

Parks, Landscape and Grounds Maintenance

Analysis of stakeholder consultation

Report Appendices

Report written July 2020

Consultation and Insight Team
Royal Borough of Kensington and Chelsea
020 7361 3616
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Appendix one: Data Tables

Satisfaction with current services

How satisfied or dissatisfied are you with the following elements of the current parks and landscape maintenance service?

%	No reply	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	N/A or don't use
Grass cutting	2.5%	56.8%	25.9%	8.6%	3.7%	2.5%	-
Litter picking and bin emptying	2.5%	31.5%	34.6%	10.5%	13.0%	8.0%	-
Maintenance of planted areas	3.1%	43.2%	27.8%	11.7%	6.8%	7.4%	-
Cleaning of parks public toilets and changing rooms	4.3%	7.4%	23.5%	19.8%	13.6%	4.3%	27.2%
Maintenance of outdoor sports facilities/pitches	4.9%	12.3%	22.8%	14.8%	4.3%	1.2%	39.5%
Sports pitch booking service	6.8%	4.3%	8.6%	14.2%	1.9%	1.2%	63.0%
Hedge cutting	1.9%	35.2%	29.6%	16.0%	6.8%	3.7%	6.8%
Playground maintenance	4.3%	19.1%	24.1%	10.5%	5.6%	1.9%	34.6%

Count	No reply	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	N/A or don't use
Grass cutting	4	92	42	14	6	4	-
Litter picking and bin emptying	4	51	56	17	21	13	-
Maintenance of planted areas	5	70	45	19	11	12	-
Cleaning of parks public toilets and changing rooms	7	12	38	32	22	7	44
Maintenance of outdoor sports facilities/pitches	8	20	37	24	7	2	64
Sports pitch booking service	11	7	14	23	3	2	102
Hedge cutting	3	57	48	26	11	6	11
Playground maintenance	7	31	39	17	9	3	56

Appendix one: Data Tables

Visiting Parks

How often do you visit the following parks?

%	No reply	More than once a week	Once a week	A few times a month	A few times a year	Never visited
Avondale Park	20.4%	5.6%	1.9%	4.9%	25.3%	42.0%
Emslie Horniman's Pleasance	25.9%	0.6%	1.2%	1.2%	13.0%	58.0%
Holland Park	6.2%	35.2%	14.8%	18.5%	24.7%	0.6%
Kensington Memorial Park	22.2%	10.5%	4.9%	13.0%	22.2%	27.2%
Little Wormwood Scrubs	22.2%	13.0%	3.1%	5.6%	14.8%	41.4%
St Luke's Gardens	20.4%	7.4%	1.9%	3.1%	14.8%	52.5%
Westfield Park	22.2%	4.3%	1.2%	1.2%	6.8%	64.2%

Count	No reply	More than once a week	Once a week	A few times a month	A few times a year	Never visited
Avondale Park	33	9	3	8	41	68
Emslie Horniman's Pleasance	42	1	2	2	21	94
Holland Park	10	57	24	30	40	1
Kensington Memorial Park	36	17	8	21	36	44
Little Wormwood Scrubs	36	21	5	9	24	67
St Luke's Gardens	33	12	3	5	24	85
Westfield Park	36	7	2	2	11	104

Appendix one: Data Tables

Park keepers and staffing arrangements

All the parks in question three have a Park Keeper based on site during park opening hours, this fully staffed service has a high labour cost, is difficult to recruit to and is unsustainable for the future.

The Council has developed some alternative models.

Option one:

One Gardener per park with a consistent Monday to Friday 7.30 am to 4.30 pm shift pattern, evening locking up and weekend litter collection carried out by a mobile team. This is the standard mode for Council managed parks.

Option two:

One Park Keeper per site with a consistent Thursday to Sunday 7.30 am to park closing shift, Tuesday and Wednesday litter collection and unlocking carried out by a mobile team.

Option three:

No static staff. Mobile teams for horticulture and cleaning attend every park daily and carry out works as needed.

