

# Andrews Park Maintenance and Management Plan

To be read in conjunction with Chelmsford's Green Spaces Strategic Framework Document  
which contains details of the city council's policy documents and recording systems.



PROMOTING CITY IMAGE – RAISING THE STANDARD





# Foreword

One of the principal aims of the Local Authority is to improve quality of life for its residents. Parks and Green Spaces are key to this, good quality green spaces generate enormous social, economic, environmental and ecological benefits as well as making areas more attractive.

We also must recognise that, important as the immediate benefits are to communities, the decisions we make about the places where we work and live today will long outlast us. Good, proactive management of our Parks today will leave a real legacy for those who come after us.

Our parks and green spaces are some of the most valuable community assets we have. They are the precious jewels of our landscape to be treasured and maintained for people of all ages and from all backgrounds. Their importance cannot be underestimated, nor their necessity overlooked.

Andrews Park is deemed a neighbourhood park and in addition has ecologically rich woodland to explore and enjoy. Primarily the Park serves Patching Hall ward which has a population of 8,841 people

Over the life of this plan it is our aim to provide parkland that caters for the needs of the visiting public. We will listen and will aim to make improvements year on year to make the sites more attractive, well respected and safe for all.



**Cllr Jude Deakin**  
Cabinet member  
for Parks & Green Spaces



**Cllr Rose Moore**  
Deputy Cabinet member  
for Parks & Green Spaces



# Guidance in reading the management plan

The management plans for City Parks are all about review and improvement to both site facilities and management practices. The route to excellence is paved with continuous improvement, self-assessment, good management practices and the discipline of planning.

This plan is viewed as a live document and the flexibility in the plan allows teams on the ground to adapt to changing circumstances. It is used as a guide rather than a rulebook.

This management plan is designed to be used as an easy reference manual that can be understood by all interested parties. The plan deals specifically with matters relating to Andrews Park and needs to be read in conjunction with Chelmsford's Green Spaces Strategic framework document. (The later document contains much of Council's corporate strategy and policy documents as they relate to parks).

The Parks Service is continually reviewing and updating strategic documents to ensure we are responding to changing needs, complying with the latest legislation and setting targets in accordance with the corporate plan and service plans. More details with regards to strategic documents can be found in the policy document entitled Strategic Framework for Parks and Green Spaces referred to earlier.



In drafting the document, the Green Flag judging criteria were used as an audit tool. This ensures that we are embracing the criteria necessary to deliver a facility that matches the national standard for parks and that we have embraced the eight key Green Flag objectives.

**1. A well managed Park**

**2. A welcoming Park**

**3. A healthy, safe and secure Park**

**4. A well maintained and clean Park**

**5. An environmentally managed Park**

**6. A park that addresses biodiversity, landscape and heritage**

**7. A park where community involvement is encouraged**

**8. A well marketed and promoted Park**

Use of the Green Flag criteria provides a standard for systematic and committed approach to maintaining and improving the quality of parks enjoyed by local communities. In addition, it is essential to develop a public based benchmark audited externally by a third party. Green Flag being the recognised International Standard for Parks and Green Spaces.

The project brief was to undertake an assessment of internal strengths and weaknesses and external factors affecting the business and marketing environment (**'SWOT' analysis**) and to drive change where necessary.

**STRENGTHS**

- An established park providing public open space in a residential area.
- Good relationship between Council and Community.
- Managed woodland.
- Significant investment in new sports facilities and access improvements.

**WEAKNESSES**

- Lack of horticultural features
- Little investment in infrastructure over the years.
- Trees within the site are limited in value – lack of succession planting.
- Capital funding is not guaranteed, or likely for this site.
- Section 106 funding is unlikely in this area.
- External funding has been difficult to achieve.

## OPPORTUNITIES

- To further investigate external funding sources.
- To develop further understanding of the biodiversity of the site.
- To improve routes through the woodland and closing informal paths to protect habitat.
- To provide greater tree cover within the park to provide shade and interest.
- To improve park boundaries with metal boundary fencing and tree planting, removing over mature conifer hedging.
- To develop further understanding of the historical nature of the site.
- To reduce the effect of a small minority of dog walkers who are inconsiderate.
- To create a park valued by the community.
- To review play provision / outdoor gym opportunities.
- To produce a 5-year costed action plan of improvements.

## THREATS

- Lack of capital investment may have a long-term effect.
- Lack of capital investment in essential infrastructure may result in a missed opportunity to improve service provision.

Following on from this we set about compiling the content required for the plan. To this end we choose to use the Green Flag model to ensure we examined all the key elements that contribute to making a good and vibrant public space that people want to use.

In addition, credence has been given to considering recent research concerning parks undertaken both locally and nationally. It is important to be aware of both social and market trends. Particularly pertinent it has been decided to consider new thinking derived from our own authority's corporate objectives and from research consultation.

In these times of austerity Parks are particularly important in delivering health initiatives. Investment in Parks is seen to be prudent as the returns can be enjoyed by both current and future generations.

Green spaces are relevant to several national indicators (Nis) below and highlight common health and wellbeing outcomes. This broader, public health approach integrates physical and mental health and the impact of wider social, economic and cultural determinants on mental health and well-being.



## Strong Communities

- NI 5: Overall/general satisfaction with local area DCLG DSO
- NI 2: Percentage of people who feel that they belong to their neighbourhood (PSA 21)
- NI 3: Civic participation in a local area PSA 15
- NI 17 Perceptions of anti-social behaviour PSA 23

## Children and Young People

- NI 50: Emotional health of children PSA 12
- NI 55: Obesity among primary school age children in Reception Year DCSF DSO
- NI 56: Obesity among primary school age children in Year 6 DCSF DSO
- NI 57: Children and young people's participation in high-quality PE and sport DCSF DSO
- NI 110: Young people's participation in positive activities PSA 14

## Adult Health and Well-being

- NI 119: Self-reported measure of people's overall health and wellbeing DH DSO
- NI 138: Satisfaction of people over 65 with both home and neighbourhood PSA 17

## Environmental Sustainability

- NI 185: CO2 reduction from Local Authority operations PSA 27
- NI 186 Per capita CO2 emissions in the LA area PSA 27
- NI 188: Adapting to climate change PSA 27
- NI 189: Flood and coastal erosion risk management Defra DSO
- NI 197: Improved local biodiversity – active management of local sites PSA 28
- NI 198: Children travelling to school – mode of travel usually used DfT DSOated Public Service Agreements (PSA) and Departmental Strategic Objectives (DSO)

- PSA 12 Improve the health and well-being of children and young people
- PSA 18 Promote better health and well-being for all
- PAS 21 Build more cohesive, empowered and active communities
- PSA 23 Make communities safer
- PSA 27 Lead the global effort to avoid dangerous climate change
- PSA 28 Secure a healthy natural environment for today and the future
- DCMS DSO Encourage more widespread enjoyment of culture and sport
- DFRA DSO Climate change tackled internationally; and through domestic action to reduce greenhouse gas emissions



- DEFRA DSO: Economy and society resilient to environmental risk and adapted to the impacts of climate change
- DEFRA DSO: Sustainable patterns of consumption and production
- DEFRA DSO A healthy, resilient, productive and diverse natural environment
- DH DSO Ensure better health and well-being for all
- HO DSO Help people feel secure in their homes and local communities.

