

# QUEEN'S WOOD



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## Foreword

Dear residents and park users,

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

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

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

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

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

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

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

Thank you,



Cllr Kirsten Hearn  
Cabinet Member for Climate Change and Sustainability

## Open space vision in Haringey.

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

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

The strategy is in development and will be subject to consultation with a range of partners and stakeholders before the Council is asked to formally adopt it later in 2023. More details are set out in sections 10.4 and 10.5.

## Purpose of the Management Plan

This management plan details and guides the management, maintenance, development and improvement of Queen's Wood.

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

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

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

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

## 1 Setting the scene

### 1.1 Haringey in a nutshell

Haringey is one of 33 London boroughs, and is located to the north of the capital covering 11 square miles (28km<sup>2</sup>) in total. The borough population in 2020 is estimated to be 289,000 which is 15% more than ten years ago.



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

### 1.2 The demographics of Haringey

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

Queen’s Wood is in Highgate ward and Muswell Hill ward. The population density in Highgate ward is 5,276 residents per km<sup>2</sup> and that of Muswell Hill ward is 7,482/km<sup>2</sup> (compared to an average of 10,264 in Haringey and 8,697 in London).

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

### 1.3 Open space provision in Haringey

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

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

In 2014, 41.8% of Highgate ward and 30.7% of Muswell Hill ward (in which Queen's Wood is located) was described as open space. This is above the average open space across Haringey (28%) and London (39%) and demonstrates the difference in population density in the west of the borough compared to the east.

Furthermore, 22.1% of the land area of Highgate ward and 24.7% of Muswell Hill ward is **public** open space compared to nearly 17% across the whole of Haringey and nearly 20% across London. Again this demonstrates the difference between the west and east of the borough in terms of access to public open space.

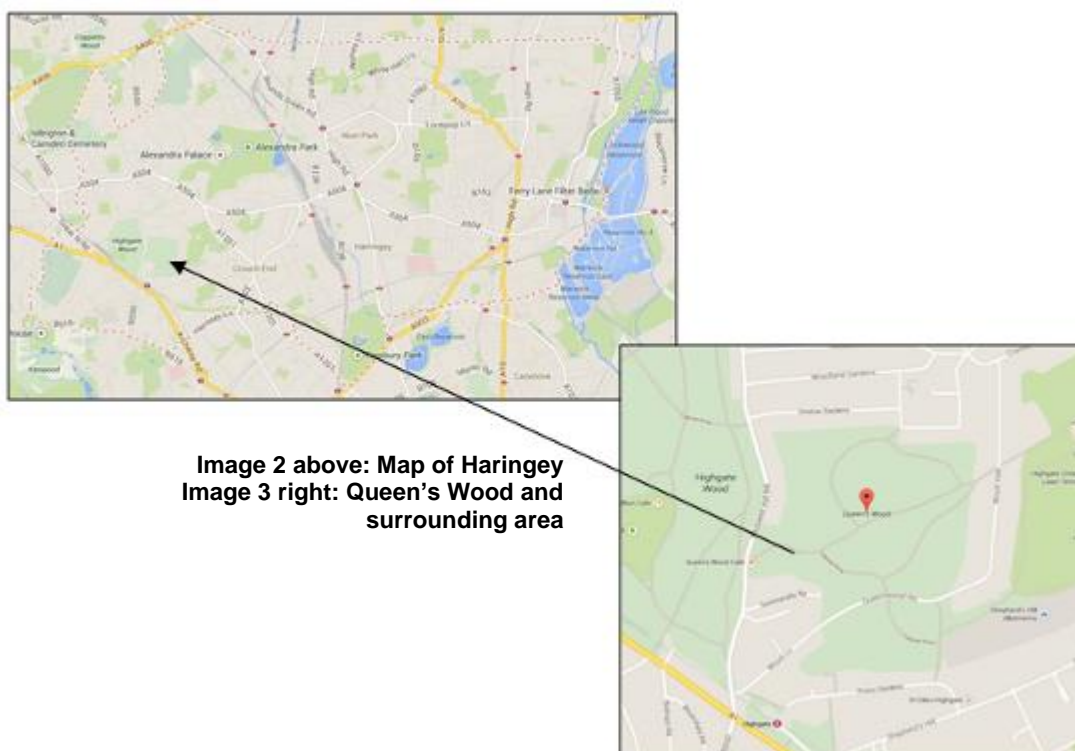


## 2. About Queen's Wood Local Nature Reserve

### 2.1 Site Location and description

The coordinates of Queen's Wood are 528787 / 188610 and grid reference TQ288885.

Queen's Wood covers an area of 21.54ha. It is in the wards of both Muswell Hill and Highgate, two of 19 wards within the London Borough of Haringey.



Queen's Wood was designated a Local Nature Reserve in 1990. It is an area of ancient woodland, abutting Highgate Wood to the west and Crouch End Open Space to the east.

It was originally part of the ancient Forest of Middlesex which covered much of London, Hertfordshire and Essex and was mentioned in the Domesday Book. It is now one of four Local Nature Reserves in Haringey (Railway Fields, Parkland Walk and Coldfall Wood) and one of four ancient woodlands (Highgate, Coldfall and Bluebell Woods).

Muswell Hill Road runs to the west of the Wood creating the western boundary and the divide between Queen's Wood and Highgate Wood.

Queen's Wood Road cuts through the Wood, dividing the northern and southern sections and to the south west corner lies a builders' supply yard.

All other boundaries of the Wood are created by residential gardens from large houses in the surrounding roads.