Which alternative model would you prefer?

	Count	%
Option one	92	56.8%
Option two	32	19.8%
Option three	24	14.8%
No reply	14	8.6%

Do you think contractor staffing is needed on public holidays such as Christmas Day, Boxing Day and New Year's Day?

	Count	%
Yes	51	31.5%
No	63	38.9%
Don't know	38	23.5%
No reply	10	6.2%

Appendix one: Data Tables

Public toilets in parks

Currently there are eight Parks with public toilets. Do you think these should be open 365 days a year or do you think this could be reduced?

	Count	%
Open all year round from park opening to park closing	84	51.9%
Open only while there is a park keeper on site	13	8.0%
Open weekends only	1	0.6%
Open every day except Christmas Day, Boxing Day and New Year's Day	13	8.0%
Should be determined based on park usage - park by park basis	37	22.8%
No reply	14	8.6%

Annual bedding scheme and long grass areas

Annual bedding schemes are areas that are planted twice a year, in May and October, with plants that only last one season.

Do you think we should remove the annual bedding scheme?

	Count	%
No - Keep as is	66	40.7%
Yes - remove and replace with grass	1	0.6%
Yes - remove and replace with long-term planting	42	25.9%
Yes - but reduce gradually (over five years) and replace with alternative planting options	48	29.6%
No reply	5	3.1%

Long grass areas are beneficial for wildlife and reduce maintenance, however, these can look scruffy at certain times of the year. Would you support grass strips at lawn and hedge borders being allowed to grow longer in local parks?

	Count	%
Yes	123	75.9%
No	23	14.2%
Don't know	9	5.6%
No reply	7	4.3%

Appendix one: Data Tables

Temporary artwork

Would you support your local park hosting temporary artwork by local artists, including sculpture and performance art?

	Count	%
Yes	120	74.1%
No	33	20.4%
Don't know	4	2.5%
No reply	5	3.1%

Increasing income

Would you support the Council allowing its contractor to hold a limited number of chargeable events in your local park?

	Count	%
Yes	69	42.6%
No	71	42.6%
Don't know	17	10.5%
No reply	5	3.1%

Your Priorities

Knowing our residents' priorities for parks will help influence what we ask contractors to provide and how we evaluate their tenders. Please indicate how important, or unimportant, the following elements are to you in the new contract?

%	Very important	Somewhat important	Not important at all	No reply
Horticultural quality and improvements	59.3%	31.5%	4.9%	4.3%
Wildlife/ biodiversity	79.0%	17.9%	1.2%	1.9%
Recycling and green credentials	66.0%	28.4%	2.5%	3.1%
Cleansing and waste management	79.0%	16.7%	0.6%	3.7%
Sports facility management	36.4%	42.6%	16.0%	4.9%
Volunteer programmes and events	27.8%	49.4%	17.9%	4.9%
Working with communities	45.1%	35.2%	14.2%	5.6%

Appendix one: Data Tables

Count	Very important	Somewhat important	Not important at all	No reply
Horticultural quality and improvements	96	51	8	7
Wildlife/ biodiversity	128	29	2	3
Recycling and green credentials	107	46	4	5
Cleansing and waste management	128	27	1	6
Sports facility management	59	69	26	8
Volunteer programmes and events	45	80	29	8
Working with communities	73	57	23	9

Community Involvement

	Count	%
Volunteering/helping to maintain the park	23	30.3%
Assisting with running events and activities	8	10.5%
Fundraising	2	2.6%
Other, please specify below	8	10.5%
No reply	35	46.1%

Other:

- Cleaning, Corner 9
- It is surely best to engage with local residents' associations to get a local view which is broadly based.
- I used to work on a butterfly farm. I would be impressed in assisting/promoting these in parks. This also could be an educational fund stream.
- Holland Park (I am a friend)
- Not sure, open to any.
- Wildlife inventories and habitat creation.
- Sports activities
- For the past 20 years I have been dead-heading roses in the four listed beds
- Any of the above, as long as it can be done on weekends or after work.
- Volunteering and assisting with activities
- Helping to decide the maintenance priorities for the park
- Help organising dog shows and dog events
- Already belong to group and volunteer
- All the above except fundraising. I can teach yoga to communities
- Publicity
- Friend of Holland Park already
- Already a member of Friends of Holland Park
- Am already a friend of Holland Park.
- Management

About you...?

