

GreenSpace Forum Ltd.

Template for GreenSpace Quality Manual

Draft Version 3b (formatted)

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Introduction

This manual has been designed to be a guide towards setting, maintaining and improving quality standards across our parks and green spaces.

It is not intended as a technical manual, nor has it been designed to replace site management plans or specific manufacturer's instructions for maintenance. Planting, infrastructure, buildings and equipment will vary in every park. The type and purpose of features should determine additional maintenance requirements; specific habitats or equipment will require additional specific maintenance regimes.

This guide has been based on common-sense principles through discussion with park managers and other organisations. With the help of our sector the manual has been developed as an easy reference indicator of quality standards across our parks and green spaces.

Not all spaces start from an equal position in terms of the initial quality of design or construction methods and materials. Some are based on an impressive and beautiful existing natural landscape, or have benefitted at some point from the influence of a great landscape designer and substantial investment in the planting, topography, architectural and recreational features. Others are created from more humble beginnings and with substantially less initial capital investment, leaving a functional but much more basic space. This manual is not intended to address quality as defined by the landscape or the design or construction materials used. It concentrates instead on quality as defined by the way the site is managed and maintained; the way in which it is cared for by the organisation that is responsible for its upkeep. It is this which most defines the space in relation to visitor experience and the benefits that they derive from visiting and their behaviour during the visit.

Evidence of declining standards often discourages first those who potentially benefit most from use of green space: children, older residents, unaccompanied women, vulnerable adults, minority groups. At the most basic level, a space which feels welcoming, clean and well maintained, safe and secure, is much more likely to appeal to a broad cross section of the local population with no one feeling excluded or discouraged from visiting. Beyond this, when spaces are managed to a high quality standard and are free of litter, graffiti and vandalism, with attractive and beautifully presented facilities and features, healthy, vibrant and inspiring horticulture and tree stocks, with rich and diverse habitats and ecosystems, they become places that everyone, from the most vulnerable and insecure to the most confident and sociable, wants to visit and enjoy. Quality is directly linked to satisfaction, which in return is linked to use and the achievement of the health and social cohesion benefits good green spaces so effectively provide.

This quality manual is produced during a period of unprecedented pressure on public spending; a time when there is no guarantee that current quality standards can be maintained. There is a danger that green space management will increasingly be pushed towards providing a service that is 'good enough' rather than excellent. Every step away from excellence reduces the potential benefits for individuals, undermines the contribution to building stronger and safer communities and damages efforts to sustain a healthy, vibrant and diverse environment able to mitigate and adapt to climate change.

Against this backdrop, green space management needs to adapt, diversify and develop if the sector is to retain its focus on the delivery of high quality spaces rather than the otherwise 'inevitable management of decline'. Delivery of green space services looks increasingly likely to be incorporated within bigger and broader public service areas. Trusts and social enterprise models, philanthropy, Corporate Social Responsibility and private sector partnerships present opportunities that need to be explored. The voluntary and community sector interest and involvement must be nurtured and embraced.

This quality manual is presented as a tool which can help green space management to retain its focus on quality during this period of transition and great change, enabling managers to define their quality objectives and more easily and effectively monitor achievement against those objectives. By focussing on the visible evidence associated with quality outcomes, rather than the methods by which quality is achieved, the manual is intended to be equally useful to the lay person or the experienced professional. The intended audience for this manual is therefore as diverse as the potential delivery mechanisms likely to be adopted by the sector from this point forward, including:

- Established green space professionals
- Inexperienced new comers to the sector hoping to become green space specialists
- Managers from broader areas of public service with newly acquired responsibility for green space management and little or no previous experience
- Voluntary and community sector organisations whose staff have varying degrees of previous involvement in green space management
- Local residents and individual community volunteers, again with varying degrees of previous involvement.

Pesticides and Peat Use

To remain true to the ethos that this quality manual focuses on quality outcomes rather than the methods of achieving them, the relevant individual sections remain silent about the use of pesticides. The Green Flag Award provides the following guidance and good practice principles which are endorsed by this quality manual:

Pesticides

Chemical pesticides include all products used for the control of or destruction of weeds, insects, diseases and other organisms which are considered to be pests. The use of chemical pesticides has been shown to reduce biodiversity, to cause adverse health effects and to contaminate the environment. In the interests of protecting the health of park users, many of whom are children, protecting the environment and the health of park staff, pesticide use should be eliminated or minimised.

Green space managers often feel that they do not make excessive use of pesticides. However detailed audits reveal that pesticides are often used out of habit unnecessarily. Also some make the mistake of thinking that whilst insecticides and fungicides should be avoided, herbicide use is OK. This is not the case. Herbicide use should also be very circumspect and fully justified. For the purposes of Green Flag, the term pesticides includes herbicides which are effectively weed killers and thus included in the definition of pesticides given above.

The list of banned pesticides has recently been substantially increased due to the review of pesticides being undertaken as part of the workings of EU directive 91/414/EC. It will continue to increase over the next few years. It is incumbent on park managers to stay up to date with these developments. Pesticide Action Network UK and Friends of the Earth have published a report, *'Breaking the Pesticide Chain'* to coincide with the withdrawal from the market of 320 pesticides across the EU in 2003. In the UK 45 pesticides will be banned. You can also find the information on the Pesticide Action Network UK website (www.pan-uk.org). Up to date information on withdrawn products can also be obtained from the Pesticide Safety Directorate (www.pesticides.gov.uk), an Executive Agency of the Department of Environment, Food and Rural Affairs that administers the regulation of agricultural, horticultural, forestry, food storage and home garden pesticides.

Opportunities exist for the elimination of pesticide use in certain situations, and their replacement with less hazardous control methods in others. The following list suggests steps that could be taken to achieve acceptable and less hazardous pest management:

- Audit current practices to determine where pesticides are being used, for what purposes and which chemicals are used. Particular attention should be paid to fine turf areas, rose gardens and hard surfaces.
- Adopt a strategy which aims to reduce chemical pesticide use by predetermined targets and maximises safeguards where chemical pesticides are used.
- Implement organic cultural methods or Integrated Pest Management (IPM) strategies in parks, and seek alternatives to chemical pesticides where possible.
- Ensure that persons specifying, storing and using pesticides are appropriately trained.
- Ensure that storage, transportation, application and disposal of pesticides is in accordance with the law and with best practice.

Integrated Pest Management (IPM) is the careful consideration of all available pest control techniques and integration of appropriate measures that discourage the development of pest populations, keep pesticides and other interventions to a minimum and reduce risk to human health and the environment. IPM emphasises the growth of a healthy crop with the least possible disruption to agro-ecosystems and encourages natural pest control mechanisms.

In general, good soil helps crops to develop natural resistance to pests. Green space environments are very good for encouraging the natural pest predators such as birds, bats, beetles and ladybirds. The Soil Association (www.soilassociation.org) advocates the use of resistant plant varieties, and techniques such as grease bands around tree trunks which prevent pests crawling up and damaging to tree or introducing viral disease.

Peat

There is concern that peat is used in excessive quantities in low grade uses when there are plenty of alternative substitutes. Green space managers are advised to:

- Try to avoid using peat or products containing peat. Avoid purchasing plants grown in peat or products containing peat. Request relevant information from your suppliers. Friends of the Earth provide advice on peat bogs and product alternatives (www.foe.co.uk)
- Use alternatives to peat such as appropriate recycled waste.
- Make your own compost from cuttings.

