



**UNIVERSITY
OF LONDON**

CARTWRIGHT GARDENS, UNIVERSITY OF LONDON

Cartwright Gardens Open Space Operational Management Plan

Version 04.3.1

Cartwright Gardens Open Space Operational Management Plan

Introduction

This Open Space Operational Management Plan sets out the measures to be adopted by the University of London (“the University”) and its service provider, University Partnerships Programme (“UPP”), to secure access to the gardens and recreational space. The project is for the University of London, however, it will be operated on their behalf by UPP, who are responsible for the management and upkeep.

This is the fourth issue of the plan which has been consulted upon with the Community Liaison Group.

Mission Statement

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

- To be a welcoming place for all visitors
- To provide an environment that is healthy, safe and secure
- To ensure the space is a well maintained and clean
- To encourage the principles of sustainability and biodiversity

The on-going management of the Gardens will continue to involve the local community through the Community Liaison Group.

Background

As part of the Garden Halls planning permission (ref: 2013/1598/P), the University committed to allow public access to the Cartwright Gardens (“the Gardens”) for Local Residents and members of the public for the lifetime of the Building. The agreement secures the space for the ‘lifetime of the Building’.

In accordance with the Section 106 this plan specifically details:

- **Physical measures for construction of:**
 - Access routes;
 - Public open space; together with
 - Associated hard and soft landscaping measures
- **Maintenance of the Public Areas**
 - Details of provisions for cleaning and securing the Public Areas and maintaining the physical measures once they are constructed.
- **Securing public access to the Public Area (Tennis Access)** for students, Local Residents and members of the public from dawn to dusk 364 days a year (less any period within which the Gardens may be used for private events).

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- **Securing public access to the Public Area (Daytime Access)** for students, Local Residents and members of the public from dawn to dusk 364 days a year (less any period within which the Gardens may be used for private events).
- **Charging Mechanisms** to ensure that Local Residents and Students are charged at a discounted rate for the use of the tennis facilities.
- **Management and the method of granting permission for private events** (subject to prior notification to the Community Liaison Group).
- **Notice board and website** offering details about the opening times of the Gardens.
- **Community Liaison Group (“CLG”)** and their role in the ongoing management of the Cartwright Gardens Open Space Area.

This Plan has been prepared in consultation with the Community Liaison Group (see Section □). It is intended to be a live document and will be updated throughout the concession as required.

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1.0 Details of the Physical measures for Construction

This section includes details of the physical measures for construction of the:

- Access routes;
- Public open space; and
- Hard and soft landscaping measures.

Design drawings for the construction of the Public Areas, including details of surfacing and materials, location of 'street' furniture and associated landscaping, and the use and purpose of specific areas within the Public Areas are provided at Appendix A.

1.1 Access Routes

There will be three public access routes into the garden and one service entrance. The main entrance will be newly double-gated, and sits opposite the main building entrance. Further entrances will be situated behind the existing maintenance outbuilding and with a new entrance to the south west. A service entrance is located to the north west.

The footway surfaces will be improved to allow better movement through the garden areas.

A new footway will be created along the western side of Cartwright Gardens highway, where there is currently no pavement. This would allow pedestrians to walk between Marchmont Street and Euston Road on the south west way without crossing. The paving will be in concrete slabs to a type agreed with the Highways Authority. This is subject to a separate consultation process which is outside the plan.

1.2 Public Open Space

The physical measures for the public open space include improvements to the paths which run through the gardens, new wooden benches (see Appendix E for details), new shrub and wildflower plantings and grassed amenity area. A schedule of wildflower planting is included at appendix F.

1.3 The Maintenance Outbuilding

The Garden outbuilding will be refurbished and retained for use as a general garden store.

1.4 Hard Landscaping

The hard landscaping of the gardens includes the paths through the gardens, tennis courts and paving. Details are shown in Appendix A. Typically the following materials will be used;

- Resin bond gravel will be used on the main paths through the park.
- The new paving will be standard concrete, approved by the Highways Authority.

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- The feature paving around the outbuilding will be reclaimed Yorkstone paving slabs in various sizes with historical bond and mortar joint natural finish.
- The refurbished tennis courts will be composed of polymer on porous macadam, in contrasting colours to show the outline of the courts.
- Boundary railings and gates are to be repaired, stripped and repainted.