	Count	%
Resident of the Royal Borough of Kensington and Chelsea	152	93.8%
Business or worker within the Royal Borough of Kensington and Chelsea	14	8.6%
Visitor to the Royal Borough of Kensington and Chelsea	2	1.2%
Other, please specify below	6	3.7%
No reply	3	1.9%

Other:

- Ex resident
- Resident of Westminster on the border of RBKC
- Local independent gardener
- Councillor
- Councillor
- Resident of Brook Green and Friend of Holland Park
- Just over the border in H&F

Your sex

	Count	%
Male	46	28.4%
Female	107	66.0%
Prefer to self describe	2	1.2%
Prefer not to state	6	3.7%
No reply	1	0.6%

Prefer to self-describe:

- Non-binary
- Trans Non-Binary

Appendix one: Data Tables

Which age group do you belong to?

	Count	%
Under 18	-	0%
18 to 24	1	0.6%
25 to 34	11	6.8%
35 to 44	17	10.5%
45 to 54	20	12.3%
55 to 64	26	16.0%
65 plus	69	42.6%
Prefer not to state	13	8.0%
No reply	5	3.1%

How do you describe your race or ethnic group?

	Count	%
White	126	77.8%
Black or Black British	4	2.5%
Asian or Asian British	1	0.6%
Mixed	5	3.1%
Any other group	4	2.5%
Prefer not to state	16	9.9%
No reply	6	3.7%

Other:

- Ojibwe
- United Kingdom
- Chinese

Do you have any long-term disability or illness

	Count	%
Yes	11	6.8%
No	138	85.2%
Prefer not to state	8	4.9%
No reply	5	3.1%

Appendix two: Comments

Comments

This section of the report contains comments made by respondents. Comments have been 'themed' and therefore may appear more than once against multiple themes.

Themes

Theme	Count	Theme	Count
Litter, bins, cleanliness	23	Dogs	5
Maintenance	23	Playgrounds	5
Toilets	15	Sports facilities	5
Staffing	9	Rules enforcement	3
Planting	7	Long grass areas	2

Comments

If you are dissatisfied with any aspect of the services above, please tell us how these can be improved:

Litter, bins, cleanliness:

- There is often litter in the park-due mostly to crows picking at litter from bins. I think bins with lids would be best.
- Little Scrubs is full of litter in the central area of scrub/bramble-I'm sure people would volunteer for regular litter pick-ups-but seeing litter lying in the bushes is depressing!
- More bins or bigger bins? I see them overflowing very often.
- Bin and rubbish collection especially when weather is good
- Sometimes the bins are overflowing. Changing and toilets need updating and cleaned regularly
- Most litter is caused by birds and squirrels pulling rubbish out of the bins. A design of bin that prevents this would be wonderful
- There is a lot of litter and dog poo in Powis Square garden, reluctant to use it with my toddler because of this. Dogs should not be allowed to run around freely in the playground!
- Groups gather to picnic, which is lovely, but then get up and walk away from their litter. There needs to be an ongoing campaign to educate people about the need to take their rubbish away with them. Not hard to do for the sake of animals and the environment
- Too much litter during hot weather/picnics
- The state of the bins in e.g. Kensington Memorial Park is still appalling - foxes pull out rubbish all the time. I have asked for several years for these to be replaced. Also, there is a pile of manure left beside the football pitches over several months -
- Parks are excellent. Litter is a problem. But I can understand that big groups sometimes make all the mess. Maybe better advertising of this at the entrances.
- Grass cutting fairly random. Bins are too small for amount of litter and roses are too old.
- The man in the garage at Little Scrubs is usually on his mobile. I pick up bags (17kg) of litter several times a year. The volunteers cutting the brambles leave a mess. We love the little paths like loads of others, pick the fruit. No shopping flying in.