Horticulture and Turf

Ornamental Grass maintenance (inc edging)

Standards apply to lawns and fine quality turf in high profile areas typical park and amenity landscaped setting.

Refer also to Sports Pitch maintenance.

Excellent	<ul style="list-style-type: none">• Grass has been uniformly and evenly cut including edges and obstacles.• Length is longer than 15 mm and shorter than 35mm.• Grass is cut in parallel straight lines with the minimum of overlap leaving a striped finish of light and dark green where appropriate• All clippings are 'boxed off' and removed from site• Edges are trimmed and not encroaching hard surfaces, hedge lines or bedding areas.• There are no bare patches.• There is no weed or moss infestation.• All litter was removed prior to mowing.• No leaf fall, litter, debris or dog fouling.	Picture
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<p>Good</p>	<ul style="list-style-type: none"> • Grass has been uniformly and evenly cut including edges and obstacles. • Length is longer than 15 mm and shorter than 35mm. • Grass is cut in reasonably parallel and straight lines, with some overlap but still leaving a striped finish of light and dark green where appropriate • All clippings are 'boxed off' and removed from site • Edges are slightly untidy or encroaching hard surfaces, hedge lines or bedding areas. <p>or</p> <ul style="list-style-type: none"> • Grass is longer than 35mm but due to be cut or has been unevenly cut across area. • Edges are uniformly cut. <p>and</p> <ul style="list-style-type: none"> • There are no bare patches. • There is no weed or moss infestation. • All litter was removed prior to mowing. No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Acceptable</p>	<ul style="list-style-type: none"> • Grass is longer than 35mm and not scheduled to be cut in the next week, or has been unevenly cut. • Grass is cut in reasonably parallel and straight lines, but excessive overlap blurs the striped finish of light and dark green where appropriate • All clippings are 'boxed off' but some are still evident on site • Edges are untidy and encroaching hard surface or bedding. • There are some areas of bare soil or grass shorter than 15mm. • There are some areas of weed or moss infestation. • All litter was removed prior to mowing. • Small amount of leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

Unacceptable	<ul style="list-style-type: none"> • Grass is not uniformly cut, or very long. • Grass is cut in un-parallel and wavy lines, with excessive overlap preventing a striped finish of light and dark green where appropriate • Clippings have not been collected and remain on site. • Edges very untidy and grass is growing onto hard surfaces, hedge lines or bedding areas. • Significant areas of bare soil or grass shorter than 15mm. • Significant weed or moss infestation. • Litter not removed prior to mowing. • Significant leaf fall, litter, debris or dog fouling present. 	Picture
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Amenity Grass maintenance (inc edging)

Standards apply to good turf in typical park and amenity landscaped setting.
Refer also to Sports Pitch maintenance

<p>Excellent</p>	<ul style="list-style-type: none"> Grass has been uniformly and evenly cut including perimeter edges and obstacles... Length is longer than 25 mm and shorter than 60mm. Edges are trimmed and not encroaching hard surfaces, hedge lines or bedding areas. Adjacent paths and bedding areas are kept clear of clippings There are no bare patches. There is no weed infestation. All litter was removed prior to mowing. No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> Grass has been uniformly and evenly cut including perimeter edges and obstacles... Length is longer than 25 mm and shorter than 60mm. Edges are slightly untidy or encroaching hard surfaces, hedge lines or bedding areas. <p>or</p> <ul style="list-style-type: none"> Grass is longer than 60mm but due to be cut or has been unevenly cut across area. Edges are uniformly cut. <p>and</p> <ul style="list-style-type: none"> Adjacent paths and bedding areas are mostly kept clear of clippings There are no bare patches. There is no unsightly weed infestation. All litter was removed prior to mowing. No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

<p>Acceptable</p>	<ul style="list-style-type: none"> • Grass is longer than 60mm and not scheduled to be cut in the next week, or has been unevenly cut. • Edges are untidy and encroaching hard surface or bedding. • Adjacent paths and bedding areas are mostly kept clear of clippings • There are some areas of bare soil. • There are some areas of unsightly weed infestation. • All litter was removed prior to mowing. • Small amount of leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Unacceptable</p>	<ul style="list-style-type: none"> • Grass is not uniformly cut, or very long. • Edges very untidy and grass is growing onto hard surfaces, hedge lines or bedding areas. • Significant amounts of clippings present on adjacent paths and bedding areas. • Significant areas of bare soil. • Significant weed infestation. • Litter not removed prior to mowing. • Leaf fall, litter, debris or dog fouling present. 	<p>Picture</p>

Volume Grass maintenance (inc edging)

Standards apply to general ancillary turf in typical recreation grounds, housing estates and verges.
Refer also to Sports Pitch maintenance

<p>Excellent</p>	<ul style="list-style-type: none"> • Grass has been uniformly and evenly cut including perimeter edges and obstacles. • Length is longer than 40 mm and shorter than 70mm. • Edges are trimmed and not encroaching hard surfaces, hedge lines or bedding areas. • Adjacent paths and bedding areas are kept clear of clippings • There are no bare patches. • All litter was removed prior to mowing. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Grass has been uniformly and evenly cut including perimeter edges and obstacles... • Length is longer than 40 mm and shorter than 70mm. • Edges are slightly untidy or encroaching hard surfaces, hedge lines or bedding areas. <p>or</p> <ul style="list-style-type: none"> • Grass is longer than 70mm but due to be cut or, has been unevenly cut across area. • Edges are uniformly cut. <p>and</p> <ul style="list-style-type: none"> • Adjacent paths and bedding areas are mostly kept clear of clippings • There are no bare patches. • All litter was removed prior to mowing. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

Acceptable	<ul style="list-style-type: none"> • Grass is longer than 70mm and not scheduled to be cut in the next week, or has been unevenly cut. • Edges are untidy and encroaching hard surface or bedding. • Adjacent paths and bedding areas are mostly kept clear of clippings • There are some areas of bare soil. • All litter was removed prior to mowing. • Small build-ups of leaf fall, litter, debris or dog fouling. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Grass is not uniformly cut, or very long. • Edges very untidy and grass is growing onto hard surfaces, hedge lines or bedding areas. • Significant amounts of clippings present on adjacent paths and bedding areas. • Significant areas of bare soil. • Litter not removed prior to mowing. • Leaf fall, litter, debris or dog fouling present. 	Picture

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Grass maintenance (bulbs)

Standards apply to typical naturalized bulb plantings within park or amenity landscaped setting.

Comment [DT1]: Added leaf fall to litter, debris or dog fouling. Not sure if removal of leaf fall is that important in bulb areas\@

Excellent	<ul style="list-style-type: none"> • Areas where bulbs are present should remain uncut from time of bulb emergence, until 6 weeks after flowerings ceases but no more than 8 weeks, all clippings removed. • Neat defined edge to short turf area. • There is a vibrant colourful display of spring-flowering bulbs present in drifts naturalised within the grass. • Following the first cut after flowering the area reverts to the same cutting regime as the surrounding area. <p>No leaf fall litter, debris or dog fouling.</p>	Picture
Good	<ul style="list-style-type: none"> • Areas where bulbs are present should remain uncut from time of bulb emergence, until 6 weeks after flowerings ceases but no more than 8 weeks, all clippings removed. • Neat defined edge to short turf area. • There is a vibrant colourful display of spring-flowering bulbs present in patches and clusters. • Following the first cut after flowering the area reverts to the same cutting regime as the surrounding area. <p>No leaf fall, litter, debris or dog fouling.</p>	Picture
Acceptable	<ul style="list-style-type: none"> • Area where bulbs are present is not cut after specified time frame but is due to be cut. • Less defined edge to short turf area. • There is a display of spring-flowering bulbs present in patches and clusters. • Following the first cut after flowering the area has been left longer and rougher than the surrounding area. • Small amount of leaf fall, litter, debris or dog fouling. 	Picture

Unacceptable	<ul style="list-style-type: none">• Area where bulbs are present is not cut after specified time frame or, was cut shortly after the bulbs started emerging.• Edge to short turf area untidy or poorly defined.• There is a poor display of spring-flowering bulbs present in small patches and clusters or no display at all.• Following the first cut after flowering the area has been left longer and rougher than the surrounding area.• Significant leaf fall, Litter, debris or dog fouling present.	Picture
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Grass maintenance (meadows)

Standards apply to typical meadow planting within park or amenity landscaped setting.