1.5 Soft Landscaping

The soft landscaping of the gardens includes the amenity grass, shrubs, planting beds and wildflower meadow areas.

All aspects of the soft landscaping include a wide variety of species, including 100% bees and butterfly wildflowers in the meadow areas to enhance biodiversity.

Appendix A shows the layout of these areas of soft landscaping, and appendix B provides full details of the species of the shrubs, grasses and wildflowers to be included in the gardens.

1.6 Furniture

Benches and waste bins of high design quality are to be located throughout the gardens.

The Cartwright Gardens John Cartwright Statue is to be specialist-cleaned and will be retained at the main entrance to the gardens.

The tennis courts will be enclosed by a green-coloured 4 metre-high weld wire mesh.

The notice board will be located at the main entrance to the Gardens (opposite the main building entrance), on the right upon entry to the Gardens. It will include two sections, one to include the history of the gardens for information and other for notices relating to the Garden Halls, gardens, events local community and rules.

1.7 Soil

Upon identification of the root protection areas (RPA) of the existing trees to be retained in the gardens, the RPA will be protected through ground protection measures. Drawing 1488-MW-601 shows the relevant areas for protection. The soil within the RPA is to remain undisturbed, with top soil to make up levels if required (the measures shall follow guidelines and standards set out in BS5837:2012 "Trees in Relation to Construction" and is a condition of the planning permission).

Imported topsoil is required for the areas of amenity space and shrub areas not included within RPA.

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1.8 Note on the Tennis Courts

The planning application for Cartwright Gardens proposed the retention of two tennis courts but the OSMP is proposing four courts be retained.. Within the S106 there is a responsibility for the University and UPP to consult with the local community and this change is based on that consultation.

The CLG have requested this change as whilst they are mindful of the importance of biodiversity the proposed design improves the current position and the loss of two courts materially reduces sporting facilities in the area and an important social dimension to the gardens. In addition there is long history of tennis in the gardens.

The case officer at the time (asked that the University to consult with the Community through the CLG and obtain their view (the courts are very popular and used frequently). The community wished for the 4 tennis courts to be retained as they considered there was enough open space in the local vicinity.

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2.0 Maintenance of the Public Areas

This section details the general cleaning and security arrangements for the Public Areas and outlines the maintenance measures for the Gardens post-construction.

2.1 Provisions for cleaning and securing the Public Areas

UPP will ensure the hard surfaces within the Gardens are regularly swept to remove debris and accumulated grit, and will maintain the grounds in a neat, tidy, safe and clean condition. A rolling programme of jet/pressure washing will be introduced to ensure safety and maintenance of site aesthetics.

Paths will be regularly gritted in icy or snowy conditions and cleared of any residual ice and snow.

A schedule of seasonal maintenance will be undertaken including path clearance, lawn mowing and edging, pruning, weeding, replanting, tree inspections and arboriculture. Maintenance of the soft landscape areas will include regular weeding and replanting as necessary, including the replacement of seasonal plants.

According to season and weather, UPP will tend, fertilise and re-seed grassed areas to maintain the landscape and will ensure that the grass is cut within the ranges of:

- Formal 25mm to 50mm
- General 40mm to 75mm; and
- Edges are neat and trimmed.

Grass cutting machinery shall be the most appropriate for the area being cut. Early morning cutting will be avoided so as not to disturb Local Residents.

All trees in the garden will be surveyed annually for signs of disease and dealt with appropriately to ensure that they remain healthy and attractive and do not overhang paths or roads so as to create a hazard.

Bat boxes and bird boxes will be provided and habitat will be provided to encourage birds and butterflies to visit the Gardens. The bird boxes will be cleaned out annually outside the breeding season but bat boxes will not be touched, in compliance with guidance.

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. Recycling will be encouraged by the use of appropriate bins. The grounds team will regularly patrol the Gardens to litter pick and empty waste bins for health and safety of visitors. UPP will undertake a programme of inspection and litter picking, to ensure external grounds areas are generally free of accumulations of extraneous and windblown materials.

No toxic plants or chemicals will be allowed on site.

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Dog owners will be expected to keep their pets under control at all times and to prevent or remove dog waste from all areas. Specific waste bins will be provided and regularly emptied. Should dog owners disregard their responsibility to the community this could be deemed as reasonable grounds for restricting their benefit of access to the gardens. As part of the inspection of the grounds dog waste will be checked for and cleared.