Appendix two: Comments

- I visit several of the parks near my home on a daily basis, and there are some which are better maintained than ever. Tavistock Square is horrendous - the grass is poorly maintained and there is so much trash in the park at this point that it's unsafe.
- Closely supervise your contractors, most of their operatives do the very least they can get away with, quite often nothing much, especially when it comes to removing litter. Most of the tools they're given by their multinational employers are just above P
- The key factor for me is tracking damage to bins, graffiti on public facilities, picking up litter, emptying bins, cleaning toilets and changing rooms. Some level of responsibility needs to be placed on the VERY IMPORTANT PEOPLE who maintain and keep the parks.
- The areas of the park which run parallel to the walking / cycling path (i.e. opposite Holland Park School) are sadly full of litter - appreciate they must be relatively hard to access but a regular litter pick up would be so greatly appreciated. I wonder if perhaps Holland School would offer to volunteer some of their pupils to assist with that tidy up!
- Re Litter. The bins are assiduously emptied, and the rubbish cleared up every morning when I walk through the park. The problem seems to be crows and squirrels scattering the contents. I see the bins in the new playground have slots for the rubbish rather than open tops. I think if this type of bin was used throughout the park there would be less mess.
- Terrible management of Holland Park especially the wooded area in the north. Litter left; no maintenance of the plants and trees; little lake disgusting and filled with debris; poorly maintained paths
- Seeing dead plants that have been newly planted is very sad- e.g. the yew hedge consider larger waste bins that foxes can't get into. Look at Hyde Park and Kensington Gardens to see how a park should look like. Clean, and proper planting instead of planting annuals that cost a lot each year plant perennials/shrubs instead. Better maintenance of downpipes and buildings
- The problem with the litter bins is that as soon as the public put litter in the crows and squirrels take it out. The bins should have some sort of lid to prevent this.
- More time should be spent on cleaning and getting rid of rubbish
- Educate the public on littering and considerate use of park, it is not an open-air toilet! Educate on if how when to feed animals, setting up places where people can leave appropriate food. Paella, pasta, chicken bones are not - in my opinion- appropriate food for animals. A lot of dogs - mine included - have become very sick out of the stuff that people leave on the floor. More bins available for people to leave leftovers of their picnics. Establish a penalty system Enforce it
- Holland Park Total neglect of the woodland, which 20 years ago was pristine, and should be properly maintained for future generations, but year on year is being squandered due to neglect by RBKC. Specimen trees are being cut down rather than being pruned. Trees are dying under thick climbing ivy which is so bad on some specimen trees it will take a machine to remove. Nothing can grow as the woodland area is covered in dense ground ivy, 2 feet high in places, and dense brambles. Rubbish: old fencing, old bits of tree, cut down trees, plastic, just left or tossed into woodland for brambles and ivy to smother but allowing no new saplings to grow. Dead trees (due to ivy covering) allowed to fall on other specimen trees, breaking and crushing. (See area by pond). There are already

Appendix two: Comments

large bare areas, with too many tree stumps. The chairman of the friends wrote about 'brown areas' but the reality is future generations will be left with only 'scrub'. All that will be left will be overgrown holly bushes.

Maintenance:

- The new adventure playground at Holland Park had lots of non-accessible garden areas which is a waste of space that could have been used to put more activities for the children. Also, a facility was vandalised, and it took forever for IdVerde to fix.
- The hedge along the eastern boundary of St. Luke's Gardens is not maintained as well as it could be. It is not cut-back regularly.
- Grass cutting fairly random. Bins are too small for amount of litter and roses are too old.
- Dog dirt a problem. Tennis courts in Kensington Memorial Park poorly maintained - we always have to clear rubbish and leaves off and play regularly.
- Toilets run down and filthy in Kensington memorial park, also in Athlone Gardens, it has been totally refurbished, looked great now not looked after, plants all dead, rubbish everywhere, no one cleaning or maintaining anything, such a shame and waste.
- Park 7: - Flowerbed and grass done well, but bramble that is cleared is not being removed for a very long time. Toilet can be controlled more, specially summer after school. Park 6: - The park hedges/flowerbeds always a real pleasure to walk through.
- The hedges should be cut by a qualified person and the job should not be left partly done. St Luke's playground is in constant use by a wide range of children and needs more frequent inspections and repairs.
- Repairs used to be sorted out quickly and not left to become almost irreparable. Staff who work on planted areas and cleaning could be allowed to have some CPD. This would raise standards and up skill staff.
- I visit several of the parks near my home on a daily basis, and there are some which are better maintained than ever. Tavistock Square is horrendous - the grass is poorly maintained and there is so much trash in the park at this point that it's unsafe.
- When things are cut down would it not be better to remove the cuttings rather than just dump them in another area?! You just move the reduced area from one patch to another. NOTHING is taken away in Little Scrubs, it's just dumped and left to blow in the wind.
- We need a full-time committed gardener in St Luke's park (as we had until six months ago). The twigs are not raked and collected, the bins not emptied of water, and the leaves just blown into the edges. It's very sad to see the park so neglected.
- The key factor for me is tracking damage to bins, graffiti on public facilities, picking up litter, emptying bins, cleaning toilets and changing rooms. Some level of responsibility needs to be placed on the VERY IMPORTANT PEOPLE who maintain and keep the parks.
- Regarding Holland Park: - 1. Muddy & dirty. 2. More people needed to upkeep the park. 3. ? in the toilets. 4. Missing a nice cafe (current one mundane by opera). 5. Change sand in playground.
- Weeding on the raised beds (one in particular) needs to be done. Also need to give the park attendants the power to fine those who bike through the park and also those who drop cigarettes or have more park police.

Appendix two: Comments

- Terrible management of Holland Park especially the wooded area in the north. Litter left; no maintenance of the plants and trees; little lake disgusting and filled with debris; poorly maintained paths
- Only once have I found the maintenance poor. Use them several times a week as I visit the park most days. Apart from that one time they are always immaculate first thing in the morning when I visit. I would have marked very satisfied.
- Even during this pandemic, I believe weeding and keeping the flower beds tidy is a priority
- Seeing dead plants that have been newly planted is very sad- e.g. the yew hedge consider larger waste bins that foxes can't get into. Look at Hyde Park and Kensington Gardens to see how a park should look like. Clean, and proper planting instead of planting annuals that cost a lot each year plant perennials/shrubs instead. Better maintenance of downpipes and buildings
- More frequent attention.
- Sports facilities, particularly tennis courts, are not always well maintained. Booking service is poor (can't get through).
- Tennis courts need better maintenance
- Some areas of ground could be maintained better / put to more interesting use, e.g. ground around the 'Walking Man' statue.
- Holland Park Total neglect of the woodland, which 20 years ago was pristine, and should be properly maintained for future generations, but year on year is being squandered due to neglect by RBKC. Specimen trees are being cut down rather than being pruned. Trees are dying under thick climbing ivy which is so bad on some specimen trees it will take a machine to remove. Nothing can grow as the woodland area is covered in dense ground ivy, 2 feet high in places, and dense brambles. Rubbish: old fencing, old bits of tree, cut down trees, plastic, just left or tossed into woodland for brambles and ivy to smother but allowing no new saplings to grow. Dead trees (due to ivy covering) allowed to fall on other specimen trees, breaking and crushing. (See area by pond). There are already large bare areas, with too many tree stumps. The chairman of the friends wrote about 'brown areas' but the reality is future generations will be left with only 'scrub'. All that will be left will be overgrown holly bushes.