## 2.2 Facilities

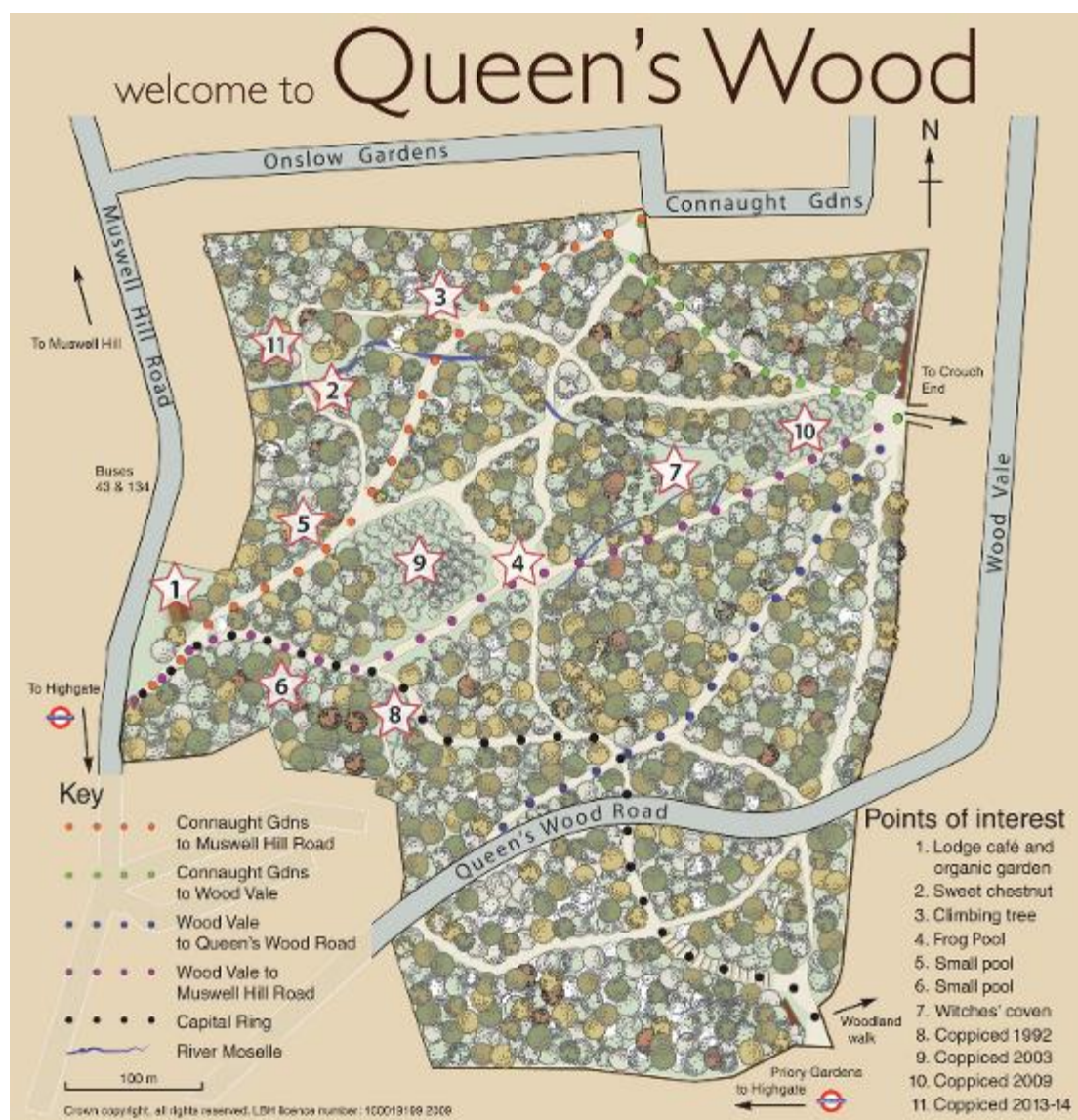


Image 4: Map of Queen's Wood

### 2.2.1 Queen's Wood Lodge Cafe

Queen's Wood Café is a non-profit café within Queen's Wood.

The facility offers a great selection of delicious, organic, seasonal food and drinks with plenty of vegetarian options, in a child and dog-friendly environment.

The building is owned by Haringey Council and was used to house the Wood Keeper until the early nineties.

The current twenty-year lease was renegotiated in 2019.



Image 5 & 6: The Queen's Wood Café and Jungle Walkway

The area to the left of the Café contains a jungle walkway, an aerial play facility made of ropes and nets for children of all ages to enjoy.

### 2.2.2 Organic Garden

Behind Queen's Wood Cafe is an organic garden. It is surrounded by trees and has a tranquil quality with flowers, fruit and vegetables growing side by side and bees from the hives gathering pollen.

The garden was started in 1998 when the derelict Lodge building was reclaimed and restored. It was the original garden for the Lodge Keeper, and so the soil had been well nurtured in the past but had become overgrown with trees and shrubs.

Now it is a thriving example of what can be achieved in a small space with apple and quince trees, red, black currant and gooseberry bushes interspersed with vegetable plots. Among these grow forget-me-knots and a variety of companion planting flowers to attract pollinators and pest predators. Around the edge the ivy, bluebells, teasels, wood avens, and herb robert create a woodland edge effect.



Image 7: Queen's Wood Organic Community Garden

The garden is maintained by volunteers on Mondays and Thursdays, from 9.30am to 1pm. Plants are for sale during cafe opening times.

The garden also holds workshops on food growing and compost making for schools and other groups in the local area, and offer Corporate Team Building days in the garden.



Image 8: Bird box on back of Cafe sign

### **2.2.3 Friends storage hut (former public toilet)**

The Friends secured a grant in 2011/12 to enable them to convert the former men's toilet into a storage space for tools. The building is made of brick and matches the Lodge Café in style. The Friends also obtained money from the National Heritage Lottery Fund in 2014/15, with matched funding from the Council, to make major improvements in a prominent area of the Wood close to the boundary line with the Café/Garden. This funding enabled them to create an attractive gabion retaining wall, plant a new hedge, re-landscape the whole surrounding area and install a bench and two magnifying posts to encourage children to explore the woodland habitat.

### **2.2.4 Old paddling pool frog pond**

The clay lined pond was created by the Friends of Queen's Wood and Froglife in 2010 as a habitat for wildlife. Money from the Council and BIFFA Awards was used to provide this vital water body, as a small step to offsetting the loss of three quarters of Britain's ponds over the last one hundred years.



Images 9a and 9b: Frog pond in Queen's Wood, before and after

The pond is particularly aimed at frogs, toads and dragonflies, but also supports an array of underwater life such as water beetles, pond snails and dragonfly larvae. The ponds dipping platform offers a place for local schoolchildren to view these underwater creatures.

The pond is also used by birds and mammals such as bats and foxes to drink, bathe and feed. However ducks and fish are less welcome visitors as they eat other pond life and reduce biodiversity. Visitors are discouraged to feed ducks, release fish into the water or allow their dogs into the water.

There has been a pond in this location since at least since 1894. It was originally an ornamental feature when the Woods were landscaped as a 'park' and opened to the public in 1898.

In 1935 the then Hornsey Council replaced the pond with a much larger concrete paddling pool, surrounded by paving and enclosed with a fence which generations of children enjoyed playing in until the mid 1970s when it became derelict.

Local archaeologists observed the demolition of the paddling pool and the excavations for the new pond. Among their discoveries was confirmation that the base of the original Victorian pond did not use modern Portland cement but waterproof cement, made with coal ash and lime.

They also found that this concrete base covered three meters of sandy silt, overlaying a bed of gravel. The sandy silt contains pollen from plants that once flourished in the Wood, some of which no longer grow there.

The Friends of Queen's Wood manage the pond by once every year removing invasive plants and leaves from the pond's surface to allow animals to grow and feed. This takes place in winter, when most of the wildlife that uses the pond is elsewhere in the Wood.



**Image 10: Frog Pool interpretation panel**

Since the pond was created, certain dog walkers had persisted in encouraging their dogs to access the pond despite signage clearly stating this was not permitted. The wooden fencing had been regularly broken down, with resultant disturbance to pond-life and the surrounding vegetation, leaving the area of the pond looking run-down and neglected. In 1028 the wooden fencing was replaced by more secure and Attractive wire fencing, coupled with the planting of a new hedge in the most prominent area at the edge of the pond and though dogs are discouraged from entering the pond there are means by which this is made possible, improved in 2019. This work has led to the new fencing remaining intact and the hedged developing, making the whole area much more attractive.

### **2.2.5 Other pools**

Two more pools were created in 2010 as part of the same project as the Frog Pool.

The top pool close to the Lodge was created in an area where water from a spring line regularly ran across the adjacent footpath. The pond now captures most of this water and an overflow pipe running beneath the path redirects any excess further down the slope away from pedestrians.



**Image 11: Pool near Cafe**

The lower pool, also created in a traditionally wet area, is located adjacent to the Capital Ring path. This pond captures water from a French drain designed to protect the path.



**Image 12: Lower pool in Queen's Wood (photo courtesy of Stephen Middleton)**

Both pools are designed to benefit wildlife but unlike the Frog Pool they are not fenced. Dogs are allowed to access these ponds although not encouraged. Dead hedging offers the pond some protection and acts as a visual and physical barrier helping to prevent accidents.

However both pools get cluttered up with sticks thrown in by children and have to be periodically cleared to keep them looking reasonably tidy.

In 2018 a small ornamental pool in the valley floor, traditionally known as the 'Dogpool, which had been overgrown by a thicket of brambles and saplings following the coppicing in the 2,000's, was opened up and restored.

### **2.2.6 Pathways**

Path improvements in Queen's Wood took place phased over a two-year period in 2008 and 2009, however further works are now much needed. A programme of phased planned path repairs will be undertaken as budgets allow over the next 3-5 years based on a prioritisation exercise to be undertaken with the Friends.



**Image 13 & 14: Paths before and after the 2008/09 improvement works**



Image 15 & 16: Improved paths, 2009

Led by the Friends and undertaken by TCV, sleeper bridges were installed across two streams to improve accessibility.

### 2.2.7 Path edging

Key paths in the western part of the Wood have benefited from works carried out by the Friends and The Conservation Volunteers, to install path edging.

This has utilised some of the spare wood generated from the coppicing which took place in 2014, and has added some varied habitat for wildlife, while protecting some of the delicate coppiced areas.



Image 17 & 18: Path edging

## 2.3 Trees

Haringey's parks and open spaces are of significant arboricultural importance as they contain some of the largest and oldest trees in the borough. Trees are an essential feature in parks providing shade and structure, making them a more attractive environment to visit.



There is a planned inspection programme for which we aim to inspect each tree every four years. Trees in parks usually only require maintenance to mitigate risks to site users and adjacent properties. Over 150 new trees were planted in Haringey's parks and green spaces on 2017 and 2018, funded in part by the GLA.