Under normal circumstances the grounds team will not be using any vehicles in the Gardens, which will increase safety on the site. Additionally, the grounds maintenance staff will complete incident, noise and accident reports as required, responding to antisocial behaviour in the Gardens and liaising with emergency services as necessary.

Appendix D contains the outputs of the service level agreement for the maintenance of the gardens.

2.2 Maintaining the physical measures following construction

Maintenance of the Gardens and tennis courts will be undertaken by UPP's site based grounds maintenance staff and caretakers, who will act in the capacity of park wardens. They will not have powers to fine, apprehend or prosecute offenders, but will interact with and inform the public safely and in a friendly manner, see section 0.

The Tennis courts including lines nets, posts and surrounding fences will be maintained in a safe and playable condition. Paths and walkways will be regularly inspected and appropriate action taken to remove any obstructions or hazards.

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

A copy of the annual planned maintenance schedule for the Gardens will be made available to the CLG, for information. This plan will include the seasonal frequency of maintenance and routine tasks.

A programme of lifecycle maintenance and replacement will be undertaken and a plan produced based on the life expectancy and use of the street furniture, landscaping, fences, and locks within the Gardens. An annual inspection will be undertaken to check the serviceability of all items and recommendations for replacement reviewed with the University.

It is considered that the CLG will continue to act as a forum for local stakeholders to feedback on maintenance of the public areas.

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3.0 Securing public access to the Public Areas (Tennis Access)

This section sets out the securing of public access to the tennis courts specifically for Students, Local Residents and members of the public.

Securing public access to the Tennis Courts

The tennis courts will be secured by use of a padlock when not in use and keys will be issued and controlled from the reception desk in the Halls of Residence for persons with bookings.

Details of booking system

Booking of the courts will be via the Hall reception, with each booking being for a 1 hour slot.

Hours Available

The courts will be available 364 days a year (less any period when the Gardens are used for private events) from 7am or dawn (whichever is later) to dusk.

4.0 Securing public access to the Public Area (Daytime Access)

Security for the Gardens will be provided by UPP's site based staff.

Staff will open the Gardens at dawn each day, 364 days of the year (less any period when the Gardens are used for private events) having first conducted a patrol of the area to make sure it is safe for the public to enter.

Staff will be responsible for the final patrol to make sure that all visitors have left the Gardens before the gates are locked at dusk each day. Any persons acting in an antisocial manner or carrying out unlawful activities in the Gardens will be asked to desist by UPP security or grounds staff. If necessary this will be escalated by contacting the local police.

At the request of the CLG staff will undertake a further five patrols of the Gardens each day.

UPP will maintain a log of all reported security incidents. At each CLG meeting a report listing the incidents and the actions taken, during the period since the last report, will be present to the group.

5.0 Charging Mechanisms

The tennis courts will be bookable when the Gardens are opened each day until one hour before they are closed in one hour slots and will be available during the week, at weekends and on Public Holidays, save for Christmas Day.

It is anticipated that in line with other bookable hard tennis courts in the area a charge of £10.00 per hour will be payable, with Local Residents and Students receiving a 50% discount. It is anticipated that this amount will be reviewed at appropriate intervals throughout the concession.

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Local Residents and Students will be issued with a card entitling them to 50% discount when paying for the court (following proof of identity and address and University ID, respectively). Local Residents are defined as residents living in residences and accommodation with addresses in, or properties opening on to, the immediate vicinity of Cartwright Gardens, principally Leigh Street, Sandwich Street and Hastings Street. Users will be required to prove that their address satisfies the above criteria to be eligible for the discounted rate. We will continue to take guidance from the CLG in refining the definition of Local Residents on an on-going basis.

6.0 Management and the method of granting permission for private events

Where events are held in the Gardens, an 'Event Plan' along with risk assessments and proof of Public Liability Insurance will be provided. The Event Plan will specifically include an assessment on the noise likely to result from the event, how it will be monitored and should the noise levels become inappropriate what action will be taken to immediately ensure the noise level is reduced to an acceptable level. The Community Liaison Group will be notified at least two weeks in advance, before the event is allowed to proceed. These details will also be advertised on the notice board and website. Requests should be made to the UPP Residences Manager and approval will be given in consultation with the University and the Community Liaison Group. Copies of risk assessments and operational plans including security, management and control of the event will be available to the Community Liaison Group.