Toilets:

- Holland Park toilets are grim and need refurbishing.
- Holland Park Ladies' toilets are often smelly, messy etc. Have not ventured into any others.
- Toilets-particularly the children's toilets at Emslie Hornimans Pleasance are poorly maintained and frequently
- Sometimes the bins are overflowing. Changing and toilets need updating and cleaned regularly
- The washrooms need better cleaning. Some of the taps need repairs. The ones that require money to access are awfully smelly and dirty. The one inside Hyde park just across from Baglioni hotel for example.
- Main toilets are dire - a risk to health, I 'd say complete replacement needed. Most of park very well kept - love it.

Appendix two: Comments

- Redcliffe square park doesn't have enough swings and at Luke in Chelsea's bathrooms are simply filthy
- Unfortunately, whenever I have been in the public loos they are not clean
- The toilets in Holland Park are fine, however the toilets in Avondale Park are beyond disgusting, they are a total health hazard.
- Toilets run down and filthy in Kensington memorial park, also in Athlone Gardens, it has been totally refurbished, looked great now not looked after, plants all dead, rubbish everywhere, no one cleaning or maintaining anything, such a shame and waste.
- Park 7: - Flowerbed and grass done well, but bramble that is cleared is not being removed for a very long time. Toilet can be controlled more, specially summer after school. Park 6: - The park hedges/flowerbeds always a real pleasure to walk through.
- The key factor for me is tracking damage to bins, graffiti on public facilities, picking up litter, emptying bins, cleaning toilets and changing rooms. Some level of responsibility needs to be placed on the VERY IMPORTANT PEOPLE who maintain and keep the parks.
- The toilets are never clean enough or maintained to a proper standard. Public toilets with the amount of use in such a busy park located by a playground, with a cafe on site as well, need to be maintained hourly to be clean. Why can't there be a dedicated attendant whose sole job it is to maintain proper hygiene standards.
- The women's toilet has to be micromanaged. so far so good, but there is always room for improvement here... as it's very heavily used. and by women and children of all ages.

Staffing:

- Infrequent visits to Cremorne Gardens by contractors for a limited number of hours at a time is miles away from the service we used to enjoy from a dedicated park keeper.
- These comments largely refer to my local park Cremorne Gardens-Please can we have a gardener back or at least a more frequent one.
- Poor quality of many staff-not energetic. Insensitivity to beauties of pathways through the brambles.
- The gardeners leave their engines running whilst they do the work.
- The main problem in my local park (LWS) is there is now only one park keeper. It is almost impossible for one person to maintain this natural park. We really appreciate the regular contact with the Head of Parks but feel that LWS does not have the same
- The previous gardeners before Idverde/Quadron were SO much better. There were more operatives and they were happy polite and did not lean on their shovels.
- I would like the Service to come back in house and the Council to employ gardeners and park keepers directly - thus keeping the costs down of not paying a private business' overheads, and also not reducing pay or terms and conditions of very good gardener
- Regarding Holland Park: - 1. Muddy & dirty. 2. More people needed to upkeep the park. 3. ? in the toilets. 4. Missing a nice cafe (current one mundane by opera). 5. Change sand in playground.
- It is important to take into account the poor state of accommodation for the gardeners and the yard. Why not include living accommodation for a gardener? Better for one than having to travel to and fro from distant areas of London. This is relevant to Kensington

Appendix two: Comments

Planting:

- Planting could be improved, with better plants/flowers, more imagination and style
- Roses in gardens need to be redone and refurbished and replanted.
- I find there are lots of muddy areas (even on the spring/summer) that could do with grass planting. I also know that at some parks, many locals pruning the shrubbery themselves as it gets unruly.
- Some of the tree and shrub pruning has taken place at the wrong time of year i.e. in the Summer when plants are growing and has been very badly done e.g. the Australian horse chestnuts on the North edge of the playing fields.
- I do not like the hedge separating the sports pitch from the north/south parallel bike path and pedestrian walk as London has few open spaces. It was nice to look across the pitch to the other side. It still would be possible if you kept the hedge lower.
- Most of the important trees - including national champion trees - have no labels to identify them. Some of these once had labels which have fallen or been removed by vandals. The time has come to re-label the important trees in the collection. If the Council cannot afford to pay, other means can be found to arrange payment.
- Sports booking service would be better if online service - often calling in to book a tennis court there is no answer. Team do a great job on the overall Park - wonder if it's possible to try and get grass to grow in some of bare areas by fencing off for a period of time.