<p>Excellent</p>	<ul style="list-style-type: none"> • Meadow grass is cut at correct times of year for species type. • Area is weeded of unwanted flower or grass species. • Cuttings removed from site at correct time for species type. • There is a good mix of wildflowers and grasses with plenty of flowers in bloom between May and June. • Grasses are not too tall, dominating the flowers. • A scrubby edge to the meadow has been created / retained • There is a soft transition or wavy edge between meadow area and adjacent scrub or more formal grass. • The encroachment of scrub is being prevented. • The meadow area is linked to other less intensively managed areas to create networks or corridors. • No litter, debris or dog fouling. 	<p>Picture</p>
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Comment [DT2]: How is this evidenced in a photograph if it varies from type to type?

Comment [DT3]: How is this evidenced in a photograph if it varies from type to type?

Good	<ul style="list-style-type: none"> • Meadow grass is cut at correct times of year for species type • Some unwanted flower or grass species. • Cuttings removed from site at correct time for species type. • There is a mix of wildflowers and grasses with plenty of flowers in bloom between May and June. • Grasses are a bit too tall, slightly dominating the flowers. • A scrubby edge to the meadow has been created / retained • There is a slightly hard transition or straight edge between meadow area and adjacent scrub or more formal grass. • The encroachment of scrub is being prevented. • The meadow area is linked to other less intensively managed areas to create networks or corridors. • No litter, debris or dog fouling. 	Picture
Acceptable	<ul style="list-style-type: none"> • Meadow grass is cut at correct times of year for species type. • Some unwanted flower or grass species. • Cuttings not removed from site at correct time for species type. • There is a limited mix of wildflowers and grasses with plenty of flowers in bloom between May and June. • Grasses are a bit too tall, slightly dominating the flowers. • There is a slightly hard transition or straight edge between meadow area and any adjacent scrub or more formal grass. • Some encroachment of scrub is evident. <p>There are no links between the meadow area and other less intensively managed areas. Small amount of litter, debris or dog fouling.</p>	Picture

Unacceptable	<ul style="list-style-type: none"> • Meadow grass not cut during correct time of year. • Encroachment of unwanted flower or grass species. • Cuttings not removed from site. • A very limited variety of wildflowers or grasses dominate with very few flowers in bloom between May and June. • Grasses are too tall and dominate the flowers. • The meadow exists merely as a dull isolated patch of grass left to grow long and offering little to wildlife. • Substantial encroachment of scrub is evident. Unwanted convergence of meadow grass on other areas. • Substantial litter, debris or dog fouling present. 	Picture
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Comment [DT4]: I think this is sometimes a desired outcome in the case of plug planting and patch planting? So added 'unwanted'

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Shrub Bed maintenance

Standards apply to typical shrub bed planting within park or amenity landscaped setting. Refer also to Tree maintenance.

Excellent	<ul style="list-style-type: none"> • Good variety of healthy plants. • Balanced and well maintained display. • Neat defined edge. • Mulched evenly and to correct depth across area. • Pruning correct for species type. • Pruning cuts are sharp and neat. • Bed is free of weeds. • No dead material or cuttings left in area. • No leaf fall, litter, debris or dog fouling. 	Picture
Good	<ul style="list-style-type: none"> • Adequate variety of healthy plants. • Some areas where more varieties could be added or plants are not yet established. • Balanced and well maintained display. • Neat defined edge. • Mulched evenly and to correct depth across area. • Pruning correct for species type. • Pruning cuts are sharp and neat. • Some weeds present. • No dead material or cutting left in area. • No leaf fall, litter, debris or dog fouling. 	Picture
Acceptable	<ul style="list-style-type: none"> • Low plant variety or replanting needed. • Some areas where more varieties could be added or plants are not yet established. • Slightly over-grown, or needs pruning. • Less defined edge. • Insufficient and uneven spread of mulch. • Pruning cuts are sharp and neat. • Weeds present. • Small amount of dead material or cuttings left in area. • Small amount of leaf fall, litter, debris or dog fouling. 	Picture

Comment [DT5]: How is this evidenced in photograph if it varies from type to type?

Unacceptable	<ul style="list-style-type: none"> • Low plant variety. • Over-grown or sparse or unhealthy plants that are not establishing well. • Edge not neat or poorly defined. • No mulch. • Pruning cuts are untidy and torn. • Weeds overtaking shrubs. • Dead material or cuttings left in area. • Leaf fall, Litter, debris or dog fouling present. 	Picture
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Flower/Floral Bed maintenance

Standards apply to typical herbaceous or seasonal flower or floral bed planting within park or amenity landscaped setting.

Excellent	<ul style="list-style-type: none"> • All plants vigorous and healthy. • Inspiring, well-designed and balanced display. • Good even cover with correct spacing between plants. • Herbaceous plants are lifted and divided at correct times. • Neat defined edge. • Bed free of weeds. • No deadheads. • No leaf fall, litter, debris or dog fouling. 	Picture
Good	<ul style="list-style-type: none"> • Most plants vigorous and healthy. • Well designed and balanced display. • Good even cover with correct spacing between plants. • Herbaceous plants are lifted and divided at correct times. • Neat defined edge. • Some weeds present. • No deadheads. • No leaf fall, litter, debris or dog fouling. 	Picture
Acceptable	<ul style="list-style-type: none"> • Some poor vigour and health apparent. • Good cover with correct spacing between plants. • Herbaceous plants are lifted and divided at correct times. • Less defined edge. • Some replanting needed. • Weeds present. • Deadheading needed. • Small amount of leaf fall, litter, debris or dog fouling. 	Picture

Unacceptable	<ul style="list-style-type: none">• Poor plant vigour and health apparent.• Uneven or inadequate cover or incorrect spacing between plants.• Herbaceous plants not lifted and divided at correct times.• Edge not neat or poorly defined.• Significant replanting required.• Weeds present.• Deadheading needed.• Leaf fall, litter, debris or dog fouling present.	Picture
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Rose Bed maintenance

Standards apply to typical rose bed within park or amenity landscaped setting.

