

Section 1: A Welcoming Place

1. Welcome

Every element of management combines to give a **sense of welcome**.

Well considered and innovative design features encourage people to use site.

2. Good and Safe Access

Clear sightlines in and out, and welcoming entrances.

Improved public transport links.

Pedestrian routes - logical, useful and suitable (pedestrian, cycle, pram wheelchairs, children, dogs).

Cycle routes and storage - minimised conflict with other users.

Vehicles - appropriate signage, control and safety inc. shared access.

Appropriate car parking provision.

Equality of access - to national standards.

Public access and safety - neighbouring residents

3. Signage

Signage in the wider area - attract visitors from further away.

Signs only where needed - at entrances or honeypot sites.

Siting should be appropriate, readable and visible.

Coherent and complimentary **signage design**.

Information helps visitors enjoy their visit with at least basic practical information.

Know your visitors - appropriate maps, infographics, other languages, events, interpretation.

4. Equal Access for All

Whole Community - are all communities served? Have they been engaged?

Placement of facilities - well thought out, quiet and busy areas, areas without dogs.

Physical access information has been published online and on site.

Staff are identifiable, helpful and courteous.

Section 2: Healthy, Safe and Secure

5. Appropriate Provision of Quality Facilities and Activities

Facilities reflect community needs - assessed through and in response to engagement.

Healthy facilities might include: play and exercise, trim trails, active volunteering, support facilities.

Provision of **seating**.

Healthy eating options on site (if cafe or other eating facilities exist).

Life rings by open water (if deemed appropriate).

First aid facilities.

Appropriate toilet provision - to national standards.

6. Safe Equipment and Facilities

Safety policies and inspection regimes for equipment and facilities from procurement through to disposal are listed.

Risk assessments and staff checks relating to activities and events are available for inspection.

Food hygiene, noise and pollution records and risk assessments are available.

7. Personal Security

On site staff presence if appropriate should be considered or emergency contact details provided.

Sightlines are kept clear and maintained, **lighting** is installed and maintained where appropriate.

Issues such as vandalism, drugs, bullying, racism have been assessed and reviewed.

All risk assessments consider the site and surrounding areas as a whole.

Staff disclosure checks have been carried out.

Green space is incorporated into community police officer beat, where possible.

Friends of, residents' groups have a monitored number to report issues.

Hazards are clearly marked and adequate steps to protect the public have been taken.

Incident log is maintained and regularly reviewed to aid decision making.

8. Control of Dogs/Dog Fouling

Dog control is to relevant national standards - dog-free zones might include play area, sports pitches and other areas.

Dogs can be excluded or on a lead at certain times of the year if this affects wildlife.

Dog owners events might be considered.

Strategies for management of dog-walkers with multiple dogs or problem dogs are in place?

Liaison with LA dog-officer or local dog walking groups.

Consider using legislative powers if appropriate.

Section 3: Well Maintained and Clean

9. Litter and Waste Management

Users and staff undertake responsibility for keeping the site free of litter and fouling.

Staff are prepared to pick up litter rather than wait for maintenance team.

Litter patterns are studied and planned for.

A chewing gum policy and a smoking policy has been considered.

Bin, dog fouling and recycling facilities are provided and regularly emptied.

Campaigns and events could be used to reduce particular problems.

Managers understand and use relevant national legislation.

Managers should be aware of their legal duties under national legislation to keep site clear of litter and refuse.

Site waste storage areas are out of sight and emptied as quickly as possible.

Composting of horticultural waste has been considered as replacement for peat products.

10. Horticultural Maintenance

Evidence of **good standards in horticultural practice** across site.

Appropriate management of other features such as water bodies is demonstrated.

Work specifications should emphasise quality of work and tenders should assess horticultural expertise.

Specialised areas of work (if not done in house) should be awarded as small contracts to experts.

Volunteers (such as friends' groups) are involved in maintaining some areas with expert staff present.

11. Arboricultural and Woodland Maintenance

Site is zoned according to activity levels to inform levels of risk.

Regular informal and formal inspections at appropriate frequency, observation are acted upon.

Potentially problematic trees are identified and an action plan is developed for effective maintenance.

Planning for replacement of tree stock over time has been undertaken.

Site managers have knowledge of key tree species and maintenance.

Suitable biosecurity measures to prevent spread of disease are undertaken.

Management of deadwood on site to provide habitat where possible.

12. Building and Infrastructure Maintenance

Buildings, fences gates and paths, and roadways are well maintained and clean.

Problems are noted and included in future plans.