Dogs:

- You need to put up more signs and fined people for not picking up after their dog has gone toilet. I am a dog owner and would not object to stricter conditions, it really is bad in Wornington Green park on Portobello Rd
- There is a lot of litter and dog poo in Powis Square garden, reluctant to use it with my toddler because of this. Dogs should not be allowed to run around freely in the playground!
- As dog owner use park every day, twice maybe in summer. A few more poo bins would be good as might help discourage people dropping them at will
- Dog dirt a problem. Tennis courts in Kensington Memorial Park poorly maintained - we always have to clear rubbish and leaves off and play regularly.
- Dog fouling and too many dogs even in no dog park we need a dog licence to restrict numbers, help monitor and identify dog fouling culprits and bring an income into the council. Signs on dark entrances saying do not pick flowers, dig up plants which I have

Playgrounds:

- The playgrounds often have equipment that needs repair
- The Holland Park playground is frequently left damaged for long periods of time and the toilets are usually broken and not properly maintained. They are grim. Everything else about the local parks is fantastic, but the playground is not maintained properly
- Redcliffe square park doesn't have enough swings and at Luke in Chelsea's bathrooms are simply filthy
- The new adventure playground at Holland Park had lots of non-accessible garden areas which is a waste of space that could have been used to put more activities for the children. Also, a facility was vandalised, and it took forever for IdVerde to fix.

Appendix two: Comments

- The hedges should be cut by a qualified person and the job should not be left partly done. St Luke's playground is in constant use by a wide range of children and needs more frequent inspections and repairs.

Sports facilities:

- Sports facilities, particularly tennis courts, are not always well maintained. Booking service is poor (can't get through).
- The outdoor gym in Holland Park needs redoing particularly so it can be used in winter. For much of this last winter it was flooded.
- Tennis courts need better maintenance
- Sports booking service would be better if online service - often calling in to book a tennis court there is no answer. Team do a great job on the overall Park - wonder if it's possible to try and get grass to grow in some of bare areas by fencing off for a period of time.
- The sports booking service is a disaster. Staff constantly double book or get bookings wrong for the Holland Park tennis courts which are poorly maintained. We have been promised an online booking service for years, but it has not been set up. Planning a game of tennis two weeks ahead and never knowing if your booking will be honoured on the day is unacceptable. All tennis court users I have spoken to agree that the system is deeply flawed mostly through gross inefficiency. This was not always the case as the system worked well in the past, but the quality of staff has gone markedly down in the last 12-18 months. The gardening service seems highly efficient but perhaps the council should look elsewhere to run the sports booking office

Rules enforcement:

- Weeding on the raised beds (one in particular) needs to be done. Also need to give the park attendants the power to fine those who bike through the park and also those who drop cigarettes or have more park police.
- In Holland park there aren't enough signs about what people can do and what people can't do. Too many people cycling where it's not permitted, causing accidents, especially in the dog off lead area. Also scooters and electric scooters became a serious concern.
- Educate the public on littering and considerate use of park, it is not an open-air toilet! Educate on if how when to feed animals, setting up places where people can leave appropriate food. Paella, pasta, chicken bones are not - in my opinion- appropriate food for animals. A lot of dogs - mine included - have become very sick out of the stuff that people leave on the floor. More bins available for people to leave leftovers of their picnics. Establish a penalty system Enforce it

Long grass areas:

- The idea of leaving the grass unmowed last summer was a mistake in my opinion. It made it very difficult in Westfield park to access the picnic tables and the dogs using the green areas for recreation had problems with seeds in their paws.
- The grass areas that are not cut because they are designated 'wild' are not successful.