<p>Excellent</p>	<ul style="list-style-type: none"> • Growth is healthy and vigorous with no disease. • Balanced and well maintained display. • Good even cover with correct spacing between plants. • Neat defined edge. • Mulched evenly and to correct depth across area. • Pruning cuts are sharp and neat. • Bed free of weeds. • No deadheads. • No dead material or cuttings left in area. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Growth is healthy and vigorous with little sign of disease. • Balanced and well maintained display. • Good cover with correct spacing between plants. • Neat defined edge. • Mulched evenly and to correct depth across area. • Pruning cuts are sharp and neat. • Bed free of weeds. • No deadheads. • No dead material or cuttings left in area. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Acceptable</p>	<ul style="list-style-type: none"> • Growth shows some sign of disease. • Good cover with correct spacing between plants. • Some replanting needed or plants are not yet established. • Needs re-mulching. • Pruning cuts are sharp and neat. • Less defined edge. • Weeds present. • Some deadheading needed. • Small amount of dead material or cuttings left in area. • Small amount of leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

Comment [DT6]: Addition lifted from Floral bedding as seems just as appropriate

Unacceptable	<ul style="list-style-type: none">• Significant signs of disease.• Uneven or inadequate cover or incorrect spacing between plants.• Low plant quality or gaps across area.• Edge not neat or poorly defined.• No mulch.• Pruning cuts are untidy and torn.• Weeds over taking.• Deadheading required.• Dead material or cuttings left in area.• Leaf fall, Litter, debris or dog fouling present.	Picture
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Tree maintenance

Standards apply to typical trees planted within park or amenity landscaped setting.
Refer also to BS: 3998.

Excellent	<ul style="list-style-type: none"> • Growth is healthy and vigorous with no sign of disease. • Branches have been correctly pruned for species, purpose and location. • No dead or hanging branches. • No basal or sucker growth. • Base has been mulched where applicable. • Tree stake in good condition, firm in ground and not rubbing tree where applicable. • Tree tie holding tree firmly but not tightly to stake where applicable. • No damage to base of tree during maintenance. • No dead material or cuttings left in area. 	Picture
Good	<ul style="list-style-type: none"> • Growth is healthy and vigorous with little sign of disease. • Branches have been correctly pruned for species, purpose and location. • No dead or hanging branches. • Small amount of basal or sucker growth. • Base has been mulched where applicable. • Tree stake in good condition, firm in ground and not rubbing tree where applicable. • Tree tie holding tree firmly but not tightly to stake where applicable. • No damage to base of tree during maintenance. • No dead material or cuttings left in area. 	Picture

Comment [DT7]: Sometimes desirable to leave larger fallen dead wood as feature and habitat depending on location?

Acceptable	<ul style="list-style-type: none"> • Growth shows some sign of disease. • Branches have been correctly pruned for species, purpose and location. • Some dead or hanging branches. • Small amount of basal or sucker growth. • Needs re-mulching where applicable. • Tree stake in ok condition, firm in ground and not rubbing tree where applicable. • Tree tie holding tree but needs replacing or adjusting where applicable. • No damage to base of tree during maintenance. • Small amount of dead material or cuttings left in area. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Growth is poor with signs of disease. • Branches have been correctly pruned for species and purpose. • Dead or hanging branches. • Large amount of basal or sucker growth. • No mulch where applicable. • Tree stake in poor condition or unstable in ground and therefore rubbing tree where applicable. • Tree tie missing or too tight for tree where applicable. • Damage to base of tree during maintenance. • Dead material or cuttings left in area. 	Picture

Comment [DT8]: What about unnecessary/excessive pruning (hard to illustrate in photo)?

Woodland Maintenance

Standards apply to typical mixed woodlands, spinneys and copses in urban and peri-urban locations.

<p>Excellent</p>	<ul style="list-style-type: none"> • In most parts of the woodland, there is a healthy diverse shrubby understory of different age, height and species. • There is a good mix of nectar rich herbaceous plants. • There is a good/appropriate mix of healthy tree and shrub varieties. • There are glades or open spaces where grass, flowers and tree seedlings can grow. • Invasive species such as holly and Rhododendron are controlled and do not dominate the space. • Deadwood (fallen or standing trunks and branches) has been left wherever safe to do so. • Measures are taken to protect mature and veteran trees. • Clearing and coppicing work is limited to specific areas on a rotational basis. • No litter, debris or dog fouling. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • In parts of the woodland, there is a healthy diverse shrubby understory of different age, height and species. • There is a mix of nectar rich herbaceous plants. • There is a mix of healthy tree and shrub varieties. • There are glades or open spaces where grass, flowers and tree seedlings can grow. • Invasive species such as holly and Rhododendron are controlled and do not dominate the space. • Deadwood (fallen or standing trunks and branches) has been left wherever safe to do so. • Measures are taken to protect mature and veteran trees. • Clearing and coppicing work is limited to specific areas on a rotational basis. • Small amounts of litter, debris or dog fouling. 	<p>Picture</p>
<p>Acceptable</p>	<ul style="list-style-type: none"> • Areas of the woodland have a shrubby understory with some differences in age, height and species. • There are some nectar rich herbaceous plants. • There is a mix of healthy tree and shrub varieties. • Small glades or open spaces allow some grass, flowers and tree seedlings to grow. • Some controlling of invasive species such as holly and Rhododendron limits their dominance. • Some deadwood (fallen or standing trunks and branches) has been left. • Mature and veteran trees are present. • Some clearing and coppicing work takes place. • Clear presence of litter, debris or dog fouling. 	<p>Picture</p>

Unacceptable	<ul style="list-style-type: none"> • The woodland is dominated by a monotonous shrubby understory. • Too much clearance has left little or no understory. • There are no nectar rich herbaceous plants. • There is little or no mix of tree and shrub varieties. • There are no small glades or open spaces. • Invasive species such as holly and Rhododendron dominate the woodland. • Too much deadwood (fallen or standing trunks and branches) is removed. • Mature and veteran trees are in poor and deteriorating condition. • Clearing and coppicing work is too crude and extensive, leaving too uniform a structure and a poor canopy. • Significant amounts of litter, debris or dog fouling including fly-tipping. 	Picture
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Hedge maintenance

Standards apply to typical hedges planted within park or amenity landscaped setting.
Refer also to BS: 3998.

Excellent	<ul style="list-style-type: none"> • Growth is healthy and vigorous with no sign of disease or dieback. • Well shaped and trimmed hedge for species type and purpose. • Level sides and top. • Base weed free. • Hedge weed free • No dead material or cuttings left in area. • No leaf fall, litter, debris or dog fouling in hedge or at base. 	Picture
Good	<ul style="list-style-type: none"> • Growth is healthy and vigorous with little sign of disease or dieback. • Shaped and trimmed hedge for species type and purpose. • Mostly level sides and top. • Base weed free • Hedge weed free • No dead material or cuttings left in area. • No leaf fall, litter, debris or dog fouling in hedge or at base. 	Picture
Acceptable	<ul style="list-style-type: none"> • Growth shows some sign of disease or dieback. • Needs shaping and trimming for species type and purpose. • Uneven sides and top. • Weeds present at base. • Weeds present in hedge • Small amount of dead material or cuttings left in area. • Small amount leaf fall, litter, debris or dog fouling in hedge or at base. 	Picture

Comment [DT9]: How is this evidenced in a photograph if it varies from type to type?

Unacceptable	<ul style="list-style-type: none">• Growth is poor with signs of disease or dieback.• Very overgrown – needs topping & side pruning for species type and purpose.• Sides and top causing an obstruction/encroachment.• Weeds overtaking base.• Weeds taking over hedge• Dead material or cuttings left in area.• Leaf fall, litter, debris or dog fouling present in hedge or at base.	Picture
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Hanging or Barrier Basket maintenance

Standards apply to typical hanging or barrier baskets or planters within park or amenity landscaped setting.

