



Cartwright Gardens Draft Operational Management Plan

Introduction

This draft operational management plan has been prepared to inform the Section 106 requirements for the redevelopment of the Garden Halls in Bloomsbury by the University of London. This document is intended to be a live document through the planning and post-planning process and is provided in draft.

The plan describes how the University of London (the applicant) and its service provider University Partnerships Programme (UPP) will manage the private gardens adjacent to the halls of residence, to which it is proposed access will be provided to the general public for the lifetime of the development as part of the proposals.

The operational management plan for the gardens will be guided by the following key objectives, to be:

- A welcoming place for all visitors
- An environment that is healthy, safe and secure
- A well maintained and clean space
- A place where the principles of sustainability and biodiversity are encouraged

Section 1) A welcoming place

The Gardens will be re-landscaping in accordance with the landscaping proposals submitted to the Council for approval as part of the submission. Thereafter, the gardens will be maintained so that they are a welcoming green space that enhances the area, providing an accessible, leafy retreat from the hustle and bustle of city life for students, residents and visitors.

Facilities will include bookable tennis courts, seating areas, open grassed areas and areas shaded by mature trees which will be complemented by a variety of shrubs and planting designed to attract local wildlife to the gardens.

UPP's on site grounds maintenance and caretaking staff will ensure that the gardens remain attractive and safe to visitors. Security staff will secure the gardens each evening at sunset. Staff will always adopt a respectful attitude when dealing with members of the public particularly around closing time while at all times maintaining vigilance for any potential acts of vandalism and undesirable behaviour.

Permanent notices will be provided clearly stating the conditions associated with any visitor's use of the gardens including details of unacceptable activities and behaviours as well as advertising the specific seasonal daily opening and closing times of the gardens. Further information in relation to the gardens, its history and role within the community will also be prominently displayed at the main entrance.

Section 2) Healthy, safe & secure

Security of the gardens will be provided by UPP's site based security staff. Staff will open the gardens at sunrise each day, first conducting a patrol of the area, checking for any issues or hazards to ensure the area is safe for the public to enter.

Security staff will then be responsible for a final patrol, ensuring that all visitors have left the gardens prior to securing the gates at sunset each day.

The grounds staff will be on site throughout the day either in the gardens on the adjacent halls of residence site attending to external landscaped areas. Grounds staff will monitor the use of the gardens acting in the capacity as park wardens. They will be provided with regular training on how to deal effectively and safely with the public relying mostly on gentle, friendly persuasion given they will not have any powers to fine, apprehend or prosecute offenders. The University and UPP will also deal with undesirable behaviours through targeted education and awareness campaigns through neighbourhood media, contact with the community, signage and specific events.

Should it become necessary any of the UPP staff on site will be able to quickly contact the local police.

Grounds staff will regularly inspect paths and walkways for signs of obstruction, trip or slip hazard and will take appropriate action at the time to reduce or eliminate these risks.

A programme of regular tree surveys will be undertaken to monitor and preserve the health of trees in the gardens and to ensure the safety of visitors.

During the day UPP's grounds team will also undertake regular patrols of the gardens litter picking and emptying waste bins for the safety of visitors, their pets, local fauna and flora but also to discourage the establishment of vermin.

The grounds team will not be using any vehicles on site, nor will vehicles be allowed to enter the grounds under normal circumstances, which will increase the desirability of the grounds as a safe place for everyone including small children.

No toxic plants or chemicals will be allowed on site.

Dog owners will be expected to keep their pets under control at all times and to prevent or remove dog waste from all areas.

Where events are held in the gardens an 'Event Plan' along with Risk Assessments and proof of Public Liability Insurance will have to be provided and stakeholders will be notified before the event is allowed to proceed.

Anyone wishing to hold an event will be directed towards the University in the first instance and contact details will be provided.

Section 3) Well maintained and clean

Maintenance of the gardens will be undertaken by UPP's site based grounds maintenance staff and caretakers.

A schedule of seasonal maintenance will be undertaken including path clearance, lawn mowing and edging, pruning, weeding, replanting, tree inspections and arboriculture.