Following a request, people wishing to hold an event will be notified whether their application has been successful. Preference and priority will be given to the University of London staff and Students, Local Residents and properties on the Crescent.

The Event Plan will include full details of the proposed event, including start and finish times, the nature of the event, details of the organisers and any speakers, performers or special guests and the level of security and/or first aider presence required. The main point of access to the gardens for private events will be the main entrance opposite the student accommodation unless good reason can be demonstrated. Potential risks associated with the event will be identified and advice will be taken as appropriate.

In accordance with the provision of the Section 106 Agreement, no more than five daytime and daylight hours private events (during 8 am to 6 pm) and a further three events occurring between the hours of 8 am to 9pm (when these hours are within daylight hours) would take place in the Gardens within one calendar year, unless otherwise agreed by the Council.

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7.0 Notice board and website

A notice board will be provided at the main entrance of the Garden offering details of who is responding for the management of the gardens, contact details, opening times of the Gardens, the use of the facilities and details of public events (when appropriate). This will include the arrangements for the use of the tennis courts and the booking contact details for Students, Local Residents and members of the public.

The Notice Board will also include details of the history of the gardens and the opening and closing times, rules and conditions of acceptable behaviour to be observed, these would consist of the following points:

- Disorderly conduct and anything likely to annoy or disturb other users or neighbours is forbidden
- No playing of music unless associated with a consented event
- No team games or ball games except for Tennis in the designated areas and times
- No Barbeques, grills or fireworks
- No bicycles, tricycles, skateboarding, roller skating or inline skates
- No alcohol or illegal drugs
- No selling or commercial activities.
- No littering
- Young children (12 years and under) must be accompanied and supervised by an adult
- No person shall climb or damage any tree, shrub, plant, flower in the garden
- No person shall damage any seat, bench equipment or property in the garden

Failure to observe these rules and conditions would attract a request from UPP staff to desist or leave the gardens. Continued refusal to desist would be referred to the local police.

The responsibility for maintaining the information provided on the notice board will lie with a representative of UPP who will update it as appropriate.

In addition, a website containing the same information will be set up. This will be a part of the University's website for Garden Halls; current URL being;

<http://www.cartwrightgardens-clg.co.uk>

The responsibility for maintaining the website will lie with a representative of the University of London, who will update it as appropriate.

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8.0 Community Liaison Group

The Community Liaison Group (“CLG”) was established to facilitate consultation with the local residents and the local community and has been asked for its comments in respect of matters relating to the ongoing management of Cartwright Gardens.

The formation of the CLG is a requirement of the S106 Agreement relating to the Cartwright Gardens development.

The CLG has been consulted on the Open Space Operational Management Plan prior to its submission to Camden for approval.

The CLG will continue to be consulted on with respect to the management of the Gardens on an ongoing basis. The University and UPP will endeavour to give effect to any reasonable recommendations of the CLG in respect of the management of the Gardens.

A list of comments received and responses is attached in appendix C. In addition to this the CLG produces an appropriate statement on the plan and the plan has been amended to take this statement into account.

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Appendix A – Gardens Layout

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Appendix B – List of plants and wildflowers

SHRUBS

Abutilon pictum
Anemone x hybrid
Anthurim andraeanum
Begonia rex
Cortaderia selloana
Crocsmia x crocosmiiflora
Deutzia gracilis
Larythus odoratus
Rosa 'La France'
Rosa wichuriana
Senecio x hybridus
Stephanotis floribunda
Weigela florida

BPB 100%: Bees and Butterfly Wildflowers (by Boston Seeds)

Species Name	Common Name
Eupatorium cannabinum	Agrimony, Hemp
Lotus corniculatus	Bird's foot trefoil
Trifolium pratense	Clover, Red
Trifolium repens	Clover, White
Centaurea scabiosa	Knapweed, Greater
Origanum vulgare	Marjoram
Malva moschata	Musk mallow
Leucanthemum vulgare	Oxeye daisy
Papaver rhoes	Poppy, Field
Onobrychis viciifolia	Sainfoin
Knautia Arvensis	Scabious, Field
Scabosia columbaria	Scabious, small
Anthyllis vulneraria	Vetch, Kidney
Echium vulgare	Viper's Bugloss
Helianthis gracilentus	Dwarf sunflower
Geranium pratense	Meadow cranesbill
Lychnis flos-cuculi	Ragged Robin
Lythrum salicaria	Purple Loosetrife
Borago Officinalis	Borage
Teasel	Dipsacus fullonum
Centaurea nigra	Knapweed, common
Centaurea cyanus	Cornflower
Aruncus dioicus	Goatsbeard
Salvia verbenaca	Wild Clary
Achillea millefolium	Yarrow

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Appendix C – Community Liaison Group feedback

The following feedback was taken together with feedback for the Construction Management Plan (CMP). The following list Therefore the numbering is not sequential and a full table of feedback can be provided on request.