Excellent	<ul style="list-style-type: none"> • Growth is healthy and vigorous with no sign of disease. • Well-designed and balanced display. • Good even cover with correct spacing between plants. • Basket hung safely and securely and without causing an obstruction. • Basket adequately watered. • No deadheads. • No litter or debris. 	Picture
Good	<ul style="list-style-type: none"> • Growth is healthy and vigorous with little sign of disease. • Good even cover with correct spacing between plants. • Basket hung safely and securely and without causing an obstruction. • Basket adequately watered. • No deadheads. • No litter or debris. 	Picture
Acceptable	<ul style="list-style-type: none"> • Growth with some sign of disease. • Adequate cover with some gaps between plants. • Basket hung safely and securely and without causing an obstruction. • Basket adequately watered. • Some deadheads. • Small amount of litter or debris. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Significant signs of disease. • Excessive gaps between plants. • Basket badly hung, insecure or causing an obstruction. • Not watered adequately. • Needs deadheading. • Litter or debris present. 	Picture

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Sport Pitch maintenance

Standards apply to typical grass sports pitches within park or amenity landscaped setting.
Refer also to BS: 7370-4.

Excellent	<ul style="list-style-type: none"> • Sward healthy and free from pests and diseases. • Surface has even grass coverage and is flat across pitch. • Line markings are of strong colour, clear and straight. • Net supports/posts upright and square with no damage to paintwork. • Nets securely fixed, correctly tensioned and in excellent condition. • Fully effective pitch surface drainage system. • No compaction to impede free drainage. • Grass cut to correct length for type and purpose of pitch. • No leaf fall, litter, debris or dog fouling. 	Picture
Good	<ul style="list-style-type: none"> • Sward healthy and free from pests and diseases. • Surface has even grass coverage and is flat across pitch. • Line markings are slightly faded but clear and straight. • Net supports/posts upright and square with few marks to paintwork. • Nets securely fixed, correctly tensioned and in good condition. • Good pitch surface drainage system. • No compaction to impede free drainage. • Grass cut to correct length for type and purpose of pitch. • No leaf fall, litter, debris or dog fouling. 	Picture
Acceptable	<ul style="list-style-type: none"> • Sward mostly healthy with some pest and disease present. • Surface wearing or with some unevenness across pitch. • Line markings faded or not straight. • Net supports/posts upright and square but paintwork in poor condition. • Nets securely fixed, a little loose and some minor damage. • Acceptable surface pitch drainage system with minor puddling. • Soil slightly compacted, drainage acceptable. • Grass cut to an acceptable length for type and purpose of pitch. • Small amount of leaf fall, litter, debris or dog fouling. 	Picture

Unacceptable	<ul style="list-style-type: none"> • Sward showings signs of pest and disease. • Surface worn or significant unevenness across pitch. • Line markings not present or poorly marked. • Net supports/posts not upright or square and paintwork in poor condition. • No nets or insecurely fixed and hanging very loose and with rips and tears. • Poor surface pitch draining system with significant puddling. • Soil compacted, impeding drainage. • Pitch(es) undulating with localised hollows and evidence of settlement/ subsidence • Length of grass unacceptable for type and purpose of pitch. • Leaf fall, litter, debris and dog fouling present. 	Picture
	<p>Guide note on correct grass length for type and purpose of pitch</p> <ul style="list-style-type: none"> • Football and mini football pitches: 25-30mm during playing season and never longer than 60mm outside the playing season. • Rugby pitches: No official length but generally 30-60mm up to a maximum of 75mm. • Cricket: Outfield area 15-30mm Cricket Square maximum length 10-12mm never longer than 12mm outside playing season. • Bowling Greens: Maximum length 5mm during playing season never longer than 10mm outside playing season. • Pitch and putt: Greens maximum 5mm during playing season never longer than 10mm outside playing season, fairways 15-35mm, rough areas adjacent to fairways 45mm. 	

Infrastructure

Entrances

Standards apply to typical entrance within park or amenity landscaped setting.

<p>Excellent</p>	<ul style="list-style-type: none"> • Hierarchy of main and subsidiary entrance points immediately clear. • Entrance gate is structurally sound, complete and working correctly. • Entrance gate fixings are intact and lubricated correctly to open freely and noiselessly. • Piers or gate supports are structurally sound. • Paintwork/finish weather protective with no marks. • Threshold surfacing level, even and well drained with no tripping hazards. • No leaf fall, litter, debris or dog fouling around immediate area. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Hierarchy of main and subsidiary entrance points clear. • Entrance gate is structurally sound, complete and working correctly. • Entrance gate fixings are intact and lubricated correctly to open freely with minor noise. • Piers or gate supports are structurally sound. • Paintwork/finish weather protective with few marks. • Threshold surfacing level, even and well drained with no tripping hazards. • No leaf fall, litter, debris or dog fouling around immediate area. 	<p>Picture</p>

Acceptable	<ul style="list-style-type: none"> • Hierarchy of main and subsidiary entrance points clear. • Entrance gate is structurally sound, complete and working correctly. • Entrance gate fixings are intact and open freely with some noise. • Piers or gate supports are structurally sound. • Paintwork/finish mostly weather protective with some marks. • Threshold surfacing reasonably level even and drained, with no tripping hazards. • Small amount of leaf fall, litter, debris or dog fouling around immediate area. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Hierarchy of main and subsidiary entrance points confusing. • Entrance gate is not structurally sound, complete or working correctly. • Gate fixings not intact, un-lubricated, noisy and requiring some effort to open and close. • Piers or gate supports damaged or not structurally sound. • Paintwork/finish not weather protective with significant marks and damage. • Threshold surface bumpy and uneven with tripping hazards and poor drainage. • Leaf fall, litter, debris or dog fouling present around immediate area. 	Picture

Boundaries maintenance

Standards apply to typical boundary fences and structures, whether metal, timber, brick or stone, within park or amenity landscaped setting.

Excellent	<ul style="list-style-type: none"> All boundaries, whether enclosed or open, are well defined. Fencing or walls are structurally sound, complete and consistent around site (where appropriate). Paintwork/finish appropriate colour, weather protective with no marks. No leaf fall, litter, debris or dog fouling. No graffiti. 	Picture
Good	<ul style="list-style-type: none"> All boundaries, whether enclosed or open, are well defined. Fencing or walls are structurally sound, complete and consistent around site (where appropriate). Paintwork/finish appropriate colour weather protective with few marks. No leaf fall, litter, debris or dog fouling. No graffiti. 	Picture
Acceptable	<ul style="list-style-type: none"> All boundaries, whether enclosed or open, are largely defined. Fencing or walls are structurally sound, largely complete and largely consistent around site (where appropriate). Paintwork/finish weather protective appropriate colour with some marks and minor damage. Small amount of leaf fall, litter, debris or dog fouling. Minor graffiti present. 	Picture
Unacceptable	<ul style="list-style-type: none"> Boundaries, whether enclosed or open, are not clearly and obviously defined. Fencing or walls not structurally sound or complete or mismatched/inconsistent around site (where appropriate). Paintwork/finish inappropriate colour, not weather protected with significant marks and areas of damage. Leaf fall, litter, debris or dog fouling present. Significant graffiti present. 	Picture

Notice Board

Standards apply to typical notice board within park or amenity landscaped setting.