Bird boxes will be cleaned out annually outside the breeding season.

Fences, gates and furniture will be regularly checked for damage and repaired expediently; by the on-site team wherever possible.

Litter bins will be appropriately distributed throughout the gardens next to seats and along the main paths. These will be emptied daily by the caretaking staff and more frequently at peak times e.g. during the summer months.

All trees in the gardens will be surveyed annually for signs of disease and dealt with appropriately.

Section 4) Sustainability

Bat boxes and nesting boxes for birds will be provided and habitat will be provided to encourage birds and butterflies to visit the gardens.

Bins will be provided to encourage waste segregation for recycling. An organic approach to garden maintenance will be taken using non chemical alternative methods of weed control and no harmful chemicals used in the gardens.

Plants will be sourced from local growers and suppliers where ever possible.

In order to reduce land fill waste green waste will be recycled by composting and using chipped wood to cover borders, preventing weeds and protecting plants.

Appendix Grounds Team Job Description

POST DETAILS

JOB TITLE : MAINTENANCE ASSISTANT (GROUNDS)
ORGANISATION : UPP RESIDENTIAL SERVICES LIMITED
LOCATION : CARTWRIGHT GARDENS (UoL)
POST REPORTS TO : RESIDENCES MANAGER

BACKGROUND

UPP Residential Services Limited (URSL) primarily delivers a full range of Facilities Management (FM), and Asset Management services to the university sector. URSL's aim is to be the leading provider of quality accommodation and estate management services in partnership with the Higher Education Sector.

At each university partnership URSL supply a local team, which manages, and provides services for, the scheme to which they are assigned. The team provides the day-to-day face of the partnership, providing a high level of customer service and effective and efficient facilities management, ensuring every aspect is delivered to URSL's high standards.

PURPOSE OF JOB

To maintain and operate Cartwright Gardens and Residential Planting to a high standard of presentation in compliance with all relevant service level agreements and to take 'park warden' responsibility for the gardens.

PRINCIPLE DUTIES AND RESPONSIBILITIES

Grounds Maintenance

- Carry out regular patrols of the residence and gardens, identifying, prioritising and carrying out corrective measures in a timely manner
- Monitor and control health, safety and maintenance standards within grounds and gardens, reporting H&S issues and concerns to the help desk administrators
- Carry out routine maintenance checks of equipment, such as tennis courts, to ensure they are fit for use at the start of each day, informing the help desk of any maintenance issues
- Carry out planned maintenance of grassed areas, flower beds, hedges, shrubs' and borders
- Assist with litter clearing and general tidiness
- Assist in winter snow and ice management and clearance
- Complete all necessary reports including incident reports, noise reports, accident reports and others as required acting as 'Park Warden'
- Respond effectively to antisocial behaviour in the gardens
- Liaise with the emergency services as and when required

Customer and colleague liaison

- Liaise, as necessary, with sub-contractors, URSL staff, residents and visitors to the gardens
- Deal with queries and complaints in an efficient, professional and courteous manner
- Be available to assist with resident intake and move out weekends

Maintenance

- Carry out minor maintenance work, equipment checks and water checks
- Assist maintenance technicians with repairs as and when requested

Other Duties

- Assist with events, open days and other university events
- Work overtime, with reasonable notice, to cover for colleagues' absences and during student arrival/departure periods
- Perform other general duties as and when required

PERSON SPECIFICATION

Attributes	Essential criteria	Desirable Criteria
Experience	Previous grounds/facility maintenance experience	
Skills/Ability/ Knowledge	Self motivated Health and safety awareness and familiarity in a similar environment and culture Knowledge and understanding of grounds maintenance Strong organisational skills Good understanding of security issues Good verbal and written communication skills	Minor maintenance skills Motivated and goal orientated
Personal Qualities	Excellent communication and customer care skills Proactive approach to problem solving Capable of working with minimum supervision Work as a team player and pass on knowledge to others Flexible and willing Prepared to work extra hours as necessary Prepared to travel to other sites within the Company, if required	Driving Licence