We will be reviewing and updating policies on tree management as part of the new Parks Strategy, with likely changes to inspection regimes and details on a more planned approach to new tree planting. This will also include how we aim to mitigate existing pests and diseases, such as Oak Processionary Moth, along with future risks to Haringey's tree stock.

The wood is an ancient oak-hornbeam woodland, which features English oak and occasional beech which provide a canopy above cherry, field maple, hazel, holly, hornbeam, midland hawthorn, mountain ash and both species of lowland birch. The scarce Wild Service Tree (which is evidence of the Woods's ancient origin) is scattered throughout the wood.

Other specific issues affecting individual sites can be discussed with the Nature Conservation Officer.



Image 19 & 20: Trees in Queen's Wood

### 3. A welcoming place

#### 3.1 Visiting Queen's Wood

Queen's Wood is a 52-acre (21.54 hectare) area of ancient woodland in the London Borough of Haringey, abutting Highgate Wood and lying between East Finchley, Highgate, Muswell Hill and Crouch End. It was originally part of the ancient Forest of Middlesex which covered much of London, Hertfordshire and Essex and was mentioned in the Domesday Book and is now one of three Local Nature Reserves in the London Borough of Haringey. It is situated a few minutes' walk away from Highgate tube station.

##### 3.1.1 Public transport

Queen's Wood is approximately a couple of hundred metres from Highgate tube station, on the Northern line.



Image 21: Map of closest tube station to Queen's Wood

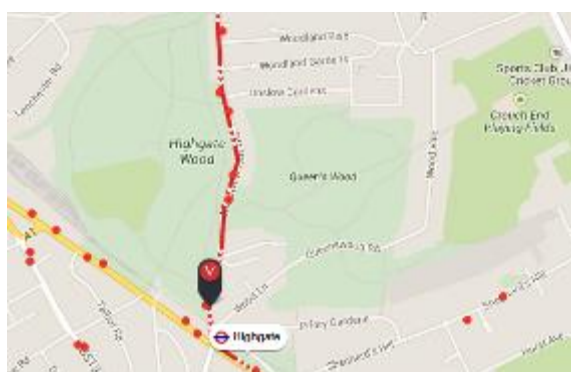


Image 21: Bus stops around Queen's Wood

A number of buses stop in the roads surrounding Queen's Wood including:  
134 – Tottenham Court Road to High Barnet, stopping on Muswell Hill Road  
43 – London Bridge to Muswell Hill, stopping on Muswell Hill Road  
263 – Barnet to Archway, stopping on Archway Road

### 3.1.2 Vehicles

There are no parking facilities within Queen's Wood and due to its nature conservation status any driving within the site is kept to a minimum.

Parking is allowed in the surrounding roads including Queen's Wood Road.

A small part of the Highgate Station CPZ touches the south western corner of the Wood along Wood Lane. This is in operation Monday to Friday, between the hours of 10am and 12pm.

In 2018 the part of Queen's Wood Road bounded by double yellow lines was substantially increased, reducing the number of cars parked on the road and reducing congestion, and thereby improving the appearance of the Wood in this area.

### 3.1.3 Bicycles

Bicycles are banned from Queen's Wood as set out in its byelaws.

In 2014 following requests from the Friends of Queen's Wood and local residents no cycling signs were installed at all entrances to the Wood.

Metal signs were installed on the paths in 2021. Where these couldn't be installed, symbols were added to existing signs and new wooden posts installed.



Image 23 & 24: Floor stencil template and on path



**Image 25: Sign on wooden post**



**Image 26: Bike stands at Muswell Hill Road gate**

There are two bicycle stands at the Muswell Hill Road gate, encouraging users of the Wood to leave their bikes there.

## 3.2 Entrances

Access into the Woods can be gained from a number of pathways along Queen's Wood Road. In addition to these there are six other entrances.



Image 27: Map of Queen's Wood and the gate names

The 'main' entrance is the one located on Muswell Hill Road. Just within here to the right is the Cafe and Community Garden.

### 3.2.1 Vehicle access

Operations staff in vehicles, such as the Hygiene Team and contractors' access the Wood through the Muswell Road Gate.



Image 28: Muswell Hill Road Gate

### 3.3 Access for all

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

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

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

All entrances to Queen’s Wood are step-free, although there are some sets of stairs within the wood, along the steeper paths. Due to the nature of the existing paths and terrain, people in wheelchairs and with pushchairs should be cautious when using Queen’s Wood.

Haringey’s Parks team are currently looking into the feasibility of installing a Changing Places accessible welfare facility at Queen’s Wood along with welfare facilities for groups such as forest schools. This project will be linked to wider accessibility options for the site and the proposed natural flood management scheme which also addresses accessibility issues.

### 3.4 Signage

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

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

- Shared use walking / cycling symbols (with pedestrian priority)

- no unauthorised vehicles
- keep your park tidy
- three dog control orders with potential penalty for failing to adhere to these orders.

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

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

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

### 3.4.1 Interpretation panels

In 2011 interpretation boards were installed at three locations within the Wood, showing a map of the site and with key features marked. These maps also show the viewer where they standing.

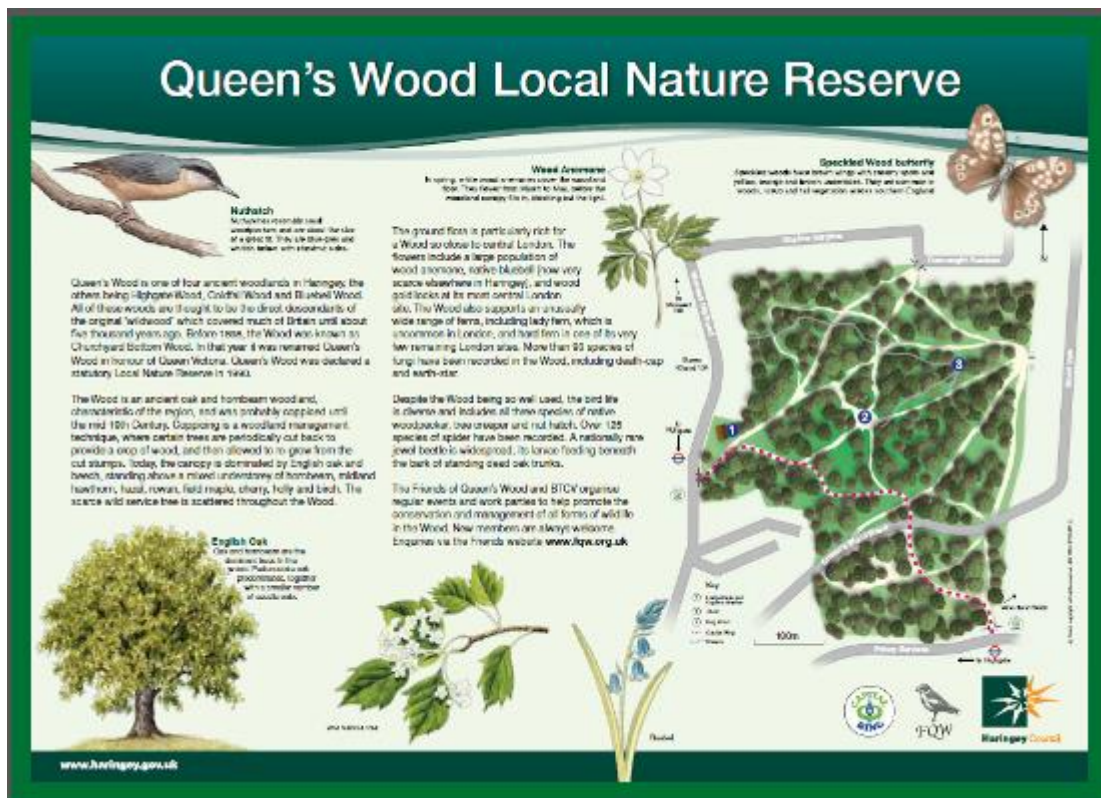


Image 29: Interpretation signage installed within Queen's Wood

Since then two further interpretation boards have been installed, funded by the friends, one on bats and the other on medieval banks.

### 3.4.2 Directional finger posts

Finger posts are found at a number of locations pointing people in all directions, vital for a large area like Queen's Wood, with access points all around.