It is hoped that through reading the plan the reader will glimpse how the staff team have to balance the priorities, policies and pressures that apply and will see the rationale for establishing time scales for putting objectives into practice. The production of such a document allows the contribution that the site makes to the local community to be measured and progress against key objectives can be monitored by the management team and by visitors alike.

Information of a more generic nature has been drawn out of site-specific management plans and is now found in a companion guide entitled Strategic Framework for Parks and Green Spaces.

Chelmsford's corporate agenda seeks to deliver quality services and factors in the need to deliver in the areas cited below.

- Promoting health & activity
- Supporting education & learning
- Encouraging diversity & inclusion
- Ensuring safety & security
- Greater community involvement
- Promoting fun & enjoyment
- Making sites accessible & safe
- Achieving quality by design
- Valuing local character & heritage
- Realising economic value
- Minimising climate change
- Sustaining quality in our environment
- Managing for nature & biodiversity
- Making connections for people & wildlife



# Table of Contents

1.0	Introduction & brief site history of the site	13
2.0	Management practices at Andrews Park	19
3.0	Sustainable management	21
4.0	Open to all – The Park User	23
5.0	Park safety and security	25
6.0	Management structures and maintenance regimes	29
7.0	Parks features and settings	31
8.0	Landscape improvements 2020 – 2024	37
9.0	Monitoring and review	43







# 1 Introduction & Brief History of the site

Broadly speaking the key management objectives for Andrews Park take account of the principal 6 Corporate Objectives:

## PARK OBJECTIVES

- To understand and respond to the needs of our audiences, reflecting diversity of needs and use; enriching lives and enhancing access to culture and sport.
- To protect and enhance the park environment for the enjoyment of families, children and visitors.
- To work with other organisations and volunteers to deliver clear education, health, sport and participation opportunities.
- To conserve and enhance the natural environment of the park.
- To deliver greater value for money through increased income generation.
- To demonstrate organisational excellence.

Whilst the primary reason for developing a management plan is to aid the efficient and effective management of the site more specific objectives include:

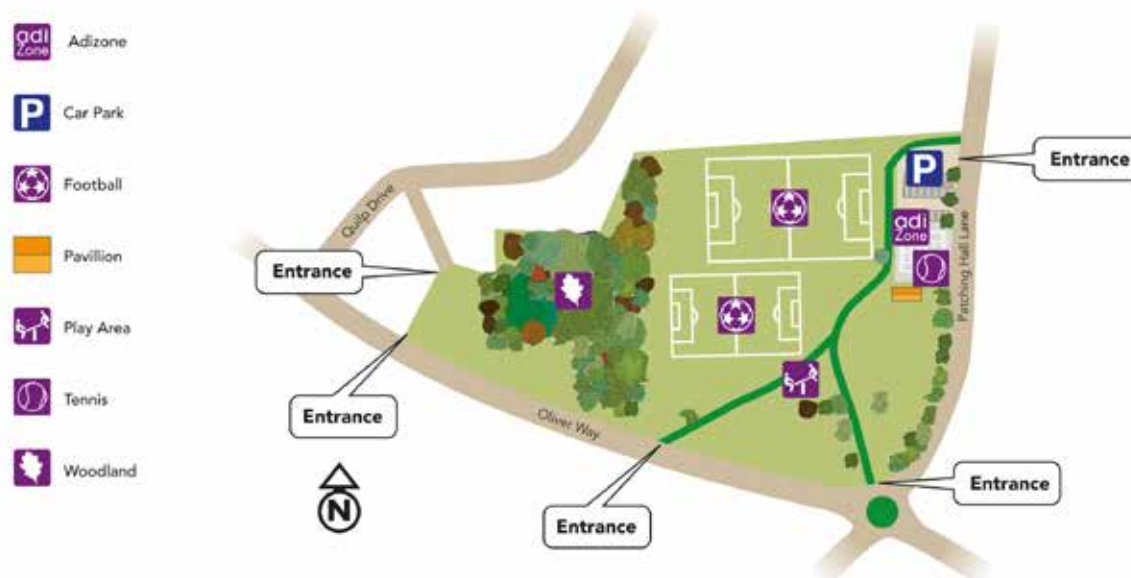
- Defining priorities for investment and future development.
- Specifying maintenance, security and access arrangements.
- Understanding the links between strategic and policy documents and what needs to happen on the ground.
- Ensuring resources are best used to help us achieve our agreed objectives.

<b>Site Name</b>	Andrews Park, Chelmsford
<b>Site Status</b>	Designated as public open space. Majority of the site being purchased 1965
<b>Total Area of Site</b>	4.64 Hectares, 11.15 Acres. College Wood – 4.5 hectares of ancient woodland listed as a county wildlife site which supports local biodiversity.
<b>Component areas</b>	Football Pitches x 2, Green Gym x 1, MUGA x 1, Tennis Courts x 2, Sports pavilion, Disabled toilet, Car Park, Children’s Play areas, General recreational grassland and woodland.
<b>Surrounding land</b>	Built up residential.
<b>Natural Geology</b>	
<b>Significant features / Key issues</b>	Easements, Public right of way.
<b>Tenure</b>	Freehold
<b>Location</b>	Patching Hall Lane
<b>Ward</b>	Patching Hall. Population 8,841
<b>District</b>	Chelmsford
<b>County</b>	Essex
<b>Post Code</b>	CM1 4DX
<b>OS grid reference</b>	569,906 208,996
<b>Asset register reference</b>	
<b>Asset Value</b>	
<b>Byelaws</b>	None
<b>Opening Hours</b>	Park accessible 24/7
<b>Use</b>	Primarily an urban park space serving the local community. It has some sporting facilities along with play facilities and woodland walks.
<b>Essex Police Support</b>	Emergency 999
<b>Non-emergency</b>	03003334444
<b>Via text message</b>	07624800101



Arial view of Andrews Park





Site address: **Andrews Park**  
Patching Hall Lane  
Chelmsford CM1 4DX

City Parks: 01245 606606  
ParkWatch 24/7 Report Line: 07831 189918

Email: [parksservices@chelmsford.gov.uk](mailto:parksservices@chelmsford.gov.uk)  
[www.chelmsford.gov.uk/parks](http://www.chelmsford.gov.uk/parks)

## Andrews Park, Chelmsford

The park is located on the northern edge of Chelmsford's urban area characterised by a mix of residential areas, schools and neighbourhood shopping centres. It serves the need of residents in neighbouring wards as a local park with the primary park for the area being Melbourne Park. Melbourne Park is considerably larger with more facilities for those with sporting interests and is a regional athletics centre.