<p>Excellent</p>	<ul style="list-style-type: none"> Well located in relation to entrances and other sites of visitor interest. Relevant information available and organised neatly within the board. In excellent structural condition and unmarked weather protective paintwork/finish. Information on site/ facilities useful, up to date, and includes contact(s). Display material remains secure, weather protected and visible through glass/Perspex. No graffiti present. No leaf fall, litter, debris or dog fouling present. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> Located in relation to entrances and other sites of visitor interest. Relevant information available and organised within the board. In good structural condition with minor marks to weather protective paintwork/finish. Information on site/ facilities useful, mostly up to date, and includes contact(s). Display material remains secure, weather protected and visible through glass/Perspex. No graffiti present. No leaf fall, litter, debris or dog fouling present. 	<p>Picture</p>
<p>Acceptable</p>	<ul style="list-style-type: none"> Located in relation to entrances but not other sites of visitor interest. Information available and organised within the board. Structurally sound but with damage to paintwork/finish. Information on site/ facilities, mostly up to date, and includes contact(s). Display material remains secure, weather protected and visible through glass/Perspex. Minor graffiti present. Small amount of leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

Unacceptable	<ul style="list-style-type: none"> • Non-existent, too few or poorly located in relation to entrances or sites of visitor interest. • No relevant information available and/or not organised neatly within the board. • In poor structural condition with significant damage to paintwork/finish. • Lack of up-to-date information on site/ facilities/ contact(s). • Display case not secure or weather-proof with resultant damage to contents, or poor visibility through glass/Perspex. • Significant graffiti present • Leaf fall, litter, debris and dog fouling present. 	Picture
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Pathways and Hard Surface maintenance

Standards apply to typical pathways and hard surfaces within park or amenity landscaped setting.
Refer also to BS: 1447 (1988) and BS EN 13877-1 (2004)

Excellent	<ul style="list-style-type: none"> • Surface is level and smooth with no cracks. • Edges and kerbs are straight and secure. • Line markings are of strong colour and clear. • No encroachment from side vegetation. • Moss and weeds are removed. • Drainage systems are kept clean and clear. • Manhole and drain covers are intact, flush with surface, stable and secure. • No graffiti. • No leaf fall, litter, debris or dog fouling. 	Picture
Good	<ul style="list-style-type: none"> • Surface is level and smooth but with small cracks in the surface present. • Edges and kerbs are straight and secure. • Line markings are slightly faded but clear. • No encroachment from side vegetation. • Moss and weeds removed. • Drainage systems are kept clean and clear. • Manhole and drain covers are intact, flush with surface, stable and secure. • No graffiti. • No leaf fall, litter, debris or dog fouling. 	Picture
Acceptable	<ul style="list-style-type: none"> • Surface is mostly level and smooth but with cracks in the surface. • Edges and kerbs are secure. • Line markings faded or not straight. • Some vegetation encroaching onto surface from side vegetation. • Small amount of moss or weeds present. • Drainage systems are mostly clean and clear. • Manhole and drain covers are intact, mostly flush with surface secure and mostly stable. • Minor graffiti present. • Small amount of leaf fall litter, debris or dog fouling. 	Picture

Unacceptable	<ul style="list-style-type: none"> • Surface not level or smooth with large cracks and holes in surface. • Edges and kerbs are missing or loose. • Line markings not present or poorly marked. • Obstruction/encroachment onto surface from side vegetation. • Moss or weeds build up. • Drainage systems blocked. • Manhole and drain covers are missing, not flush with surface or loose. • Significant graffiti present. • Leaf fall, litter, debris or dog fouling present. 	Picture
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Hard Court maintenance

Standards apply to typical hard courts, such as clay or tarmac, within park or amenity landscaped setting.

Refer also to sports pitch maintenance for grass courts.

<p>Excellent</p>	<ul style="list-style-type: none"> • Surface is level and consistent across court with no cracks, holes or gritting. • Line markings are of strong colour, clear and straight. • Net supports upright and square with no damage to paintwork. • Nets have no holes or tears. • Fencing is complete around court with no panels damaged or lifting from frame. • Moss and weeds are removed. • Drainage systems are kept clean and clear. • Manhole and drain covers are intact, flush with surface and stable and secure. • No graffiti. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Surface is level and consistent across court with no holes or gritting but some minor cracks. • Line markings are slightly faded but clear and straight. • Net supports upright and square with few marks to paintwork. • Nets have no holes or tears. • Fencing is complete around court with no panels damaged or lifting from frame but some fixings loose. • Moss and weeds are removed. • Drainage systems are kept clean and clear. • Manhole and drain covers are intact, flush with surface and stable and secure. • No graffiti. • No leaf fall, litter, debris or dog fouling. 	<p>Picture</p>

Acceptable	<ul style="list-style-type: none"> • Surface is level across court has minor cracks, holes or gritting. • Line markings faded or not straight. • Net supports upright and square but paintwork in poor condition. • Nets have minor holes or tears. • Fencing is complete around court with minor damage to panels, lifting from frame or loose fixings. • Small amount of moss or weeds present. • Drainage systems are mostly clean and clear. • Manhole and drain covers are intact, mostly flush with surface, secure and mostly stable. • Minor graffiti present. • Small amount of leaf fall, litter, debris or dog fouling. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Surface not level and large cracks, holes or gritting across surface. • Line markings not present or poorly marked. • Net supports missing or not upright or square and paintwork in poor condition. • Nets missing, have holes or are torn. • Fencing is not complete around court with significant damage to panels. • Moss or weeds build up. • Drainage systems blocked. • Manhole and drain covers are missing, not flush with surface or loose. • Significant graffiti present. • Leaf fall, litter, debris or dog fouling present. 	Picture

Playground: Equipment Maintenance

Standards apply to typical playground sites within park or amenity landscaped setting.
Refer also to relevant items in sections: Horticulture and Turf, Infrastructure, Cleansing and Site Security.

Refer also to specific manufacturer’s maintenance instructions for play equipment.

Ref also to: BS EN 1176 and 1177

Excellent	<ul style="list-style-type: none"> • Equipment is clean and structurally sound. • Equipment is complete with no damaged, missing or broken parts, loose or missing fixings. • Paintwork/finish is fully weather protective with no marks or fading of original colours. • Bearings, pivot linkages and other moving parts are not worn, correctly adjusted and lubricated and function smoothly and noiselessly. • Consumable items; chain links, ropes, tyres and rubberised items such as swing seats are not worn. • There are no sharp edges or protruding foreign bodies (nails, glass, sticks) able to cut skin or clothing. • No graffiti 	Picture
Good	<ul style="list-style-type: none"> • Equipment is clean and structurally sound. • Equipment is complete with no damaged, missing or broken parts, loose or missing fixings. • Paintwork/finish is fully weather protective with small marks or slight fading of original colours. • Bearings, pivot linkages and other moving parts are not excessively worn, are correctly adjusted and lubricated and function smoothly with minor noise. • Consumable items; chain links, ropes, tyres and rubberised items such as swing seats are slightly worn. • There are no sharp edges or protruding foreign bodies (nails, glass, sticks) able to cut skin or clothing. • No graffiti. 	Picture

Acceptable	<ul style="list-style-type: none"> • Equipment is clean and structurally sound. • Equipment is complete with no damaged, missing or broken parts, loose or missing fixings. • Paintwork/finish is generally weather protective but marked and faded. • Bearings, pivot linkages and other moving parts are worn, need adjusting and lubricating and function coarsely and with some noise. • Consumable items; chain links, ropes, tyres and rubberised items such as swing seats are visibly worn but still safe. • There are no sharp edges or protruding foreign bodies (nails, glass, sticks) able to cut skin or clothing. • No graffiti 	Picture
Unacceptable	<ul style="list-style-type: none"> • Equipment is dirty and in poor structural condition. • Equipment is incomplete with damaged, missing or broken parts and loose or missing fixings. • Paintwork/finish is significantly damaged, no longer weather protective, excessively marked and faded. • Bearings, pivot linkages and other moving parts are excessively worn, poorly adjusted and lubricated, are seized or function coarsely and noisily. • Consumable items; chain links, ropes, tyres and rubberised items such as swing seats are excessively worn and unsafe. • There are sharp edges or protruding foreign bodies (nails, glass, sticks) able to cut skin or clothing. • Significant levels of graffiti 	Picture