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Appendix D – Service Level Agreement extract

Service Element	Service Level Agreement
11.1.1	The Service Provider shall ensure the surfaces of all roads, car parks and other hard surfaced areas within the Premises demised area and gardens are to be regularly swept to remove debris and accumulated grit, and to maintain the grounds in a neat, tidy, safe and clean condition. Rolling programme of jet washing / pressure washing to be introduced to ensure safety and site aesthetics.
11.1.2	The Service Provider shall ensure an application of an appropriate and approved - inhibitor or weed killer to the required hard landscaped surfaces to prevent unwanted vegetation growth is made, at a suitable frequency.
11.1.3	The Service Provider shall undertake a programme of inspection and litter picking across the Premises, to ensure external grounds areas are predominantly free of unreasonable accumulations of extraneous and windblown materials.
11.1.4	The Service Provider shall maintain the soft landscape areas, including regular weeding and replanting as necessary, including the replacement of seasonal plants in line with relevant University policies (such as Biodiversity/Environmental Policies).
11.1.5	The Service Provider shall ensure paths and road ways within the Premises demised area and gardens are regularly gritted in winter, icy or snowy conditions and cleared of any residual ice and snow.
11.1.6	Maintenance of the existing street furniture and FF&E such as benches, to ensure stability and safety of fixings, including the implementation of a programme for renewing the coatings to all fixtures

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11.1.7	<p>The Service Provider will, according to season and weather, tend, fertilise and re-seed grassed areas to maintain the landscape. The Service Provider will, according to season and weather ensure that the grass is cut within the ranges of:</p> <ul style="list-style-type: none"> • Formal 25mm to 50mm • General 40mm to 75mm • Edges are neat and trimmed. <p>Grass cutting machinery shall be the most appropriate for the area being cut. Grass cutting machinery shall be well maintained and comply with all statutory requirements and undue noise early in the morning will be avoided so as not to disturb Local Residents.</p>
11.1.8	<p>The Service Provider will , according to season and weather, tend, fertilise and cut-back plants and trees to maintain healthy growth whilst ensuring that the shape and size of the trees remains attractive and do not overhang paths or roads so as to create a hazard. The University will provide an annual tree survey in line with other University Gardens. The Service Provider will, according to season, sweep up leaves and dispose away from site or by composting.</p>
11.1.9	<p>Tennis courts maintained in a safe and playable condition including lines nets, posts and surrounding fences.</p>
11.1.10	<p>The Service Provider, using reasonable endeavours, will be responsible for ensuring that access is given only to persons with bona fide bookings.</p> <p>Where a coded entry solution is installed, the Service Provider shall update the code at frequent intervals to avoid unauthorised use.</p>
11.1.11	<p>The Service Provider will open the Gardens at sunrise daily, (excluding Christmas Day and except when the Gardens are used for private events) having first conducted a patrol of the area to make sure it is safe for the public to enter.</p> <p>The Service Provider will make a final patrol to make sure that all visitors have left the Gardens before the gates are locked at sunset each day.</p>
11.1.12	<p>Bins will be emptied daily and more frequently at peak times, e.g. during the summer months.</p>
11.1.13	<p>Dog waste bins will be emptied weekly or as necessary.</p>

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11.1.14	The Service Provider will maintain and update a notice board providing information for users of the Gardens.
11.1.15	Bat boxes and bird boxes will be provided and habitat will be provided to encourage birds and butterflies to visit the Gardens. The bird boxes will be cleaned out annually outside the breeding season. The bat boxes are not to be touched at all.
11.1.16	The Service Provider will carry out its obligations in relation to the Community Liaison Group as stated in the Section 106 Agreement.
11.1.17	The Service Provider will carry out its obligations under the Section 106 Agreement including maintaining and updating the various management plans which are a requirement of the Section 106 Agreement.

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Appendix E. – Proposed Bench Seating Layout

Appendix F – Schedule of wildflower planting