Andrews Park has a remnant of woodland and provides a mix of activities for the whole family, be it formal sport, play or fitness training at the AdiZone.

An attractive park area located along Patching Hall Lane, Andrews Park is a popular space for both local residents, school children and visitors. A small wooded area to one side of the park makes this is a lovely place for taking a stroll or walking the dog.

There are two children's play areas, one of which is inclusive, A youth shelter and a recently installed AdiZone for the more active, so there's something for everyone. There are also football pitches for hire with changing facilities in the Pavilion when the pitches are in use, and tennis courts. The external disabled toilet can be accessed by Radar key holders.

There is a small, free car park area for visitors to use.



## Heritage Value & Significance

Andrews Park covers an area of 4.64 hectares and first opened in 1965.

In addition to the above facilities, other interesting and important features of the park are areas where biodiversity is encouraged through the sensitive management of both the woodland areas and hedge boundaries along with selected tracts of grassland - all to support the natural environment and ecosystems.

### Today's Park facilities include:

- Car park
- Children's play areas
- Youth Shelter
- Toilets open when the pavilion is in use
- Sports pavilion
- Two Football pitches
- Two Tennis courts (Hard surface)
- AdiZone
- Managed woodland – walks in woodland surroundings.
- Open recreational areas
- Picnicking areas
- Opportunities for volunteers





## Buildings and Hard Landscape Fabric

### Buildings and Structures

The park has several buildings and structures that Parks Service is required to maintain.

City Parks & Green Spaces are the key Service for managing most of the infrastructure on site.

### Boundary Treatments and Entrances

The main vehicular entrance to Andrews Park via Patching Hall Lane.

There are several pedestrian access points along the site boundary abutting the housing development.

### Road and Path Network

Roadways and the car parking area are both hard surfaced and additionally the sites are serviced internally with surfaced tarmac paths.

## Sports in the Park

Pitches at Andrews Park are booked by local teams.



# 2 Management practices at Andrews Park

## General objectives

- Maintain the quality, appearance and facilities at the park to provide a safe and attractive environment for visitors.
- Maintain structures in a safe, clean condition at all times.
- Maintain sports and play facilities, updating as required to maintain user expectation.
- Monitor plant establishment and replace plantings as necessary to maintain amenity and ecological objectives.
- Build character and heritage value into the park.



## Specific objectives

### Water management

The Council actively monitors water use and seeks to introduce efficiencies where at all possible particularly in publicly accessible buildings such as sports changing rooms and toilets/washrooms.

### Tree management

Andrews Park contains an area of woodland. The tree cover throughout park overall is good and the tree stock is plotted on the Treewise database. There are plans to plant further trees during the lifetime of this plan.

### Grasslands

Different mowing regimes are employed, the margins of the site are maintained for the benefit of native flora and fauna with relaxed mowing regimes and there are specific areas set aside to encourage native flower species in addition to being a protected habitat for both flora and fauna.

### The Park's Soft and hard landscapes

The park acts as a catchment park and is an important area of open space serving the 9,000 plus residents residing in the St Andrews & Patching Hall Wards who frequent this park along with the nearby Melbourne Park which is the primary park.

A landscape appraisal was carried out during the time of preparation of the previous management plan. It identified contemporary design issues and opportunities for further improvement. The key issues that emerged were:

- To ensure that the correct balance of landscape design, horticultural, leisure and development interests are addressed.
- To ensure that developments accord with the strategic context of the Parks design and layout.
- To exploit opportunities afforded by the development of artificial playing surfaces.
- To preserve and enhance existing appropriate leisure facilities.
- To develop children's play facilities improving on the existing provision.
- To protect, enhance and develop horticulture within the park.
- To protect, enhance and interpret ecology and wildlife within the park.
- To compliment the Cities Greening Strategy by planning further tree plantings within the park environs.



# 3 Sustainable management in the Park

The management plan and grounds maintenance specifications reflect the Council's policies listed in the Green Spaces Strategic framework document, as they relate to sustainable land management. The specifications and strategies are important as they guide and empower decision making. Robust written policies in the public realm are a real aid when securing adequate budgets – ensuring council policy is implemented.