Many of these are historic and have been in their current locations for many years. Others are more recent and were installed as part of the Capital Ring improvements and point the way of the Capital Ring Walk.



Image 30: Directional finger posts

### 3.5 Toilet facilities and refreshments

Toilet facilities and refreshments are available within the cafe, which is open daily.

### 3.6 Events

The council welcomes and encourages events put on for the community in all its parks, however for Queen's Wood, any such events would have to be sympathetic to the special nature of the site and special procedures would be in place to determine the appropriateness of events. Events at Queen's Wood in the past have mainly been small scale community focused events hosted by the Friends.

The [outdoor events policy](#) sets out the types of events that are encouraged and those we do not allow.

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



Small community events and activities are particularly encouraged so we have made the application process easier and events for under 100 people are free of any charge.

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

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

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

Particularly popular have been Family Fun Days run each summer in the Wood attracting up to some 100 younger children. The Friends also run a series of walks around the Wood each year on themes such as trees And other flora, fungi, bats, birdlife and invertebrates.

## 4. Clean and Well Maintained

### 4.1 Operational and management responsibility for parks

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

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

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

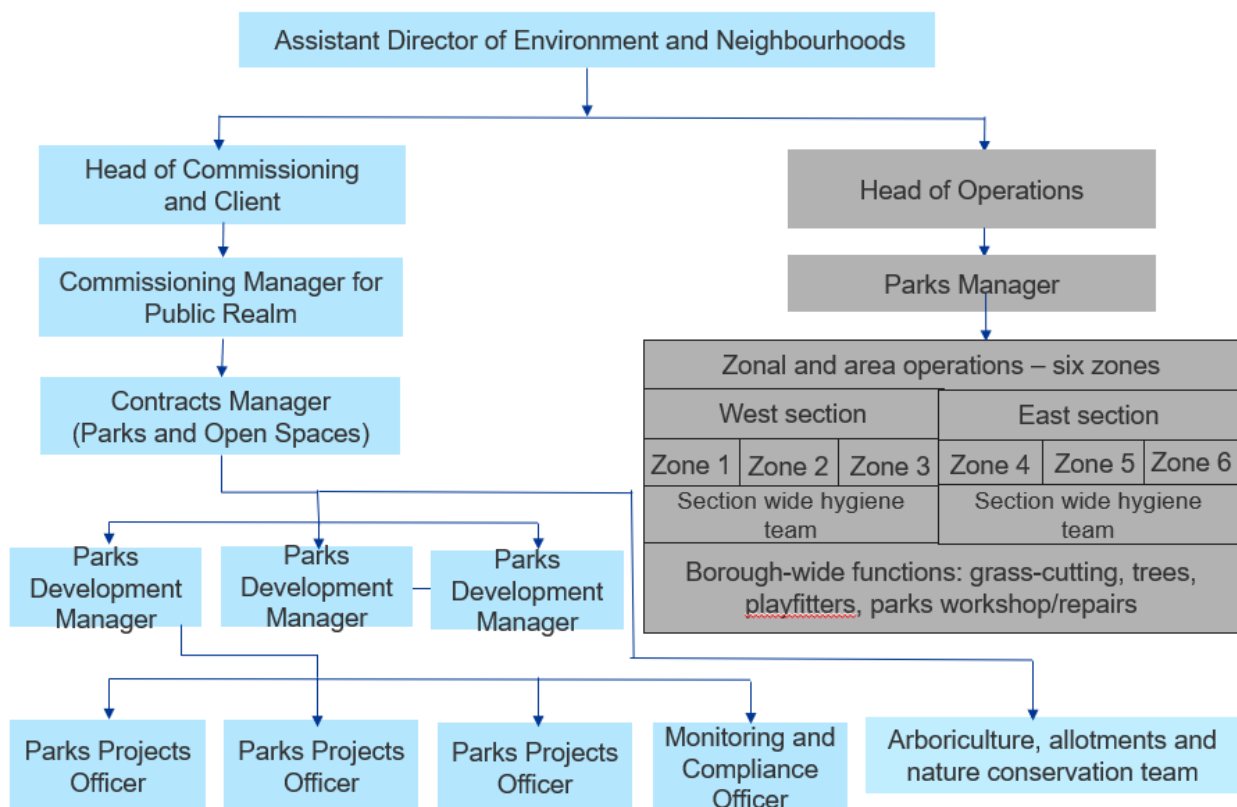


Image 31: Simplified parks structure chart

### 4.2 Current maintenance by Park Operations

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

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

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

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

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

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

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

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



Image 32: Map showing zones for operational management of parks in Haringey

### 4.3 Asset management and management of projects in parks

The Parks Development team now works to the same six zones as the Operations team. A new zonal team has been created with each zonal team member being responsible for two zones. Each zonal officer has responsibility for:

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

The allocated officer for Zone 2, in which Queen's Wood sits, is Glynis Kirkwood-Warren, Parks Zonal Manager.

A Nature Conservation Officer has responsibility for parks and open spaces across the whole borough, including Queen's Wood.

### 4.3.1 Park asset inspections and Spotlight visits

In 2018 the council adopted the Mayor of London's typology for parks. Under this typology Queen's Wood is described as a local park site (A3) as it is between 2-20 hectares in area.

Since January 2019 the council has also instigated a programme of park asset inspections with the frequency dependent on the type of park. As a local park Queen's Wood is inspected every quarter.

The inspections cover hard assets, including:

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

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

A: Excellent: No action required

B: Good: No action required

C: Acceptable: No action required

D: Improvement required: Defects will be addressed as budgets allow

E: Emergency repair required: Make-safe within 24 hours. Full repair within 28 days.

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

Defects can also be reported by the public, Friends, councillors and stakeholders online via the Council's website at [www.haringey.gov.uk/park-problem](http://www.haringey.gov.uk/park-problem) or by using the Love Clean Streets smart phone app or by calling the council.

As part of our zonal approach we have also started to hold 'Spotlight meetings' with Councillors, Friends and key stakeholders of Queen's Wood every quarter. The spotlight meetings have been developed to focus on specific Queen's Wood issues within a small group and to communicate through a "face-to-face" contact with a Haringey Parks Officer. This is in contrast to both the Haringey Friends of Parks

Forum and The Friends of Queen's Wood meetings, both of which have a much broader remit and audience.

### 4.3.2 Capital projects

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

Capital projects for Queen's Wood are listed in the Action Plan at Section 12.

## 4.4 Scheduled Maintenance

The following table provides a summary of the maintenance regime within Queen's Wood.

Activity	Frequency	Notes/comments
<b>Bins, Litter and Dog Fouling</b>	Twice weekly	Dog fouling dealt with when reported.
<b>Fly tips and other hygiene issues</b>	Reactive	In response to emergency call-outs

Image 33: Scheduled maintenance in Queen's Wood

## 4.5 Setting and measuring service standards

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

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

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

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

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

- Grass (which includes the grass cut height, follow up and final finish)
- Shrubs (which includes pruning, weeding of beds and general appearance)

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

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

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



Image 34: Illustrative service standards for grass cutting

Category	Target A/B	Achieved 2018-19
Grass	90%	61%
Shrubs	90%	83%
Hygiene	60%	71%
Seasonal and other	55%	65%

Image 35: The boroughwide targets and performance for the above KPIs

#### 4.6 Monitoring the condition of equipment and physical assets

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

#### **4.7 Tree maintenance programme**

Tree works in parks, open spaces and woodlands are usually undertaken to mitigate risks to site users and adjacent properties. For example works to trees in Queen's Wood have in the past been carried out to improve security on site by raising the canopies of the trees to increase sight levels and reducing overhanging branches into adjacent roads.

#### **4.8 Graffiti**

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

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

#### **4.9 Maintenance of buildings, equipment and landscape**

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

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

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

Landscape maintenance is carried out by the parks service.

#### **4.10 Hygiene**

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



## **5. Healthy, Safe and Secure**

### **5.1 No smoking**

Smoking is permitted (though discouraged) in Queen's Wood although priority 2 of the council's Health and Wellbeing Strategy identifies smoking as a key factor in reducing life expectancy.

However, there is a borough wide smoking ban in place in all children's playgrounds and signage at playground entrances highlights this.