Playground: Sand and Bark Safer Surface Maintenance

Standards apply to typical sand or bark pits within park or amenity landscaped setting. Refer also to specific manufacturer’s maintenance instructions for play equipment. Ref also to: BS EN 1176 and 1177

<p>Excellent</p>	<ul style="list-style-type: none"> • Edging boards are structurally sound and complete with no missing or broken sections. • Geotextile material, where applicable, is not exposed / visible. • Loose fill material (play bark or sand) is at the correct depth and not compacted. • Loose fill material is raked or dug over daily to leave it level and even, free of encroaching weeds and vegetation. • Loose fill material is clean with no leaf fall, litter, debris or animal fouling. • Drainage systems are kept clean and clear and are working correctly. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Edging boards are structurally sound and complete with some minor damage but no missing or broken sections. • Geotextile material, where applicable, is not exposed / visible. • Loose fill material (play bark or sand) is at the correct depth and not compacted. • Loose fill material is raked or dug over frequently to leave it generally level and even and mostly free of encroaching weeds and vegetation. • Loose fill material is clean with small amounts of leaf fall and litter but no debris or animal fouling. • Drainage systems are kept clean and clear and are working correctly. 	<p>Picture</p>

Acceptable	<ul style="list-style-type: none"> • Edging boards are structurally sound and complete with frequent minor damage but no missing or broken sections. • Geotextile material, where applicable, is not exposed / visible. • Loose fill material (play bark or sand) is at the correct depth and not compacted beneath equipment but is low in surrounding areas. • Loose fill material is raked or dug over occasionally to leave it generally level and even but with some encroaching weeds and vegetation. • Loose fill material is mostly clean, with some leaf fall and litter but no debris or animal fouling. • Drainage systems are mostly clean and clear but with some small puddles and damp areas. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Edging boards are rotting and damaged with missing and broken sections. • Geotextile material, where applicable, is exposed / visible and loose and torn in parts. • Loose fill material (play bark or sand) is insufficient in depth and compacted beneath equipment. • Loose fill material is never or rarely raked or dug over leaving an irregular and uneven surface with significant weed and vegetation build up. • Loose fill material is mostly dirty, with build ups of leaf fall and litter, debris or animal fouling. • Drainage systems are ineffective with frequent and sometimes large puddles and damp areas. 	Picture

Playground: Synthetic Safer Surface Maintenance

Standards apply to typical playground synthetic surfaces, wet pour, tiles, mats and carpets within park or amenity landscaped setting.

Refer also to specific manufacturer's maintenance instructions for play equipment.

Ref also to: BS EN 1176 and 1177

<p>Excellent</p>	<ul style="list-style-type: none"> • Edging boards or kerbs are structurally sound and complete with no missing or broken sections. • Safety surface is complete with no missing or loose tiles, no holes, no edge lifting and no rubber crumb breakdown. • Ground fixing pins and other securing devices are all present and secure, (where appropriate). • Moss and weeds are removed. • Original colours are still strong • No graffiti. • No leaf fall, litter, debris or dog fouling. • Drainage systems are kept clean and clear and are working correctly. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Edging boards or kerbs are structurally sound and complete with only slight occasional damage and no missing or broken sections. • Safety surface is complete with no missing or loose tiles, no holes, no edge lifting and no rubber crumb breakdown. • A small number of ground fixing pins and other securing devices are all missing or insecure, (where appropriate). • Moss and weeds are nearly all removed. • Original colours are slightly faded. • Small amounts of graffiti. • Small amounts of leaf fall and litter but no debris or dog fouling. • Drainage systems are kept clean and clear and are working correctly. 	<p>Picture</p>

Acceptable	<ul style="list-style-type: none"> • Edging boards or kerbs are structurally sound and complete with frequent slight damage but no missing or broken sections. • Safety surface is complete with no missing or loose tiles, some small holes or slight edge lifting and rubber crumb breakdown. • Some ground fixing pins and other securing devices are missing but surface integrity unaffected, (where appropriate). • Some moss and weeds are present. • Original colours are significantly faded. • Some graffiti. • Some leaf fall and litter, no hazardous debris or dog fouling. • Drainage systems are kept mostly clean and clear and are working correctly but some small puddles and damp areas. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Edging boards or kerbs are rotting or breaking up and there are missing or broken sections. • Safety surface is incomplete with missing or loose tiles, significant holes or edges lifting and significant rubber crumb breakdown. • Many ground fixing pins and other securing devices are missing or insecure, (where appropriate). • Significant moss and weeds are present. • Original colours are significantly faded. • Significant levels of graffiti or offensive graffiti present. • Significant leaf fall and litter and debris or dog fouling is present. • Drainage systems are ineffective with frequent and sometimes large puddles and damp areas. 	Picture

Water Feature maintenance

Standards apply to typical play or ornamental water features within park or amenity landscaped setting.

Refer also to specific manufacturer’s maintenance instructions according to type and purpose of feature.

<p>Excellent</p>	<ul style="list-style-type: none"> Water quality is excellent for type and purpose of feature. Water depth is correct for type and purpose of feature. Water flowing freely where applicable. Structure and edges are sound and complete with no signs of leaking. Edges are free from vegetation build up and algae. Mechanical system is complete, clean/clear and in excellent working condition. Chemical and water quality log sheet complete and up-to-date, where required. Chemicals stored securely as per COSHH regulations. Signage and safety features are sound and complete. No leaf fall, litter, debris or animal fouling in or around the water feature. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> Water quality is good for type and purpose of feature. Water depth is correct for type and purpose of feature. Water flowing freely where applicable. Structure and edges are sound and complete with minimal evidence of leaking. Edges are free from vegetation build up and algae. Mechanical system is complete, clean/clear and in good working condition. Chemical and water quality log sheet complete and up-to-date, where required. Chemicals stored securely as per COSHH regulations. Signage and safety features are sound and complete. No leaf fall, litter, debris or animal fouling in or around the water feature. 	<p>Picture</p>

Comment [DT10]: How is this evidenced in photograph if it varies from type to type?

Comment [DT11]: How is this evidenced in photograph if it varies from type to type?

Acceptable	<ul style="list-style-type: none"> • Water quality is good for type and purpose of feature. • Water depth is nearly correct for type and purpose. • Water mostly flowing where applicable. • Structure and edges are sound but show slight damage or frequent slight leaking. • Edges have a small amount of vegetation build up or algae. • Mechanical system is complete and in working condition but needs cleaning/clearing. • Chemical and water quality log sheet complete and up-to-date, where required. • Chemicals stored securely as per COSHH regulations. • Signage and safety features are complete but show slight wear or damage. • Small amounts of leaf fall, litter or non-hazardous debris but no animal fouling in or around the water feature. 	Picture
Unacceptable	<ul style="list-style-type: none"> • Water quality poor for type and purpose of feature. • Water depth is incorrect for type and purpose of feature. • Water not flowing where applicable. • Structure and edges require repair and there are signs of significant leaking. • Edges have significant vegetation or algae build up. • Mechanical system is not complete, needs cleaning/clearing and in poor working condition or not working. • Signage and safety features are missing or require significant repair or replacement. • Chemical and water quality log sheet not complete or up-to-date, where required. • Chemicals not stored securely as per COSHH regulations. • Leaf fall, litter, debris or animal fouling is present in or around the water feature. 	Picture

Park Bench maintenance

Standards apply to typical park bench within park or amenity landscaped setting.