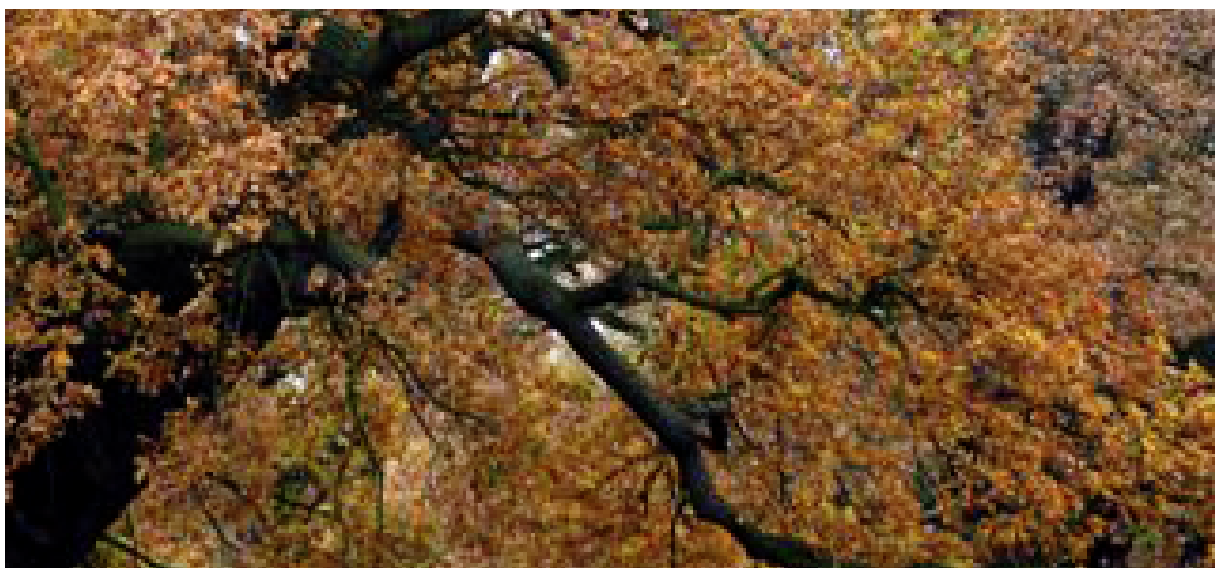
## Composting & green waste recycling

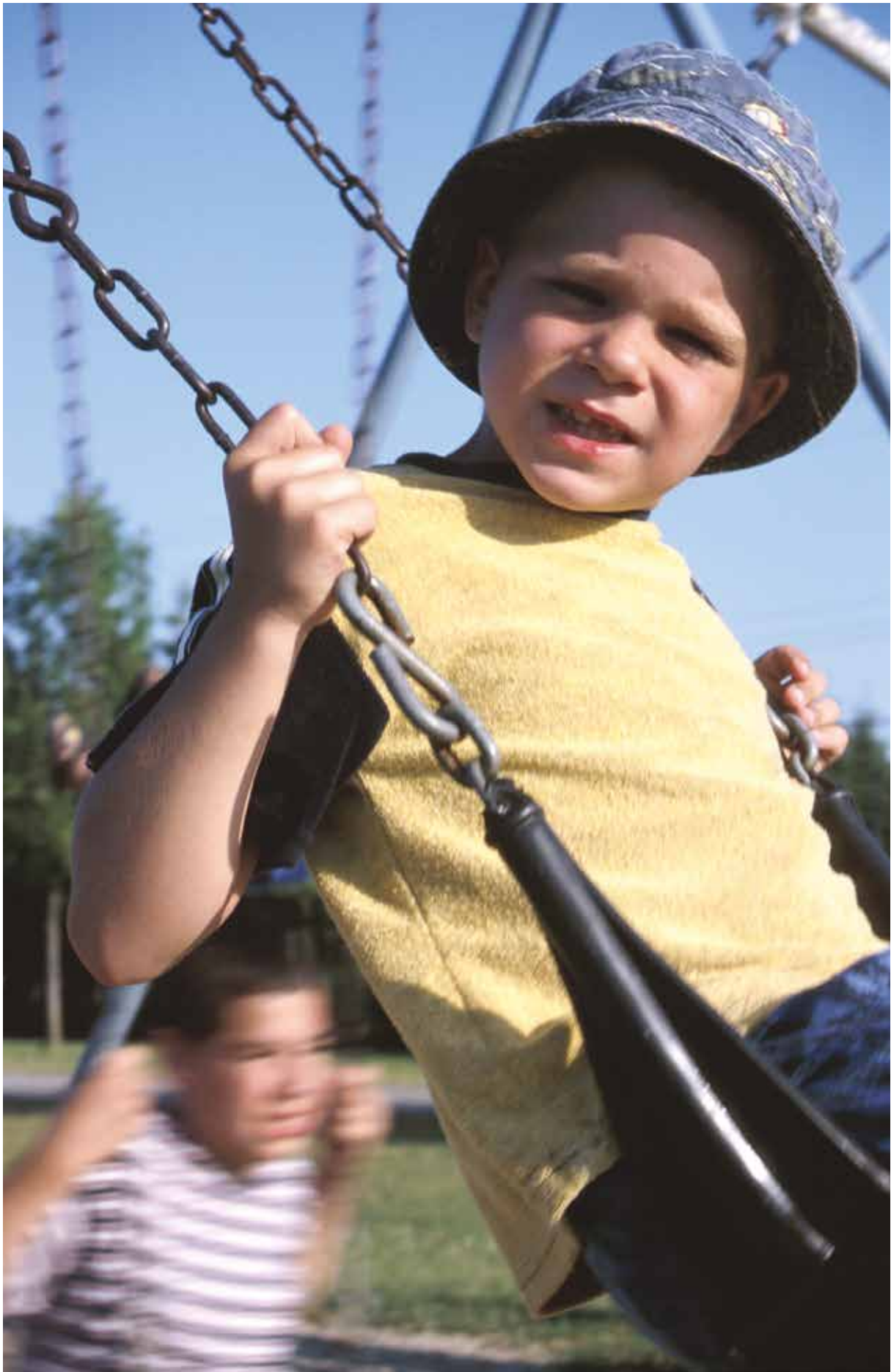
Within the Park there is a frequent production of green waste during the normal day-to-day work within the park. All green waste is disposed of into green waste skips. These are deposited at Sandford Mill where the material is shredded and composted for use as a soil improver or mulch material.

Occasionally proprietary brand compost with a known NPK ratio is used when ornamental shrub beds or other horticultural features are renewed or renovated.

## Recycled materials

Litter collected from the site is processed at Freighter House recycling center.





# 4 Open to all – The Park user

Andrews Park accommodates younger families and youth alongside its sports users and those out for passive recreation and dog walking.

To ensure visitors to parks feel safe and secure built into every park management plan are the 'secured by design' principles.

- Natural surveillance, transparency and views in and out of the park are maintained.
- Responsible dog ownership is enforced
- Hiding places and blind spots are minimised.
- Planting does not crowd footpaths.
- Shrubs and hedges are maintained below eye level where practical.
- Lighting is maintained to prevent dark spots.
- Responsible dog walkers are encouraged as they offer natural surveillance in early mornings and in the evenings.
- Fear of crime is reduced.
- Anti social behavior is eliminated.
- Contact with Essex Constabulary and Safer Neighbourhood Teams is maintained.



## Access Target Groups

Three main groups have been highlighted with regard to accessibility, over and above the sports user. The needs of these groups are under continual reassessment and are reflected in the action plan within this document.

### Older People

Older people are an important user group to attract to the park and facilities have been developed to encourage their use of the park. The AdiZone benefits older people as does the footpath network in the park which improves access to the wooded area with the new developments

### Parents and Toddlers

Many Park visitors are parents with young children. Children below a certain age are limited in their capabilities: they are citizens of tomorrow and they should be catered for. It is considered essential for the long-term benefit of the park to foster a sense of pride and affection for the site in the very young. For this reason, a large capital investment has been made to refurbish the play areas within the park using imaginative equipment. Picnicking facilities have also been provided.

### People with Disabilities

The term 'disabled' covers a wide range of specific needs including ambulant disabled, wheelchair users, hearing impairment, visually impaired and people with learning difficulties. All people with specific needs should be able to enjoy the park to its full potential in a safe environment.

Columbus College is a special school for children and young adults with learning difficulties and or physical impairment and make regular use of Andrews Park facilities.

Andrews Park has a hard-surfaced car park and has capacity for 30 cars with a good network of hard surfaced pathways throughout the site.



# 5 Park safety and security

## Staff and our interface with the visiting public

Parks Services have two members of staff dedicated to the day to day management at both Melbourne Park and Andrews Park.

The daily inspections of the two parks are undertaken by the parks staff who have responsibilities for the two sites. The inspections incorporate an element of general health and safety review. Damage and faults are recorded, and remedial work actioned. The health and safety of visitors is reviewed via the inspection regime in operation in the Park.



Parks staff are able to report anti-social behaviour to the police and also take details of person's descriptions and car registration numbers to aid the police with their enquiries should incidents be followed up.

All staff working within the park wear a uniform carrying the Parks Services logo.

Details of how to contact Parks Services in an emergency are displayed at all park entrances. (Park Watch and Park Services telephone numbers being displayed).