### **5.2 Alcohol**

Alcohol is permitted in Queen's Wood.

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

There is currently no PSPO covering Queen's Wood.

Further details of areas in Haringey where PSPOs are in operation can be found at <https://www.haringey.gov.uk/community/community-safety-and-engagement/anti-social-behaviour/public-spaces-protection-orders-pspos>

### **5.3 Walking routes**

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

The Capital Ring Walk offers walkers the chance to see some of London's finest scenery. Divided into 15, easy-to-walk sections, it covers 78 miles (126km) of open space, nature reserves, Sites of Specific Scientific Interest and more.

Queen's Wood is part of number 11 of the 15 walking routes covered by the Capital Ring, running between Hendon and Highgate tube station.

The Capital Ring runs through Queen's Wood, between the entrances off Muswell Hill Road and Priory Gardens, and is marked on the interpretation signs.



Image 36: Capital Ring walk through Queen's Wood

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

In 2018 a booklet called *A Walk in the Park* showcases several walks through Haringey parks including The Linear Walk Trail which passes through Bruce Castle Park.



Image 37: Walking trail

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

## 5.4 Health and safety

The health and safety of visitors to the parks, and staff and contractors working in Queen's Wood is given the highest priority. Health and safety within the wood is managed by ensuring that:

- infrastructure items (including games areas, water features and so on) are inspected regularly as detailed elsewhere in this document.
- planting and landscaping is designed to minimise the risk to park users, and the operational maintenance programme keeps these risks manage

### **5.4.1 Raising health and safety concerns**

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

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

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

### **5.4.2 Friends**

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

Through a joint Management Committee representatives of the Friends and Council meet 2-3 times a year, when matters of concern can be raised and discussed.

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

### **5.4.3 Risk assessments**

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

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

### **5.4.4 Safety representatives**

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

and plays a key role in generating continual improvement in health and safety standards.

#### **5.4.5 Staff reporting**

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

### **5.5 Reporting issues with the 'Love Clean Streets' app**

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

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

### **5.6 Community safety and policing**

Parks in Haringey remain relatively safe places, especially during the hours of daylight. Over the whole of 2020 there were 767 reported crime or incidents reported to the police across all the parks and open spaces in Haringey – an average of 63 incidents per month.

The breakdown of stats for 2021 is only available for January to September. During this period a total of 492 incidents were reported to police across all parks in Haringey – an average of 54 per month. This is a decrease of 16% and could be due to parks being much busier and therefore deterring some criminal and asb activity.

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

Between January and April 2021 in Queen's Wood there were 2 reported crimes. Queen's Wood accounted for 0.4% of all reported crimes in Haringey parks.

Over the years there have been a number of initiatives the Council has implemented to make the parks safer for all who use them. However, reductions in budgets in the last decade have limited these initiatives.

The Neighbourhood Policing Teams for Highgate and Muswell Hill wards have strong links with Queen's Wood. Police officers are in regular contact with council officers and often attend Friends meetings.

## **5.7 Extending Neighbourhood Watch into parks**

Neighbourhood Watch groups across the borough are encouraged to adopt a local park or green space.

The Neighbourhood Watch Officer is proactive in helping to reduce crime in our parks through interventions such as asking all Neighbourhood Watch Groups to include their local park or green space in the Watch and report any issues of concern, organising a monthly dog walk in a different park every month, where dog walkers are asked about how safe they feel and encourage ongoing engagement with the police, regular communication with Friends of Parks Groups and the Friends Forum, including attending their meetings when invited, and providing monthly crime statistics to the Council and senior police officers showing crime trends and where resources are required.

## **5.8 Designing out crime**

It is widely recognised that key factors in ensuring park safety and the perception of safety are to ensure high usage, adequate onsite staffing presence, good maintenance of buildings and infrastructure and a high level of community involvement and 'ownership'. These matters are dealt with in other sections.

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

## **5.9 24-hour access**

Some park sites in the borough are locked at dusk and opened at dawn, due to historical issues or having private houses or gardens backing onto the site. Queen's Wood however is not a locked site.

## **5.10 Dogs**

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

### **5.10.1 Control of dogs**

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

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

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

In addition, the tennis courts are allowed to be used by dogs when not in use for tennis.

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

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

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

The PSPO is in force for three years from October 2020 and can be extended for a further three years.

These powers came into effect on the 20 October 2017, introduced under the Anti-Social Behaviour, Crime and Policing Act 2014.

**The Public Space Protection Order will remain in force for three years.**

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

## **6. Sustainability**

### **6.1 Greenest borough strategy**

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

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

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

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

### **6.2 Pesticide use**

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

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

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

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

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

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

### **6.3 Sustainable use of materials**

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

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

### **6.4 Recycling**

Although some parks have dedicated onsite recycling bins, all waste collected from parks be it from standard waste bins, or recycling bins is taken to the North London Waste Authority (NLWA) depot. Materials that can be recycled are extracted and processed accordingly.

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

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

### **6.5 Pollution reduction**

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

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

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

### **6.6 Water efficiency**

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



## **7. Community Involvement**

### **7.1 Volunteering in parks**

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

#### **7.1.1 Community Volunteering**

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

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

TCV have 16 planned visits in 2019/20.

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

#### **7.1.2 Corporate volunteering**

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

During 2018-19, TCV supported 14 corporate volunteer days across the borough with tasks ranging from habitat creation and vegetation management, to creating countryside furniture and nature trails. Additional corporate volunteer days were delivered at parks across Haringey, facilitated by Friends groups.

Specific opportunities for corporate volunteers are included within site Conservation Action Plans (section 8.4) to ensure that the sessions support wider management of the site whilst providing an engaging and rewarding opportunity for the volunteers.

### **7.2 Haringey Friends of Parks Forum**

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

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

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

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

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

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

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

### **7.3 Friends of Queen's Wood**

The Friends of Queen's Wood (FQW) is a voluntary group which was set up to help look after the Wood and its trees, plants, birds, animals, fungi and other forms of wildlife. It has about 200 households in membership: members are mainly drawn from the surrounding areas in Haringey and Camden.

FQW began at the beginning of the 1990s as a small, informal group of very local residents who undertook some basic management tasks, such as sweeping paths of leaves and snow and picking litter, as the Council progressively withdrew its park keepers from the Wood.

In 1999 there was felt to be a need for a more formalised structure, for three reasons: to give more legitimacy and accountability for the actions of the Group; to take on more ambitious tasks, especially those entailing external funding; and to spread the net for members more widely. As a result a constitution was adopted and a more formal structure for running the Group was put in place. These have remained broadly unchanged since then.

#### **Specific aims and objectives**

1. To help look after the Wood, its plants, animal, fungi and other forms of wildlife in conformity with its status as an urban nature reserve
2. To improve the accessibility of the Wood, in keeping with its nature reserve status.
3. To improve the appearance and cleanliness of the Wood,
4. To educate and inform users of the Wood and the wider public about the value of the Wood and its various facets.
5. To enhance the value of the Wood as a place of enjoyment and entertainment

### **Activities**

The Group carries out a number of activities:

1. Maintenance of the Wood. Essentially it acts as the Council's 'eyes and ears', keeping a look out for, and reporting as necessary, disturbances such as the blockage of pathways by fallen trees and branches, instances of dangerous overhanging branches, acts of vandalism or nuisance. It also holds a group working party session on the last Sunday morning of each month for one and a half hours, which carries out maintenance and conservation tasks in accordance with the agreed Management Plan and helping to keep the Wood free of litter. TCV participate in these sessions from time to time.
2. Research and education. It monitors and undertakes specific surveys of the state of wildlife in the Wood. For example, it monitors the impact of coppicing undertaken at various stages over the last ten years and has undertaken surveys of the flora of the Wood, and its invertebrate and bird life.
3. Educating and informing. It organises walks around the Wood a number of times a year, with different themes e.g. spring flower walks, bird walks, herbal walks. It also arranges a talk at each AGM (and occasionally at other times) on issues of interest such as birdlife, the impact of coppicing on the flora of the Wood, the watercourses and geology of the Wood. It issues a monthly bulletin to members and a quarterly newsletter. It runs an informative website, which includes the posting of forthcoming events and its survey reports.
4. Recreation. Once a year it organises a family fun day aimed primarily at younger children.
5. Miscellaneous. As a principal point of reference for the users of the Wood and others more widely, the Group deals with a wide number of ad hoc issues as they arise. For example it has been active in lobbying over concerns about damage to the Wood from the neighbouring builders yard and the activities undertaken on adjoining properties which could have an impact; answering a wide range of questions from members of the public about the Wood; and advising schools and children's groups.