Buildings are in use (ideally in connection to the site) or well maintained and safe.

Efforts to engage with other departments and organisations where required are evidenced.

13. Equipment Maintenance

Staff and public equipment should have maintenance plan and check schedule.

All **equipment** should be maintained to the highest national standards.

Equipment is stored safely, securely and operators should be properly trained and wear appropriate safety equipment.

Section 4: Environmental Management

14. Managing Environmental Impact

Set objectives and targets for environmental management. Established operational procedures for achieving them. Measure, record and evaluate environmental performance. Review and seek to improve on these targets.

Water efficiency - reduce water consumption, reuse rainwater across all buildings and features.

Energy saving or efficiency features installed in buildings, new vehicles and machinery.

Renewable energy generation on site or procurement of off-site power.

Measures taken to improve air quality.

Measures taken to stop pollution getting into water.

Measures taken to reduce **noise pollution**.

Purchasing choices give equal consideration to sustainable and socially and environmentally sound sources.

15. Waste Minimisation

Have all facilities on site been considered - cafes, concessions, site operations?

How is green waste handled? Mulched, composted and reused?

Recycling facilities are appropriate and suitable for type of litter generated.

16. Chemical Use

Where are pesticides and fertilisers used? Has no treatment been considered? What would happen?

Have physical or mechanical control methods been considered?

Have biological control methods been considered?

Have less or least toxic chemical control been investigated?

17. Peat Use

Avoid buying plants growing in peat.

Use alternatives to peat such as recycled waste or cior.

Compost produced on site is used.

18. Climate Change Adaptation Strategies

Torrential rain: **sustainable Urban Drainage**

Drought: adaptive vegetation, rain water, harvesting and mulching.

Wind: tree layout and design, and public safety.

Heat: suitably **tolerant vegetation**, shade and water bodies for cooling off.

Enhanced ecological networks and habitats which are better able to adapt to climate change.

Section 5: Biodiversity, Landscape and Heritage

19. Management of Natural Features, Wild Fauna and Flora

Potential for site to form part of network for wildlife.

Ancient tree or plant collections are identified, managed and promoted.

Local history or social links are made with types of biodiversity.

Links to wider local and national strategies.

20. Conservation of Landscape Features

Management plan identifies landscape features and history, how they are being protected, enhanced and maintained.

Landscape features that are not wanted should be identified with strategy and reasons for removal identified.

Activities that related to the landscape and user groups are identified.

21. Conservation of Buildings and Structures

Management plan identifies **historic or iconic buildings and structures** on site, stating significance.

Identifies a maintenance schedule for structures.

Shows a sensitive approach to maintenance and change.

Friends groups could take part in management or maintenance of some structures.

Ongoing community consultation on future of buildings and structures.

Section 6: Community Involvement

22. Community Involvement in Management and Development

A variety of **outreach** methods have been employed to reach a cross section of the community. Especially 13-19 year olds.

Provide evidence of active engagement and understanding of communities.

Groups are fairly represented and balanced.

Groups should be approached and involved in developing a vision for the site.

Evidence of practical engagement in the site such as a **'friends' group**.

Supervised involvement in day to day running activities where appropriate.

23. Appropriate Provision for Community

Has potential for conflict between groups been identified and managed?

Is there **fair provision for all ages, sectors of the community and types of activities?**

Play equipment is physically challenging, functional and imaginative, catering for a range of ages. Opportunities for wild and free play.

A study of use patterns has been made and used to plan facilities and management.

Site provides **space for informal events** and social get-togethers.

Section 7: Marketing and Communication

24. Marketing and Promotion

Marketing plan is appropriate to site.

25. Appropriate Information Channels

Publication of annual reports and management plans.

Social media.

[Events calendars](#) - on notice boards, online, newsletters.

Local and free press / radio.

Friendly and well trained staff (clearly identifiable).

Links to Green Flag.

Practical marketing such as [school visits](#) etc.

26. Appropriate Educational and Interpretational Information

Signage and interpretation boards on site and online detailing social, built and natural heritage.

[Nature walks](#), [green gyms](#), [creative conservation programmes](#), [local history](#) and other interest groups.

Welcoming local schools in outdoor learning, forest schools or equivalent.

Promoting growing your own food - [allotment provision](#), healthy eating areas, guidance on growing at home.

Establishing links with local groups for people with disabilities.

Section 8: Management

27. Implementation of Management Plan

Evidence that the **management plan** is being used. Staff and community members should be familiar with the plan (guidance on content and structure in this section).