Park Watch, an initiative run by the City Council with Police support operates in all parks. The service operates 24 / 7. People can talk direct to the duty officer or send a text to the number. Each call is logged with the information / contact details remaining confidential.

Park Services operates a lost property procedure, including items found or lost in the park.

Currently the site is not monitored by CCTV cameras but this is under review along with other sites.

Strong links have been forged with the Community Police and Traffic police who visit the park frequently, both police officers and PCSO. This can be supplemented by the council's mobile CCTV patrol, as necessary.

## Accidents

Staff can aid members of the public and can summon emergency services as necessary. Standard Chelmsford City Council accident forms are completed wherever possible to record details of reported incidents.

The public can report faults to Park and Green Spaces team by contact numbers advertised in the Park.

## Safety checks of equipment and facilities

The playgrounds situated in the park are located away from entrance points and access roads. Dogs are excluded from the two areas, being fenced with self-closing gates. An annual audit of the play equipment ensures that it remains compliant with the current British Standard (BS EN 1176) and that the surfaces beneath the equipment are adequate for their use. The main surface in the playgrounds comprise of rubber tiles and wet-pour rubber surfacing.

The playground is checked daily by the park staff during weekdays. This includes a visual check of the equipment and seating for wear, graffiti or damage as well as the cleanliness of the immediate area.

The playground is also subject to safety inspections monthly, by the playground inspectors.

Minor faults are rectified at the time of inspection. Any significant damage is reported to the Grounds Maintenance Manager within two hours of the inspection and dealt with as an urgent item. Damaged and dangerous play equipment is made safe by the inspector by means of hazard warning tape, flexible fencing and signage during the inspection. The response time for the inspector on a call-out is:

- Summer period (1 April -30 Sept) call before 2.30: Inspector to attend the same day.
- Winter period (1 Oct -31 March) call after 1 pm or summer period (1 April -30 Sept) call after 2.30: Inspector to attend the next day irrespective of whether weekday, weekend or public holiday.

The inspector is not allowed to carry out any work whilst children or members of the public are present.

Playground Inspectors and Maintenance Contractors are required to undertake training relevant to the guidelines laid out in the RoSPA publication 'Assessing Risks in Children's Playgrounds'. The Contractor is also required to hold appropriate and current 'Construction Industry Scheme' certification.

Park Buildings: Safe access checks are undertaken on a four-monthly cycle. Ramps are inspected for algae and other slippery surfaces and pathways for ruts or cracking and that they remain unobstructed by plant growth.

## Chelmsford City Council health and safety policy

The Health and Safety Policy that applies to Andrews Park emanates from Chelmsford City Council's general policies. Site specific safety issues are covered by Health and Safety documentation and risk assessments as they relate to the site and to the works undertaken therein. The said documents are held electronically and are accessible to managers.

The Green Spaces Strategic framework document contains all the generic information relating to Health and Safety and should be read alongside site maintenance plans.

## Specific health and safety issues identified at Andrews Park

The national trend of rising anti-social behaviour affects all parks and spates of damage do occur on both sites. Any damage generally occurs during the evenings when the park is least used.

The current approach consists of:

- Regular liaison with local police, and Social Services
- Daily inspections seeking to stop damage through actual intervention, education, and as a visual deterrence.
- Banning individuals and groups from the Park for criminal damage

- All new park furniture is assessed for vandal-resistance before purchase
- Spares kept on site for a range of potentially vulnerable features, i.e. benches, locks, bins, signs, etc., for quick replacement
- Toilets are fitted with anti-vandal features
- Graffiti is removed as soon as possible. Site staff are supplied with graffiti wipes. Major problems are referred to a specialist company.
- Where sustained vandalism occurs, extra engineering solutions are used.
- The daily checklist ensures swift identification of damaged features which are dealt with on a rolling list of maintenance repairs

Vandalism and other criminal damage are noted daily through the inspection regime and by staff working on site. Reinstatement works are carried out under instruction. All incidents reported on the Park Watch telephone number are recorded by the duty officer on report forms which is forwarded to the police as and when the situation dictates.

Graffiti is reported immediately to the Grounds Management Services Manager by the parks staff and once an instruction for removal is issued it is dealt with immediately in accordance with the specification. In areas known to be graffiti hot spots a programme of removal and surface treatments are put in place to deter repetitions of damage.

### **Control of Dogs and Dog Fouling**

Dog fouling is not seen as a significant problem as dog owners who use the site generally do so responsibly recognising. Dog-bins are provided within the park.

Dog walkers are not permitted to take their dogs into the play areas at the park.

### **Control of drug use**

Incidents of drug abuse in the park is low with very few needles being found within the Park. Currently the Park staff responds to disposal of needles using equipment supplied by NEEDAS.

Park policy on drugs has evolved in accordance with the Council's Community Plan: crime and safety; the Council's objective being to achieve sustainable crime and disorder reduction by identifying and tackling the causes of crime within the Borough.



# 6 Marketing information

Marketing of the park as a place for people is undertaken through managers liaising with Parks Services Marketing to ensure that a joined-up marketing strategy is in place that is appropriate to 'place and space'. Marketing involves all of our internal partners and includes Arts, Special Events, Sports and Museum Services.





# 7 Management Structures and Maintenance Regimes

## Parks Management structure

The two divisions of City Parks & Green Spaces - Parks Strategy and Development and Grounds Management both have an input into the management of the two parks, with administration support from the business support team.

The Parks Strategy Team provides a design service, management direction, a tree management service, community engagement & involvement along with Service promotion and marketing.

Grounds Management oversees the maintenance activities undertaken at the park. The park is maintained by two full time members of staff who undertake a broad range of maintenance operations at both Andrews Park and the nearby Melbourne Park. Their work is complemented by mobile gangs who undertake tractor grass cutting and play ground inspections. Private tree contractors undertake tree works as directed by the Arboricultural & Conservation officer.

The core objectives of Parks Services can be described in broad terms as helping to make Chelmsford City an attractive and enjoyable place in which to live, work and visit, by;