### **Governance and organisation**

The Group holds an Annual General Meeting, when elections are made to the Committee. The Committee carries the responsibility for undertaking the activities of the Group. The Committee has up to 9 members and meets about four times a year. In addition, there is a joint Management Committee comprising several members of the Friends Committee and representatives of the Council, when issues relevant to the management of the Wood are discussed and decisions made. This meets about three times a year. The Committee holds consultations with its members (and more widely if there is interest) on major projects such as coppicing and the development of the wildlife ponds.

### **Finance**

The Group charges a small subscription: £5 per annum for individuals and £10 for households. It has an annual income of about £1.5k - £2k per annum excluding specific grants. Its expenditure varies from year depending on the particular projects and other activities being undertaken. In recent years it has been successful in winning external grants for a number of projects in cooperation with Haringey Council, these often substantially exceeding the income it generates itself.

### **Working with the Council**

The Group works closely with the Council in all its activities. The foundation of the cooperation between the FQW and the Council is the management plan for the Wood. The main forum for interaction is the joint Management Committee (see above). These meetings of the Committee are supplemented by liaison on a frequent basis with individual officers, especially on specific projects and dealing with day to day problems, such as fallen trees and vandalism, as they arise.

### **Links with other bodies**

The Group maintains links with a number of local bodies, in particular:

- The Superintendent and staff of the adjoining Highgate Wood
- Other Friends of Parks Groups, both bilaterally (particularly that covering Crouch End Open Space) and through the Friends of Parks Forum
- The local police Safer Neighbourhood team
- Residents Associations or other local representative bodies such as the Muswell Hill and Fortis Green Association and the Highgate Neighbourhood Forum
- The Conservation Volunteers (TCV). They undertake work in the Wood several times a year and they have been of particular value in carrying out tasks which require a professional expertise or manpower input beyond the capability of the Group itself.
- Local educational bodies or groups such as Forest Schools

For further information - [www.fqw.org.uk](http://www.fqw.org.uk)

## **7.4 Other community involvement**

### **Queens Wood Lodge Café**

Queen's Cafe is open May to October; weekdays 9am – 5pm, weekends 9am – 6pm, and during November to April; weekdays 10am – 4pm, and weekends 9am – 5pm.

The cafe provides refreshments and toilet facilities to visitors to the Woods and puts on events and activities both within the Cafe and in the Wood.

For further information - [www.queenswoodcafe.co.uk](http://www.queenswoodcafe.co.uk)

### **Queen's Wood Organic Community Garden**

Volunteers are welcome and encouraged to help maintain Queen's Wood Community Garden. No previous knowledge or experience is needed and all skill levels are catered for, especially as the organic garden depends on help from volunteers.

It's a great opportunity to learn or share vegetable and fruit growing skills and they even provide refreshments (and a share in the crop) in return for their hard work.

Activities include:

- planting, digging, harvesting
- basic DIY
- pruning and clearing
- sowing seeds and greenhouse work
- maintaining healthy compost piles
- help with some marketing, blog writing and Facebook updates

Volunteers work in the garden every week, all year round:

- Monday mornings, 9.30am – 1.30pm
- Thursday mornings, 9.30am – 1.30pm (April – September)

For further information - [www.queenswoodgarden.org](http://www.queenswoodgarden.org)

### **Local schools**

Local schools play an active part in the activities that take place in the Wood. It is often used as an extension to their classroom activities.

### **Forest Schools**

Forest School activities are becoming more popular across the country and take place regularly in Queen's Wood. These offer children, usually of nursery age, the opportunity to experience and learn about nature in the outside environment. The Council has given permission to such groups to use the woods for outdoor educational learning, however it is aware of increasing interest from other groups and a degree of unauthorised use:

### **Into the Woods**

Based on the Forest School approach, 'Into The Woods' was London's first full-time, fully outdoor nursery. The children spend the whole day outside enjoying a unique experience and education.

Into The Woods run their nursery at Queen's Wood all week during term time, for children 2½–5 years old. They also run a Forest School Club for home/flexi schooled children aged 5–7 years, all day Wednesday.

The children connect with nature; get the fresh air and exercise they need; develop their communication, imagination and thinking skills; build their confidence and resilience; and, most importantly, have lots of fun.



**Image 38: Into the Woods: Children connecting with nature (Reproduced with kind permission from Into the Woods)**

The children take part in a huge variety of activities, such as building dens, making leaf pictures, creating fantasy worlds, cooking in mud kitchens, and caring for the environment, as well as having plenty of opportunity for free exploration of the woodland alongside experienced child-centred staff. The teaching staff are very well qualified, with a passion for outdoor learning, and understand how to cover all areas of the Early Years curriculum in an exciting hands-on way that children love.

Permission is also granted to other schools, nurseries and forest school groups for adhoc use of the woods on a first come first served basis, however the fundamental guiding principle in deciding whether or not a group can use the woods for such activities is that such educational use must not compromise the nature conservation

interests of this ancient woodland and the capacity of the woods to accommodate such usage is not exceeded.

## 8. Conservation and Heritage

### 8.1 Biodiversity and the Biodiversity Action Plan (BAP)

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

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

Priorities within the BAP will help support updating or developing Conservation Action Plans for parks in Haringey including Queen's Wood. See section 8.4.

### 8.2 Habitat representation and nature conservation interests

Queen's Wood covers just over 21.5 ha of green space with a range of habitat types represented.

Table: Habitats in Queens Wood

Habitat type	Area (ha)	Percentage
Native woodland	21.54	100%

Image 39: Habitat types

Note: Habitat type defined as per the London Survey Methodology. Source [www.gigl.org.uk](http://www.gigl.org.uk). Total area surveyed may not exactly match the park area

Queen's Wood has a wonderful array of mature specimen trees and tree lined paths

### 8.3 Designation status

Natural England and Local Authorities have a system of designating greenspace depending on certain characteristics and their value - locally, regionally and nationally. Queen's Wood falls under the UK Woodland Assurance Standard and is designated as follows:

Designation	Information
Borough Grade II SINC (Site of Importance for Nature Conservation)	Ancient woodland
Local Nature Reserve	

Image 40: Designation status of Queen's Wood



There are additional designated sites close to Queen's Wood

Site	Area (ha)	Location	Designation
Highgate Woods	28ha	West	SINC (Site of Importance for Nature Conservation)
Parkland Walk	12.54ha	South east of site	Local Nature Reserve Metropolitan Open Lane

Image 41: Designation status of sites close to Queen's Wood

## 8.4 Conservation Action Plan (CAP)

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

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

With the development of a new Biodiversity Action Plan during 2020, existing CAPs for parks will be updated to ensure they are aligned with the new BAP. They will detail conservation actions and requirements, including maintenance, enhancement opportunities and potential future projects.

There is a CAP in place for Queen's Wood which can be found below. This continues to form the basis for conservation activities within the park and will be updated to reflect new priorities, actions and projects.

To date, key actions under the existing CAP at Queen's Wood have been implemented by TCV, volunteers and the Friends of Queen's Wood and focused on works to the top pond and frog pool, works to path clearance, .

### **8.3 Site history and heritage**

Queen's Wood dates from at least 1600, possibly from pre-historic times.

In the nineteenth century the Wood was known as Churchyard Bottom Wood. It was purchased from the Ecclesiastical Commissioners by Hornsey Council in 1898 and renamed Queen's Wood in honour of Queen Victoria.

In November 1990 it was designated a Statutory Local Nature Reserve by the Council.

The London Ecology Unit list it (together with nearby Highgate Wood and Parkland Walk) as a Site of Metropolitan Importance; their highest grading.

Queen's Wood is the location of the source of the Moselle river.

## **9. Marketing**

### **9.1 The marketing approach**

Marketing Queen's Wood involves more than simply publicising and promoting the park, it also involves listening to the users of the park. A common phrase associated with marketing is 'putting the customer at the centre of business'.