<p>Excellent</p>	<ul style="list-style-type: none"> • Bench is structurally sound and complete. • No graffiti, bird droppings or algae on bench surface. • Slab/hard surface sound, level with no cracks or lifting where applicable. • Paintwork/finish weather protected with no marks where applicable. • No graffiti. • No litter, debris or dog fouling around bench. 	<p>Picture</p>
<p>Good</p>	<ul style="list-style-type: none"> • Bench is structurally sound, complete. • No graffiti, bird droppings or algae on bench surface. • Slab/hard surface sound, level with minor cracks but no lifting where applicable. • Paintwork/finish weather protected with no marks where applicable. • No graffiti. • No litter, debris or dog fouling around bench. 	<p>Picture</p>
<p>Acceptable</p>	<ul style="list-style-type: none"> • Bench is structurally sound with minor damage and • May have some graffiti, bird droppings or algae on bench surface. • Slab/hard surface sound, level with some cracks but no lifting where applicable. • Paintwork/finish weather protected with few marks where applicable. • Minor graffiti present. • Small amounts of litter, debris or dog fouling around bench. 	<p>Picture</p>

Unacceptable	<ul style="list-style-type: none">• Bench is in a very bad condition and is unusable and/or dangerous.• Large amount of graffiti, bird droppings or algae on bench surface.• Slab/hard surface not sound or level with cracks or lifting where applicable.• Paintwork/finish weather protected in poor condition where applicable.• Significant graffiti present.• Litter, debris or dog fouling present around bench.	Picture
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Cleansing

Litter, debris and dog fouling collection

Excellent	<ul style="list-style-type: none"> All bins are checked and emptied as frequently as required. Bins are complete and structurally sound. Whole site is clear of litter, debris and dog fouling. Bins are cleaned externally with no marks to paintwork/finish. The appropriate type of waste is clearly indicated Leaf fall is regularly collected with few areas of build-up not affecting access. 	Picture
Good	<ul style="list-style-type: none"> All bins are checked and emptied as frequently as required. Bins are complete and structurally sound. Site has a small amount of litter, debris or dog fouling in areas. Bins are cleaned externally with few marks to paintwork/finish. The appropriate type of waste is indicated Leaf fall is regularly collected with some areas of build-up not affecting access. 	Picture
Acceptable	<ul style="list-style-type: none"> All bins are checked and emptied less frequently than required. Bins below 3/4 full. Bins show minor damage but are structurally sound. Site has small amount of litter, debris or dog fouling in areas. Bins cleaned externally but have damage to paintwork/finish. Some indication of the appropriate type of waste is provided Leaf fall is collected with few areas of build-up affecting access. 	Picture

Unacceptable	<ul style="list-style-type: none">• Bins not checked or emptied frequently enough for site.• Bins above 3/4 full to overflowing.• Bins not complete or structurally sound.• Site has significant amount of litter, debris or dog fouling.• Bins not cleaned externally with significant damage to paintwork/finish.• No indication of the appropriate type of waste is provided.• Leaf fall is not regularly collected with many areas of build-up affecting access.	Picture
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Graffiti Clearance

Excellent	<ul style="list-style-type: none"> Offensive graffiti is removed within 24 hours of received report. All types of graffiti appear to be removed within a few days. Graffiti removed effectively using chemicals or painting over affected area (some ghosting is acceptable on porous brick). Paint colour has been exactly matched to original surface (where appropriate). 	
Good	<ul style="list-style-type: none"> Offensive graffiti is removed within 48 hours of received report. All types of graffiti appear to be removed within one or two weeks. Graffiti removed effectively using chemicals or painting over affected area (some ghosting is acceptable on porous brick). Paint colour has been matched closely to original surface (where appropriate). 	Picture
Acceptable	<ul style="list-style-type: none"> Offensive graffiti is removed within 72 hours of received report. All types of graffiti appear to be removed within one or two months. Graffiti removed effectively using chemicals or painting over affected area (some ghosting is acceptable on porous brick). Paint colour has been matched closely to original surface (where appropriate). 	Picture
Unacceptable	<ul style="list-style-type: none"> Offensive graffiti is not removed within 72 hours of received report. Other graffiti is present and has been present for some time with no apparent attempt to remove. Graffiti not removed effectively and still visible after treatment. No painting over has taken place or paint colour has not been matched to original surface (where appropriate). 	Picture

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Site Security

Site Security

Excellent	<ul style="list-style-type: none">• Gates and entrances are securely locked during park closing hours (where appropriate).• Gates and entrances are opened at day break and closed at dusk.• Park buildings are securely locked when unattended or during park closing hours (where appropriate).• Motion sensing switches trigger security lights near buildings.• Lighting throughout park is complete and working (where appropriate).• Vegetation has been cut back along footpath routes to ensure clear sightlines.• CCTV throughout park is complete and working (where appropriate).• Park security staff are based on the site, easily contacted and very receptive to approaches.• Appropriate barriers are in place to prevent unauthorised vehicle access.• Vandalised items are repaired to a high standard or replaced with the minimum of delay.	Picture
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<p>Good</p>	<ul style="list-style-type: none"> • Gates and entrances are locked during park closing hours (where appropriate). • Gates and entrances are opened at day break and closed at dusk. • Park buildings are securely locked when unattended or during park closing hours (where appropriate). • Motion sensing switches trigger security lights near buildings. • Lighting throughout park is complete and largely working (where appropriate). • Vegetation has been cut back along many footpaths ensuring most sightlines are clear. • CCTV throughout park is complete and working where appropriate. • Parks security staff regularly visit and patrol and are receptive to approaches from visitors • Appropriate barriers are in place to prevent unauthorised vehicle access. • Vandalised items are repaired to a high standard or replaced with the minimum of delay. 	<p>Picture</p>
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<p>Acceptable</p>	<ul style="list-style-type: none"> • Gates and entrances are locked during park closing hours (where appropriate). • Park buildings are securely locked when unattended or during park closing hours (where appropriate). • Gates and entrances are opened shortly before or after day break and closed shortly before or after dusk. • There are security lights on the outside of parks building but these are operated manually • Lighting throughout park is complete with few lights not working (where appropriate). • Some effort has been made to cut back vegetation and keep sightlines clear on major footpaths. • CCTV throughout park is usefully positioned and usually working (where appropriate). • Parks security staff rarely or never visit this site but information is provided about how they might be contacted. • Some form of barrier is in place to discourage unauthorised vehicle access. • Vandalised items are repaired to a reasonable standard or replaced reasonably quickly. 	<p>Picture</p>
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<p>Unacceptable</p>	<ul style="list-style-type: none"> • Gates and entrances are not locked during park closing hours (where appropriate). • Park buildings are not securely locked when unattended or during park closing hours (where appropriate). • There are no security lights around parks buildings which are used after dark. • Lighting throughout park is not complete or fit for purpose or is defective and not working (where appropriate). • CCTV throughout park is not complete or fit for purpose or is defective and not working (where appropriate). • Parks security staff never visit and no contact information is available. • Unauthorised vehicles can easily access interior park spaces. • Vandalised items are often not repaired or replaced for a long time or repaired badly or eventually just removed and not replaced. 	<p>Picture</p>
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