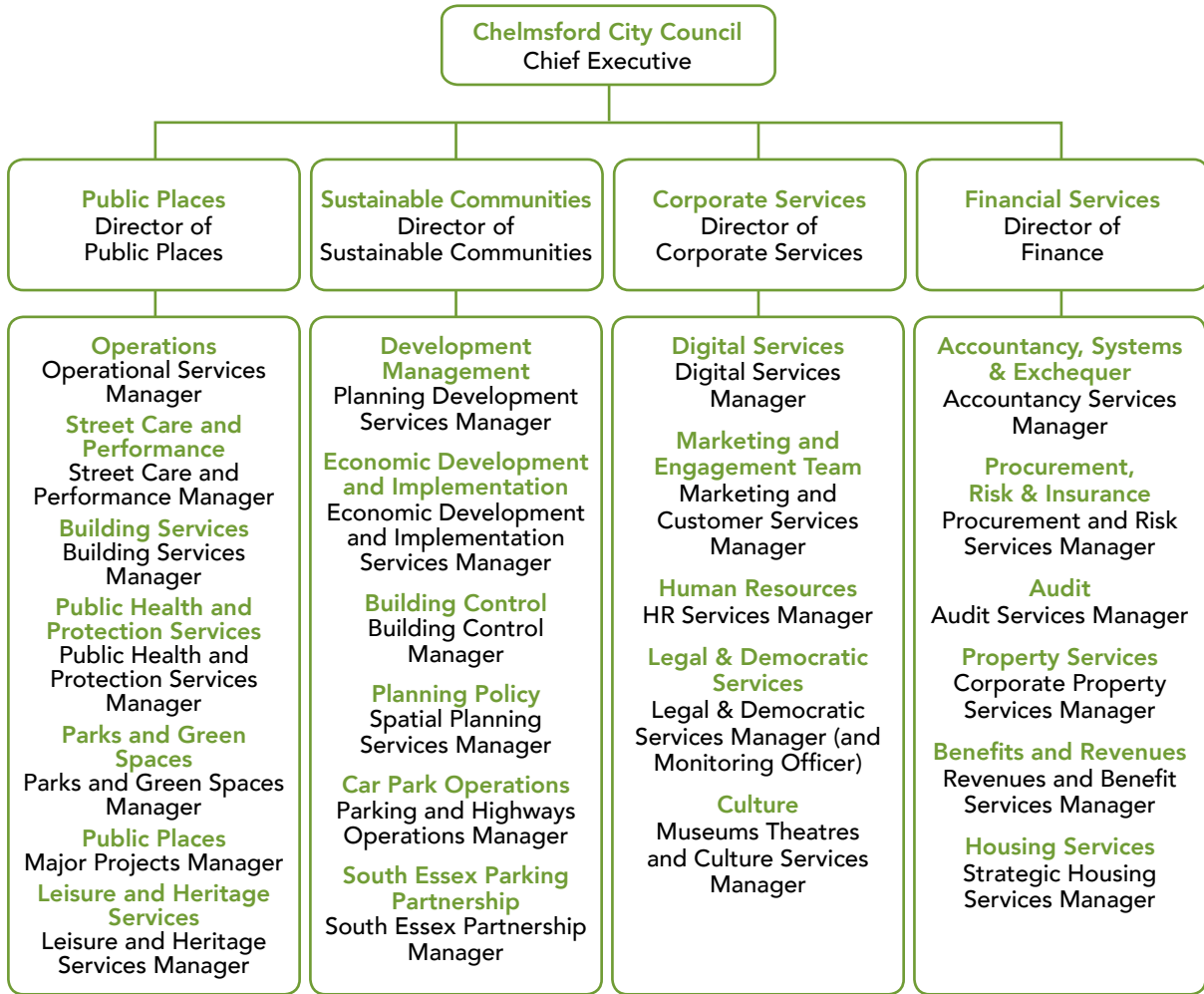
- Developing, supporting and enabling a wide range of sporting, recreational, cultural, social, educational and tourism opportunities which enhance the quality of life, promote healthy, active lifestyles for people in the Borough and, by stimulating attraction for visitors and by helping to create a positive business environment, bring jobs and investment to the local economy.
- Managing Chelmsford's rich and diverse landscapes, parks and green spaces and promoting polices and activities that enhance and protect Chelmsford's built and natural features plus the surrounding countryside and unique heritage.

## Parks Services staff

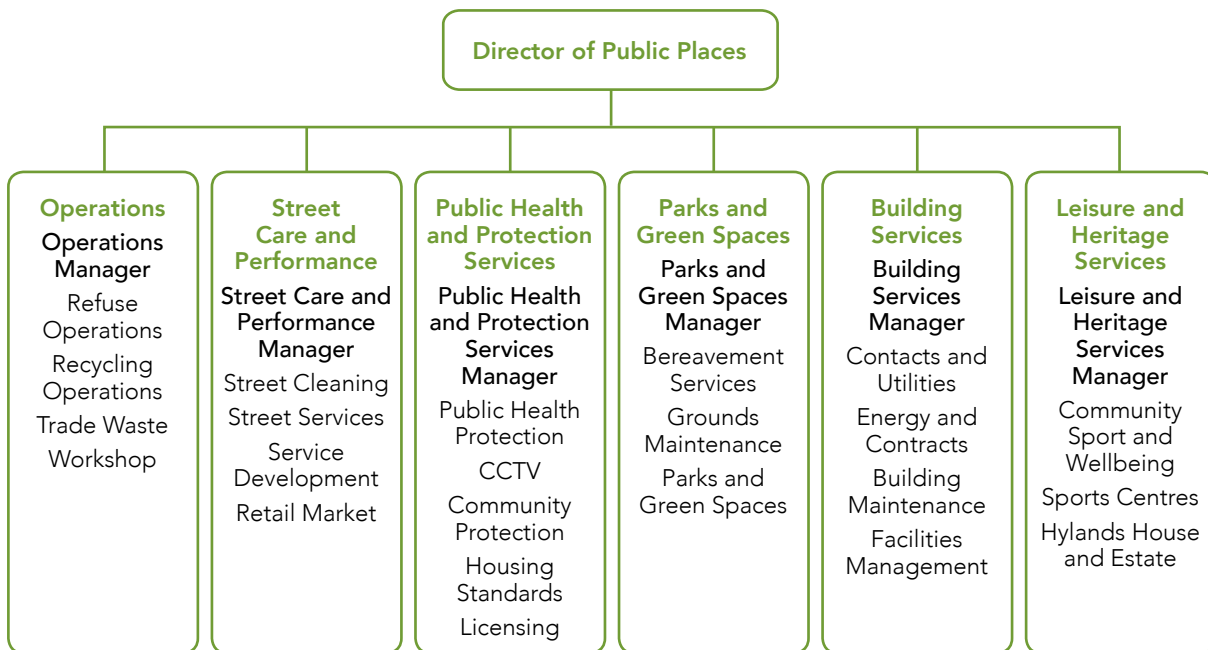
Andrews Park is managed by Chelmsford City Council (CCC) Parks & Green Spaces Team. Specifically, site maintenance is the responsibility of the Grounds Operations Services Manager, who is supported by two trained operatives who look after the day to day maintenance of both Melbourne and Andrews parks.

The Parks & Green Spaces section of the Public Services Directorate deal with all aspects of customer services within the park, to visitor information and welfare, public relations, marketing, promotion, special event planning.