This section outline how facilities and activities at Queen's Wood are promoted and publicised and secondly how users are positioned at the centre of the business.

### **9.2 Websites**

[www.haringey.gov.uk/greenspaces](http://www.haringey.gov.uk/greenspaces)

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

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

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

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

22% of respondents to the last residents survey carried out in 09/10 prefer to find out information via the web.

Stakeholders within the Wood such as the Friends, Cafe and Community Garden all maintain websites:

[www.fqw.org.uk](http://www.fqw.org.uk)

[www.queenswoodcafe.co.uk](http://www.queenswoodcafe.co.uk)

[www.queenswoodcafe.co.uk/garden/](http://www.queenswoodcafe.co.uk/garden/)

### **9.3 Social media**

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

#### **[@haringeycouncil](#)**

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

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

[www.facebook.com/haringeycouncil](http://www.facebook.com/haringeycouncil)

[www.youtube.com/haringeycouncil](http://www.youtube.com/haringeycouncil)

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

[www.haringey.gov.uk/add-event](http://www.haringey.gov.uk/add-event)

### **9.4 Publications**

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

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

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

### **9.5 Noticeboards**

There are notice boards at five different gates into the Wood. These are used to display information about the Friends and Council services and/or campaigns.

In 2014 a set of guidelines detailing how notice boards within parks should be used, maintained and what information can be displayed were issued with the expectation that all those with an interest and access to the notice boards will adhere to them.

In 2019 we developed a simple A2, updateable poster that gives key contact information for council and other public services.

### **9.6 Campaigns**

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

- Litter awareness campaign – encouraging users to dispose of their litter responsibly.
- Neighbourhood Watches – encouraging creation of new watches and increased membership
- Trees Awareness – aimed at highlighting tree planting, tree identification, maintenance and removal and why. Along with National Tree Week.
- Volunteering and Friends Groups – promoting the work groups do, the benefits they bring to communities and encouraging volunteering
- Love Parks Week – Encouraging stakeholders and Friends to promote and highlight the borough's parks and the events that they put on.
- The Big Lunch- supporting and promoting via social media the Big Lunch events happening across the borough, with focus on shared picnics in our parks and green spaces.
- The Great Get Together- supporting and promoting the national campaign to celebrate and promote community cohesion. We have streamlined the application form for this event to make it even easier for residents and park users to take part.
- Play Weekend- supporting the Play Streets initiative to encourage more active play within communities
- Playday- supporting the National Summer event to promote active play for children, young people and families. We work closely with our colleagues in the Active Communities Team to support community involvement and uptake.
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## 9.7 Awards

In 2021 22 parks managed by Haringey Council were awarded Green Flag status, an external recognition for quality parks and open spaces.

Haringey Council entered into the Green Flag Group Award application in 2016.

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

Queen's Wood won a Gold Award and was placed first in category for large nature reserves in the London in Bloom awards of 2015.

## **9.8 Tree and bench sponsorship**

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

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

The Friends of Queen's Wood have used their own funds to install benches within the Wood.

## **9.9 Consultation and market research**

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

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

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

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

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

# **10. Management**

## **10.1 Setting the financial scene**

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

Whilst the service has borne its share of austerity related budget reductions, in recent years the service has chosen to focus on generating additional income to mitigate these

reductions rather than impact service delivery on the ground. The service has managed this by growing the amount of income generated through: -

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

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

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

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

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

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

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

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

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

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

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

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

## 10.2 Management structure

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

The service is organised across Commissioning and Client Services business unit.

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

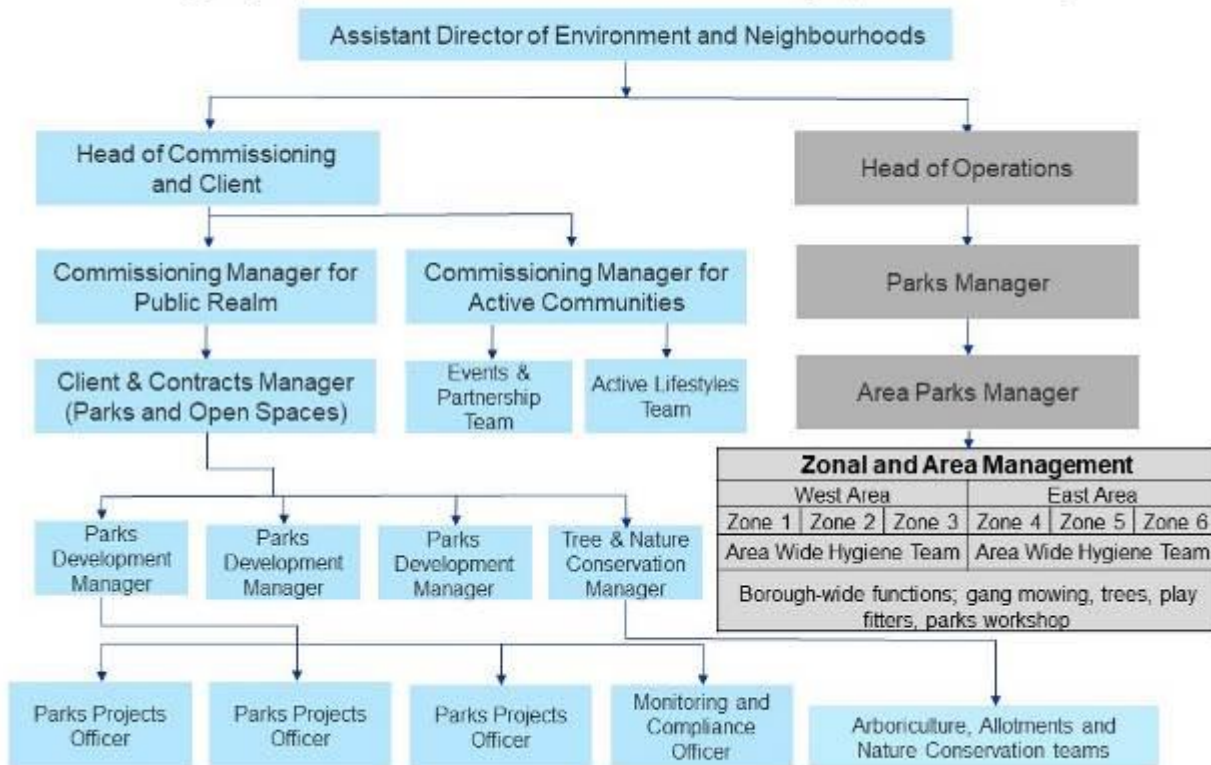
The structure chart (below) shows the three core strands of the parks service which are:

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



**Image 42:**

## Haringey park structure chart (April 2019)



**Image 42: Haringey park structure chart**

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

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

### 10.3 Borough Plan 2019-2023

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

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

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

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

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

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

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

The Borough Plan 2019-2023 can be found at:

[https://www.haringey.gov.uk/sites/haringeygovuk/files/borough\\_plan\\_2019-23.pdf](https://www.haringey.gov.uk/sites/haringeygovuk/files/borough_plan_2019-23.pdf)

#### **10.4 Parks and Open Spaces Strategy**

The last open space strategy was adopted in 2006.

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

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

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

The strategy will also describe the funding landscape. One key element of this will be to balancing revenue funding for the service against the agreed service standards. It will also provide a context to inform the long-term capital strategy including mapping out the external funding opportunities that can be used to the benefit of the service

The timetable is for a draft strategy to have been agreed, following public consultation by summer of 2020 and for Cabinet to agree the document early in 2021.

## **10.5 The Greenest Borough Strategy**

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

More information can be found here: [www.haringey.gov.uk/greenest-borough](http://www.haringey.gov.uk/greenest-borough)

## **10.6 The Health & Wellbeing Strategy**

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

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

More information can be found here: [www.haringey.gov.uk/hwbstrategy](http://www.haringey.gov.uk/hwbstrategy)

## **10.7 Finance and funding**

The revenue budget for Queen's Wood sits within the overall Parks Operations budget.

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

### **10.7.1 Parks and open spaces Small Grant Scheme**

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

More information can be found here: [www.haringey.gov.uk/parkssmallgrants](http://www.haringey.gov.uk/parkssmallgrants)

### **10.7.2 Events income**

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

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

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

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

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

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

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

## **11. Improving Queen's Wood**

### **11.1 Next Steps**

Section 12 contains an action plan that has been drawn up that sets out the actions to be taken over the next three years.

