies will be kept clean and clear to avoid the risk of flooding.
- 3.37. All paths and hard surfaces are to be kept free of ice and snow. Rock salt may be used sparingly to assist in the process of ice and snow clearance but must not be deposited immediately adjacent to or on lawns or other planted areas.

B3 Hard Surface - Car Parks

- 3.38. The car park will be swept regularly from October to January to ensure it is kept free of leaves and other debris. Repair work will be identified and undertaken using surfacing as per the original to patch as required.
- 3.39. Snow and ice will be cleared, rock salt may be used sparingly to assist in the process but must not be deposited immediately adjacent to or on lawns or other planted areas.

B4 Hard Surface - Petanque Square

- 3.40. The Square will be raked level once per month during March until April to maintain a level and weed free surface. The surface will be topped up once per annum using surfacing as per the original specification.

B5 Hard Surface - Coxwell gravel paths

- 3.41. Weeds should not be allowed to establish in gravel paths and will be removed immediately to avoid the build up of extensive root systems. If the removal of weeds from the gravel breaks up the path surface it must be re-rolled.
- 3.42. Paths shall be kept free of leaves and other plant debris with care not to remove large quantities of surface dressing. All arisings will be removed from site.
- 3.43. If repairs are required, these will be undertaken carefully following the supplier's specification. Repairs will involve scarifying and moistening of the path surface,

adding a new layer of the same material and compacting the area using a roller or vibrating plate.

B6 Hard Surface - York stone paths

- 3.44. York stone paved areas will be maintained as per guidelines for hard surfaces. Leaves will be removed by hand once per week during October through to January. Re-pointing will be undertaken as required matching the original colour and style.

B7 Bridge

- 3.45. The bridge will be inspected regularly with repairs and treatment carried out as required.

B8 Litter bins

- 3.46. Bins will be emptied at a rate, which does not allow them to overflow. In addition the bins will be cleaned and disinfected as necessary to avoid an unsightly accumulation of dirt.

B9 Dog bins

- 3.47. Dog excrement is potentially a problem in any park. Dog owners will be expected to keep their dogs under control and to clean up after their dogs.
- 3.48. Bins will be emptied at a rate, which does not allow them to overflow. In addition the bins will be cleaned and disinfected as necessary to avoid an accumulation of dirt.

B10 Seats / benches / tables

- 3.49. Seats, benches and tables will be maintained in a sound clean state and any replacements will match the style and quality present in the restored park. Details of the suppliers of all furniture and fencing are included on a list in the restoration project Health and Safety File. Repairs will be carried out swiftly.

B11 Information Boards

- 3.50. Information boards will be maintained in a clean and safe condition to ensure that the information provided is legible. Repairs will be carried out promptly and effectively with reactive removal of graffiti. Repainting and replacements will match the existing colour / furniture so that the style and quality of the set remains consistent.

B12 Walls

- 3.51. Walls will be inspected regularly and repairs undertaken as required matching original materials and construction style.

B13 Pergola

- 3.52. The pergola will be inspected regularly and repairs undertaken as required. The trees will be pruned and trained as stated in paragraph number 8.20.

B14 Metal knee rail

- 3.53. Knee rails will be inspected regularly and any repairs undertaken regularly as per the original specification.

C PLAYGROUND

C1 Play Equipment, surfacing and railings

- 3.54. Routine maintenance will include regular sweeping of paths and raking of sand to maintain free of debris and litter. The sand will require topping up using sand as originally specified (see Appendix 10).
- 3.55. Park staff will check equipment (see Appendix 10 for guidelines) and safety surfaces in the play area once daily (preferably in the morning before use) reporting any damage or potential hazard to the appropriate authorised officer. Action will be taken to repair / make safe any damage as necessary and according to the manufacturers specifications (compliant with European standards EN1176 & EN1177) to maintain the safety of the facilities. Reactive maintenance will include graffiti removal.
- 3.56. A more thorough Safety Inspection will be carried out once per week with a full engineer inspection undertaken annually. Repair works will be actioned or programmed in as required to maintain the play area in a safe condition for use. Dogs will be kept out of the enclosure and any faeces removed immediately.
- 3.57. All inspections will be carried out by suitably qualified operatives and will involve a written report.
- 3.58. Litter will be collected to maintain the play area in an essentially litter free condition. The surfaces will be swept and treated as appropriate to maintain free of algae, moss and lichen growth. The fence line will be kept weed free.
- 3.59. All signage will be cleaned and maintained to clearly indicate the age that the equipment is suitable for.

C2 Water Feature

- 3.60. Fountain Workshop Limited installed the water feature in the play area as part of the restoration works. The Park Officer and Skilled Operative / Horticulturalist will be trained in its operation, with the intention that it will run during the day from the Easter holidays until the autumn (depending on weather). The feature will be visually inspected daily to ensure the surface is clean and safe for use, free from debris. Any defects in the functioning of the fountain or any general damage will be reported and if necessary a specialist employed to rectify the problem. Reference will be made to the information in the Health and Safety file.

C3 MUGA

- 3.61. The Multi Use Games Areas will be maintained in a clean functional state with lines kept clear and legible. The surface will be swept and inspected regularly and repairs carried out as required using surfacing to match existing. Edges will be kept in a weed free state and the surface kept clear of leaves, debris, treated as necessary to maintain free of algae, moss and lichen. Maintenance operations will follow the standard specification for the type of court.
- 3.62. Drainage channels, chambers and silt traps will be cleaned out to maintain in safe and free flowing condition.

C4 MUGA Shelter

- 3.63. The shelter will be inspected regularly and repairs undertaken as required.

C5 Skate Park

- 3.64. The skate park will be kept free of weeds, litter and all other debris. The area will be inspected regularly as per the programme of inspection for the play area and any defects will be rectified immediately. All works will be undertaken in accordance with the original technical specification.

D LAKE AREA

D1 General Lake Maintenance

- 3.65. The lake will be managed and conserved as an informal habitat for aquatic flora and fauna. A flexible management approach is needed so as to respond sensitively to the habitat as it naturally develops.

D2 Lifebelts / deep water signs

- 3.66. Lifebelts will be inspected weekly and if damaged or missing will be replaced immediately. All lifebelts will be replaced on a three-year cycle.

E BUILDINGS

- 3.67. Building maintenance will be undertaken by property services. Detailed maintenance requirements are set out in the separate building maintenance handbook produced by Dominique Perrault Architects.

F OTHER

F1 Lighting / CCTV

- 3.68. Lighting and CCTV will be inspected as part of the regular park survey and any repairs reported to the appropriate contact and repaired immediately. Vegetation will be maintained to prevent obstruction the vision of the CCTV.

F2 Litter picking

- 3.69. The collection of litter is extremely important in defining the appearance of the park, and in consequent respect with which people will treat and use it. The Environmental Protection Act 1990 imposes a duty on local authorities to keep specified land clear of litter and refuse. It is important that litter is collected at a rate that is dictated by the rate at which it accumulates, so that the park appears clean, this will involve an increase in litter collection during and after events. Litter is defined as being inter alia paper, cans, bottles etc, as well as leaves, twigs and other plant detritus.

F3 Graffiti removal and vandalism

- 3.70. Graffiti and vandalism will be dealt with on a rapid response basis, with offensive graffiti removed within 48 hours (all other graffiti removed within five days).
- 3.71. Other health and safety issues will be actioned within 48 hours, and more minor repairs prioritised and actioned within five days.

F4 Vermin control

- 3.72. The rat population in Priory Park will be monitored and managed by locating baiting boxes throughout the site. Care will be taken to locate the boxes out of public view to avoid discouraging people from entering and using the park.