# Chelmsford City Council Corporate Structure

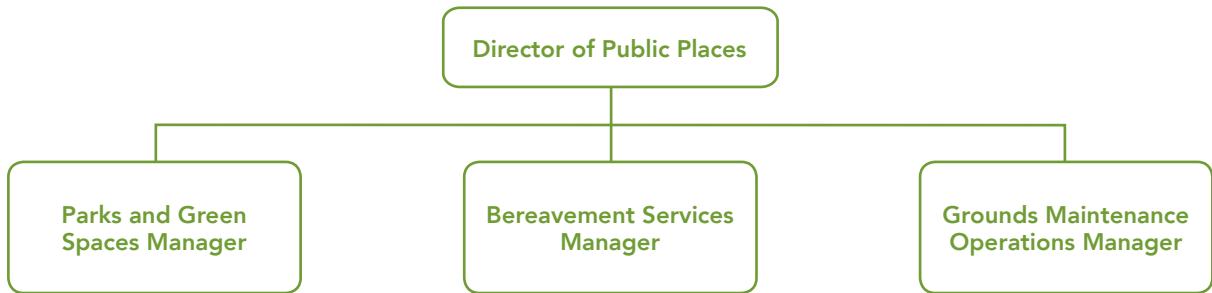


## Public Places Management Structure





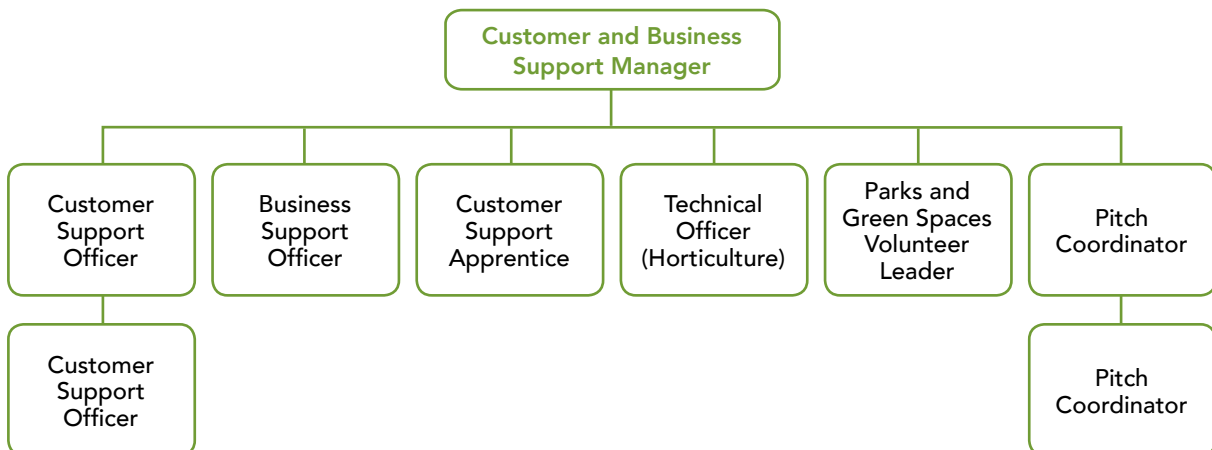
## Public Places Parks and Green Spaces Management Structure



## Parks and Green Spaces Structure



## Parks and Green Spaces Customer Services





The Grounds Operations Service undertakes the grounds maintenance work that is required on site. The works specification is based on performance level requirements. It is wide ranging and embraces the comprehensive and continuous routine maintenance of all soft landscape areas (grass, shrub beds, trees, hedges), grass sports pitches, tennis courts and hard landscape including furniture, litter collection and cleaning duties, and locking/ unlocking duties.

### Grounds Maintenance operation

The sports pavilions at the Park is subject to annual safety audit report undertaken by Facilities Management. As well as assessing risk, key issues are identified, and scores given within the following categories: security, general safety, fire safety, access, and legionella. A list of regular inspection and preventative maintenance is also provided. Any actions necessary are prioritised and acted on accordingly.

The landscape elements within the parks have been categorised as follows.

Landscape Type	Work Clause in Grounds Maintenance Specification	Minimum expected frequency of operations/year. (Guide only performance specification)
Grass <ul style="list-style-type: none"> <li>• Amenity</li> <li>• Fine</li> <li>• Natural</li> </ul>	1.7	Min. 15 cuts Min. 25 cuts Min. 1 cuts
Sports turf		As per type
Shrub Beds	1.8	Min. 9 visits
Herbaceous Border	1.8	Min. 9 visits
Paving	11.4	Min 15 occasions
Miscellaneous Detail <ul style="list-style-type: none"> <li>• Hedges</li> <li>• Trees</li> <li>• Native species plantation</li> <li>• Site furniture</li> </ul>	11.11 1.9 11.1 11.1	Min 2 Occasions Min 3 Occasions Min 9 visits Min 10 Occasions Min 2 Occasions
Landscape Features		April – Sept min 2 visits Oct – March min 1 visit

The specifics of each landscape type are further defined in the work schedules and related where relevant to computer generated work identification sheets that summarises specific operations, the full details of which are contained within the specification.

### Inspections and monitoring

All services carried out are subject to regular quality inspections by the Parks Quality Performance Officer.

### Grounds

The area supervisors inspect the site on a weekly basis. The park staff inspect the grounds daily. Grounds Management Services are responsible for monitoring their own performance and keeping up to date records of their own monitoring and inspections, which includes work records relating to their maintenance and work programmes. Routine contract performance meetings are held on a weekly basis where issues relating to work programmes, quality, performance, health and safety, staffing levels and additional work are discussed.

### Play areas

Inspections by the playground inspectors are undertaken on each weekday (excluding Christmas Eve, Christmas Day, Boxing Day, New Years Eve, New Years Day). The Park staff inspect the area daily. An external consultant, Zurich Insurance, undertakes an annual safety audit of the play equipment.





# 8 Landscape improvements (2020-2024) 5 year Action Plan

The five-year Action Plan is set out in the tables in the following pages. The plan sets out a series of targets, which respond to the park issues and reflect the park vision and key objectives.

The action plan is subject to annual review and update by the Parks and Horticultural Officer to ensure a continued programme of park improvement.



## Long term Objectives (within the life of the plan – 4-5 years)

No	Objective	Time frame	Cost implication
Objective 1	To engender a strong sense of place through distinctive landscape design and clear signage.	1-5	£5,000
Objective 2	Promote the park as a venue/meeting space for the local community.	1-5	Within revenue budgets
Objective 3	To promote the use of the site by local schools to encourage children to consider the park theirs and to feel respect for it.	1-5	Within revenue budgets
Objective 4	To develop a wide range of partnerships and stakeholders in the park by identifying and bringing them together with a common aim.	1-5	Within revenue budgets
Objective 5	To increase the perception of safety amongst park users by empowering them to become involved.	1-5	Within revenue budgets
Objective 6	To increase length of time spent in the park by park users through attractive additional facilities/features	1-5	£6,000
Objective 7	To make biodiversity a key element of the park, carrying out regular monitoring and ensuring that the maintenance is supportive of biodiversity within the park.	1-5	£2,000
Objective 8	Encourage more use by the community by creating activities and interests that deliberately draw an audience through the park.	1-5	£1,000
Objective 9	Plant tree avenues along established paths	4-5	£6,000
Objective 10	Increase the horticultural value within the park through the planting of more trees and shrubs	4-5	£14,000
Objective 11	Provide people counters at key entry points	4-5	£5,000
Objective 12	To undertake ecological surveys, recording results for monitoring purposes	1-5	Within revenue budgets
Objective 13	Create further habitat and improve current habitat for flora and fauna	1-5	Within revenue budgets

Notwithstanding the longer-term development proposals there are several minor improvements and maintenance related strategies (separate to the rolling maintenance programme) that are potentially achievable within current budgets and undertaken in the short to medium term, i.e. within the life of this Plan. The recommendations from a biodiversity enhancement assessment of the Park also form Part of the 5-year landscape improvement plan.