There are some aspirational one-off improvements that will require significant funding, such as refurbishing the paths, creating fenced areas, flood management scheme. These will be contingent on identifying suitable sources of funding or resources both from within the council and from external sources.

Other listed actions are more affordable: any will be at nil or negligible cost but will require the energy and contributions of local organisations and individuals.

The plan also identifies scheduled activities that will occur on a regular basis. One of these is to update the management plan on an annual basis. This plan will next be reviewed at the end of 2020.

### **11.2 Summary**

Queens Wood is in a one of the more affluent areas of Haringey and is it is also of lower density than most parts of Haringey, but the woods have a very high usage compared to similar sized parks and green spaces in the borough. The Friends group is very active and has the conservation of the woods at their heart and they have very clear ideas about how to achieve that.

## 12. Action Plan

### 12.1 Maintenance and scheduled work programme

Heading	Action	Frequency	Responsible	When?
Clean and well maintained	Site inspection: asset condition survey	Quarterly	Parks Zonal Manager	Quarterly
	Site inspection: grounds maintenance issues	Monthly	Parks Area Manager	Monthly
	Site inspection: performance monitoring of grounds maintenance works	Monthly	Parks Area Manager	Monthly
	Site inspection: annual boundary check	Annually	Parks Zonal Manager	Annually
Healthy, safe and secure	Play Inspection Company to inspect and risk assess all play and outdoor gym equipment	Quarterly	Play Inspection Company	Jan/Apr/ Jul/Oct
Management	Review the Park Management Plan annually	Annually	Parks Zonal Manager	Dec/Jan
Community Involvement	Lead 'Spotlight' meetings in the park with councillors and Friends	Quarterly	Parks Zonal Manager	Quarterly

Image 44: Schedule of annual or routine tasks which are neither developmental nor fall within the remit of routine grounds maintenance or hygiene functions

## 12.2 Queen's Wood Action Plan

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

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
A welcoming Place	Repair, repainting or replacement of railings at the Lodge café entrance and entire Muswell Hill boundary	M	Parks	tbc	Parks	Completed
	Improvements to the Wood Vale entrance, subject to the Moselle project	H	Parks	Included within £100k overall project budget	Thames Water/Environment Agency	2022-2023
	Creation of a Changing Places fully accessible welfare facility, with toilets & welfare provision for groups and a possible staff office, near the Lodge Café	L	Parks	£200k	SEND Parks CIL Externals funding bids	On hold following community opposition
A clean and well-maintained park	Bin and bench renewal, including creation of hard bases	M	Parks	£20k	Parks	Complete
	Investigate natural surrounds for the new bins	L	PPO	tbc	Park capital and revenue	As budgets allow

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
	Add signage to bins support litter campaign 'Bin it or Take it Home'	M	PPO	N/A	Parks capital and revenue	Complete
	Removal of unauthorised tree swings etc	H	Parks Operations	Officer time	Parks/In-house tree team	Ongoing
	Remove BMX track and discourage further unauthorised structures	M	Parks Operations	tbc	Parks	Complete
Healthy, safe and secure	Removing the tips of spikey railings along the whole length of the Muswell Hill boundary	H	Parks	tbc	Parks/CIL	As budgets allow
	Undertake repairs to make the wide steps down to Priory Gardens more accessible	M	Parks	tbc	Parks/CIL	As budgets allow
	Install removable bollards at the entrance to each of the main paths that lead into the Wood from the Lodge Café, to prevent unauthorised vehicle access	M	Parks	tbc	Parks/CIL	As budgets allow
	Install a bike rack (to match the one at the Muswell Hill entrance) at the Wood Vale entrance	M	Parks	tbc	Parks/CIL	As budgets allow
	Resurfacing around the frog pool		Parks or TCV	tbc	Parks/TCV	As budgets allow
A sustainable place	Explore whether the top pool by the lodge café is fed via a natural spring or a water leak	H	Parks/Flood and Drainage Team	tbc	Parks	Awaiting budget allocation



Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
						after project revision
	Resolving path erosion	M	Parks	tbc	Parks/CIL	As budgets allow
	Identify scope for encouraging recycling and reducing waste within the park	L	PPO, Park Operations	Nil	n/a	Ongoing
	Review use of chemicals as part of new parks and green spaces strategy	H	PPO, Park Operations	Nil	n/a	Ongoing
Community Involvement	Creation of an eco-centre or other such accessible facility served with water, foul drainage and electricity, providing toilets, water, washing facilities, storage and winter shelter. Such a facility to be financed externally and managed by one group on behalf of others	L	Parks	tbc	Mainly external funding, tbc	On hold
	TCV, volunteer and Friends workdays to carry out nature conversation and management tasks.	H	TCV, Friends, volunteers	Portion of overall contract and match funding	Parks/TCV/Volunteer time	16 visits a year
Conservation	The Council's Drainage, Flood	M	Drainage, Flood	£100k+	Environment	2022/23

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
and Heritage	<p>&amp; Water team are developing a project in conjunction with the Environment Agency, Thames 21 and Thames Water to reconsider options for resolving local flooding issues, such as:</p> <ol style="list-style-type: none"> <li>1. Possible daylighting of the existing Thames Water sewer to divert surface water flows into an open watercourse, or a modified existing watercourse, across the site.</li> <li>2. The construction of instream NFM structures such as gully stuffing, and leaky dams constructed from large woody debris to create natural attenuation and flow control within existing and proposed watercourses.</li> <li>3. The formation of wet</li> </ol>		& Water, Environment Agency, Thames 21 and Thames Water		Agency, Thames Water	

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
	<p>woodlands areas by installing earth berms to provide a 'floodplain' for the watercourse to spill into during times of heavy flows.</p> <p>4. The installation of localised retention basins to create attenuation and settlement areas.</p> <p>The project will also address wider accessibility issues and links with the Changing Places project will be fully explored.</p>					
	Undertake a footpaths survey to understand which are the priority paths for resurfacing/closure etc	H	Parks/Friends	tbc	Parks/CIL	Completed
	Programme of phased path repairs, to be agreed with Friends as budgets allow	H	Parks	As budgets allow (£500k?)	Parks/CIL	Phased 5 - year programme, as budgets allow
	Undertake a litter pick and Principal Bridge Survey of the	H	Friends/Bat group/Building	c£1k	Parks & Leisure	Completed

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
	Holmesdale 'bat tunnels', then weld shut the gates to prevent further unauthorised human access (retaining access for bats etc)		Control;/Parks			
Marketing and communication	Updating site signage & interpretation	M	Parks	Officer Time	Parks	As budgets allow
	Install 'no unauthorised vehicles' signage at the Muswell Hill entrance and outside the Lodge café	H	Parks	£2k	Parks	As budgets allow
	Install 'keep to the paths' signage in areas where land needs protecting	M	Parks/Nature Conservation	£2k	Parks	As budgets allow
	Install signage to identify the Moselle tributaries	M	Parks	£2k	Parks/EA/Flood Defence team/T21	As budgets allow
Management	Take lead from Nature Conservation Officer on new 10 year Nature Conservation Plan		Parks/Trees	tbc	Officer time	2022/23
	Drafting, consultation & roll-out of the new Parks restructure	H	Head of Parks & Leisure	tbc	Officer time and revenue budget tbc	Complete
	Drafting, consulting, writing and adopting of the new Parks & Green Spaces Strategy, including all its supporting documents such as the Parks Asset Management Plan, the	H	Head of Parks & Leisure and all of the Parks & Open Spaces Team	?	Officer time and revenue funding	2023

Heading	Action	Priority (H/M/L)	Responsible	Approx cost	Funding source	Target completion
	Trees & Woodlands Plan, the Watercourse & Flood Risk Plan, the Biodiversity Action Plan, the Volunteer & Community Engagement Plan, the Workforce Development Plan plus a number of Policies and Service Standards.					

**Image 45: Queen's Wood Action Plan**

### Friends of Queen's Wood's top 3 priorities:

Friends' top 3 priorities:	1	Improving communications with Parks Service
	2	Path and accessibility improvement
	3	Flooding issues