

GreenSpace East Midlands - Open meeting

Case Study - Queen's Park, Chesterfield

- **My experiences during the application process**
barriers for new applicants,
issues and challenges for existing applicants,
- **Good examples, and positive outcomes from**
being a Green Flag Award winner
- **Ten Helpful Top Tips to making an application**

The Queen's Park



Chesterfield Borough Council

FACTS and FIGURES

- 22 Acres / 9 hectares
- Town centre park
- Commemorated in 1887
- Opened in 1893
- Cricket has been played here for over 100 years including county cricket
- HLF restoration 2004
- Green Flag 5 years (05/06)



Hint number 1

DON'T PANIC....Be aware of all the deadlines and leave plenty of time to register with GF, and also to create, collate and upload documents... I sometimes didn't, but luckily the GF staff are very nice.....!

The Application Process

July - The Results

Aug - Dec is spent preparing the Management Plan.

Putting the document together in a recognisable format.

Meetings with other departments to ensure ownership of the document

December - submit Management Plan - upload to the website along with pictures, statements, facts etc.

Jan - Apr is spent preparing for the judges

May / June Judging Panel visit - with other representatives if required, face a lot of questions. Have documents, examples to hand

This is a very daunting task, especially for new applicants where there may be little or no previous data.

Hint number 2

Don't re-invent the wheel - look at other peoples Management Plans. Refer back to previous strengths and recommendation feedback forms

The management plan is a **BIG** document including a vast amount of specialist information.

Arrange meetings with others to give them ownership of the document and ultimately the park.

Use your internal email to question officers on specific information which is required.

The Green Flag Website

- This is a good place to download good examples of management plans.
- Look back at experiences from other places where you have worked.
- Look and build on other documents which your authority has

Hint number 3

The Green Flag judges are looking for things to satisfy the 8 key criteria of achieving a Green Flag, and the flow of the management plan must follow this legibly.

Contents Page

- ***FOREWARD***
- ***INTRODUCTION***
 - **Acknowledgements**
 - **Purpose of the Management Plan**
 - **Responsibility for the plan**
 - **The Process of compiling this Management Plan**
 - **Site Details**
 - Site Name
 - Location
 - Ward
 - Elected members
 - Site attractions and facilities
 - **Site Ownership, Leases, Rights of Way and Designations**
 - Tenure
 - Leases and agreements
 - Rights of Way
 - Planning designations
 - Nature Conservation Designations
 - **Demographics**

Key Criteria 1.

▪ ***A Welcoming Place***

- Access and circulation
 - » Linkage and corridors
- **Educational Value**
- **Recreational Value**
 - Sports, Activities and Play Facilities
- **Amenity Value**
- **Strategic Influence on Management and Development**
 - Corporate Strategies
 - Council Vision
 - Parks and Open Spaces Strategy
 - » Local plan commitments.
 - » Other Corporate commitments
- **Current Resources**
- **Current Management System**
 - » Staff Presence
 - » Rangering

Key Criteria 2.

- ***Healthy, Safe and Secure***
 - **General overview and responsibilities for Health and Safety**
 - Health and Safety on site
 - **Public Safety**
 - Geese
 - Cricket balls
 - Reporting Mechanisms
 - **Vandalism and graffiti policy**
 - **Compliance with health and safety at work**
 - **Water courses**
 - **Review of health and safety mechanisms**
 - **Security**
 - Safer Chesterfield
 - Community Warden Scheme
 - Section 17 of the Crime and Disorder Act 1998

Key Criteria 3.

- ***Clean and Well Maintained***

- **Infrastructure**

- Grounds maintenance specification
 - Grounds Maintenance
 - Existing maintenance
- Horticultural Description
- Hardworks, furniture and fencing details
- Vehicle management.
- Drainage
- Service information
- Maintenance of Buildings and Structures
- Building Cleaning

Key Criteria 4.

- ***Conservation of Heritage***
 - **Introduction**
 - **Brief Site History**
 - Historic Relevance
 - Archaeological Relevance
 - Historic parks and gardens
 - Heritage Value
 - Views and Vistas
 - Entrances and Approaches
 - Watercourses and water bodies
 - The Lake
 - Maintenance and inspection regimes
 - Condition Audits

Key Criteria 5.

- ***Community Involvement***

- **The Friends of Queen's Park**
 - Chairwoman's Report
 - Events and Activities
 - Community Art
 - Chesterfield Cricket Club
- **Needs and aspirations of the community**
 - Comments and complaints statistics
 - Customer Charter
 - Site Observation
- **Partnership working**
- **Existing and potential conflicts of interest**

Key Criteria 6.

- ***Environmental Sustainability***
 - **Quality and Environmental Policy**
 - **EMAS – Eco Management and Audit Scheme**
 - **Banned products**
 - **GreenPrint for Chesterfield**
 - **Arboriculture**
 - **Ecology**
 - **The Lake**

Key Criteria 7.

- ***Marketing***
 - » **Publicity and Marketing**
 - **Future development and marketing**

Key Criteria 8.

- ***Management and Development Programme***
 - **Management**
 - Queen's Park Development Officer
 - **Business Plan and Resource Planning**
 - Financial Plan
 - Revenue Generation
 - Catering
 - Sponsorship
 - Maintenance Programme
 - Property Repairs and Maintenance
 - The Restoration Project
- ***Action Plan 2009***
- ***Monitoring and Plan Review***
 - **Service Plan Objectives 2008 / 09 - Leisure Services**

Hint number 4

Set up an ACTION PLAN

The judges like these, with peoples names on and timescales, to show that it is a working document.

Hint number 5

FRIENDS of Groups

Invaluable

Knowledge, assistance, funding,
consultation, events, campaigns

Hint Number 6

Events

Community feedback

Hint number 7

On the day of the judging they like to see activity / the park being used appropriately.

Try to get any graffiti removed, have paths swept and grass mowed. Have a dedicated team in work that day and make it look as nice as possible **BUT** they won't be fooled...!

Hint number 8

Most of the Green Flag judges are or have been Park Managers - they can empathise with problems you are faced with. They want parks to succeed.

Hint number 9

Don't worry if things don't go according to plan.

If things are documented with a deadline but haven't been completed - doesn't mean you will fail.

If during the night before the visit you are vandalised or graffiti has happened - doesn't mean you will fail.

The judges know what goes on and resource issues you may be faced with

Hint number 10

Don't strive for immediate perfection - it won't happen. Allow time for a gradual increase to get even better the following year.

Mystery hint number 11

You and the team strive to be the best you can everyday. With the recent introduction of a 'mystery shopper' live every day as a **Green Flag Day**....

You never know when, or in what circumstances they may turn up!

Bonus hint number 12 - Celebrate Your Success

- Local press
- Radio
- Internet,
- Council intranet and council magazine (so that all of your colleagues know)
- Newsletters / free papers
- Use the fact that it is a Green Flag park to publicise future events or news - “The award winning... park.”