Medium term objectives (2-3 years)

No	Objective	Time frame	Cost implication
Objective 1	Provide site interpretation boards to promote conservation & biodiversity	2-3	£3,000
Objective 2	Improve the "Gateways" to the park removing/reducing sections of conifer hedging	2-3	£6,000
Objective 3	To promote the park to a wider audience by bringing in new demographics	2-3	Within revenue budgets
Objective 4	Provide site notice boards and notice display cabinet	2	£1,500
Objective 5	Provide areas for families to picnic	2	£2,000
Objective 6	To build a consensus on the direction that the park should take by building upon existing forums and through dialogue with stakeholders.	2-3	Within revenue budgets
Objective 7	Design new horticultural features within the park.	2-3	£15,000
Objective 8	Construct new footpath to create a better flow through the park. (semi-permanent / scalping)	2-3	£8,000
Objective 9	Re design and upgrade existing play facilities	2-3	£15,000

## Short term actions (to be achieved within a year)

No	Objective	Time frame	Cost implication
Objective 1	Provide park signs to identify site to road users	1	£1,000
Objective 2	Monitor water bills, check for leaks and encourage adoption of water saving devices	1	Within revenue budgets
Objective 3	Plant daffodils in verge at the main entrance to the park and improve vistas into the park	1	£1,000
Objective 4	Commence planting heavy standard trees to develop tree lined avenues within the parkland	1	£1,650

The overall aims and objectives of the development plan are to:

- Develop a range of facilities that will improve access for all park users and increase usage.
- Visually enhance the site.
- Conserve water consumption.
- Protect the wildlife interest and value of the site and interpret it where possible.
- Ensure the full and continued involvement of local community and stakeholder groups.
- Establish a programme of surveys and consultation.
- Provide opportunities for hands on volunteering through regular working parties.
- Maintain and foster continued partnership working.
- Ensure that fear of crime does not deter local community from using the park.
- Work with the Leisure & Heritage Services to establish a programme of events particularly targeting young people.
- Seek to ensure the best possible service by continuously reviewing policy and procedures.

**The Landscape Management Strategy** for the park contains proposals for the future development of the Park. Its purpose is to provide a guide to the management of the park, taking into account the objectives for which it exists, and key issues faced at the present time and in the medium and longer term.



The strategy aims and objectives were to:

- Satisfy current and future user needs and guide the development, interpretation and management of the Park.
- Reflect the corporate policies of Chelmsford City Council.
- Preserve, enhance and interpret the historic character and value of the Park in its setting.
- Preserve, enhance and interpret the ecological value of the Park.

The overall aims and objectives of the strategy are to:

Develop a range of facilities that will improve access for all park users and increase usage.

- Visually enhance the site.
- Conserve water consumption.
- Protect the wildlife interest and value of the site and interpret it where possible.
- Ensure the full and continued involvement of local community and stakeholder groups.
- Establish a programme of surveys and consultation.
- Provide opportunities for hands on volunteering through regular working parties.
- Maintain and foster continued partnership working.
- Ensure that fear of crime does not deter local community from using the park.
- Work with the sports clubs on site to establish a programme of events particularly targeting young people.
- Seek to ensure the best possible service by continuously reviewing policy and procedures.

In working through the costed action plan we will be building out on what has been achieved to date to keep both parks relevant to those using the facilities.





# 9

## Monitoring and Review

In order to check progress on and update action plans for the parks the following methods are used:

- **Publish achievements** – achievements will be publicised using press releases and the Chelmsford City Council website.
- **Performance indicators** – progress will be checked against recognised performance indicators.
- **Management Plan Review** – Annual reviews of the Management Plan will be undertaken
- **Customer feedback** – information gathered Surveys, records of complaints, advice from Sports User Group and other stakeholders will be analysed
- **Consultation** – results of consultations with stakeholders especially the ‘hard to reach’ will be analysed.
- **Audits and surveys** – Results of DDA audits and other surveys, the Equality Impact Assessment, stakeholder mapping exercises, independent inspections evidence, and independent inspections (e.g. play areas) weekly site inspection forms, will all be assessed.
- **Seek accreditation from independent bodies** – Feedback from judges visiting on behalf of Green Flag Award and the Fields in Trust will be assessed and acted upon.
- **Green Flag Judges Feedback** – The annual application to the Green Flag Award is in itself a quality monitoring tool, providing the motivation for the park to improve each year.
- **Commissioned survey reports** – Place Survey - (two years)  
Market and Opinion Research International (Mori)
- **Field in Trust** – the outcomes of these awards will mark our standards of provision for outside sports and will help use to benchmark against other Authorities regionally, through the Essex Playing Fields Association.
- **Annual review** – It is emphasised that the management plan is a live tool which is subject to regular review and updating. The action plan is updated annually, with a full review of the management plan taking place at least every five years.
- **Stakeholder involvement** – Stakeholders will be consulted and involved in the management of the park during the life of the Plan, particularly in relation to proposed park improvements, and at the five-year review.



**The case is proven:** Parks and Green Spaces provide benefits across the spectrum; improving physical and mental health, supporting biodiversity, flood and water absorption, improving air quality, mitigating the urban heat island effect, boosting property prices, facilitating business staff retention, encouraging local identity and many other things that local and national governments are trying to achieve.

**Author: Mike Keen**  
**Parks & Horticultural Officer: Parks & Green Spaces**







## Do you need an interpreting or translation service?


আপনার কি দোভাষী সার্ভিসের প্রয়োজন আছে?

需要傳譯員為你提供服務？

کیا آپ کو ترجمان (انٹرپرائٹر) کی ضرورت ہے؟

需要传译员为你提供服务？

Sözlü çeviri istiyor musunuz?

 01245 606606

For additional copies of this document or to have it made available in large print or recorded onto audio tape please contact:

Chelmsford City Council  
Civic Centre  
Duke Street  
Chelmsford  
Essex  
CM1 1JE

Telephone 01245 606606  
Fax 01245 606970  
Mike.Keen@chelmsford.gov.uk  
www.chelmsford.gov.uk/parks

Produced by Mike Keen