Appendix two: Comments

Theme	Count	Theme	Count
Importance of parks	18	Safety	4
Litter, bins, cleanliness	10	Concerns re: current contract	4
Planting	9	Toilets	4
Current staff	9	Keep parks wild	3
Additional equipment or activities	8	Contract too much of a blanket approach	3
Dogs	8	Water fountains	2
Maintenance	7	Vehicles	2
Events	7	Cycling	2
Maintain current level of service	6	Other	3
Future staffing	5		

If you have any other comments about the parks, landscape and grounds maintenance contract, please include below:

Importance of parks:

- Parks, gardens, green areas, public flower beds, green walks etc are all very important to urban communities and should be valued as such.
- Parks are vital and should be cherished for people, children and birds
- Kensington Gardens is a wonderful space in which to walk dogs...we and our dog LOVE it!
- We are lucky enough to have lovely parks that are widely used by local people, especially in the summer. This is a great facility in RBKC, and we need to treasure these spaces - particularly for elderly people and families.
- We are very fortunate to have these lovely parks which I think are well managed and have improved over the past few years.
- Well-tended open public spaces, with sustainable interesting planting, are a vital asset in urban environments. These must be prioritised for funding, with lots of opportunities to include local people of all ages in care/maintenance and enjoyment. Use should be encouraged by offering park spaces to local groups and organisations to entertain, with music, theatre and visual arts. Health and safety requirements must not rule over enjoyment.
- St Luke's Gardens have long served as a place where Chelsea's rich and poor mix as equal terms. It is important to keep it available to local residents and to keep it maintained to a high standard to generate a sense of shared pride.
- So many households have no access to their own garden because they live in flats. Therefore, parks and open spaces are very important. My favourite park is Holland Park, although I do not have enough money to live near it.
- Funding should be considered being taken from other wasteful schemes. The current wasteful road signage is at best litter & at worst cost & visually offensive. RBKC spent a lot on removing signage litter now some big spender is putting it all back! This money would be better spent on our beautiful local parks which are so well kept. Not everyone has gardens. Essential for community wellbeing.

Appendix two: Comments

- Parks are very important and should not be starved of adequate funding by Kensington and Chelsea. The memorial park needs investment and cafe facilities and toilets particularly need improvement ASAP.
- As London becomes more densely populated, PARKS will become precious and invaluable. Landscape matters, sports pitches matter, being outdoors will matter. Critically, the social diversity that London generates also means that different cultures may not have had the fortuity of being part of a culture that values Gardens, Outdoors, Sports, etc. Preserving the value of Parks and Gardens is central to British culture and central to successful assimilation of different people. Parks and Gardens are places where people interact. Protect and invest in them! Hire very capable horticulturalists to run your parks; do not cut off RBKC's out of doors lifeline. We need excellent parks and gardens for our children, parents, young people and elderly. We all need them.
- Part of the draw of West London is that we have the opportunity to visit parks with our children and dogs. This is a beautiful way of fostering community spirit and I know was something particularly welcoming to myself when I moved into the neighbourhood 8 years ago. While I understand the concerns of people who wish to ban dogs, it would be great to see the council helping to maintain a balance of opinions - dog friendly spaces and no-dog spaces. Currently there are factions within the community where dog owners feel punished and those who are anti-dogs are experiencing racism and discrimination. After these consultations we have to all live in the same neighbourhood so it would be wonderful to see and enjoy a compromise for everybody so we can still live together afterwards!
- I mainly use Avondale Park and find the staff super friendly and they do an amazing job keeping the park tidy and attractive. If you want to save money reduce the amount you spend on unnecessary public works such as the ludicrous repaving scheme. The parks are key to the quality of life in the Borough, keep them to a high standard!
- Holland Park is my favourite place in the borough, I go there every day as do several other residents. Don't privatise it in any way.
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.
- Holland Park is always a joy and it has been wonderful in the current lock-down.
- We are very fortunate to have these lovely green spaces in the Borough
- A huge thank you to everyone involved in keeping Holland Park open through the coronavirus lockdown. It has been invaluable for the daily walk and watching the wonderful beds bloom has given us hope.

Appendix two: Comments

Litter, bins, cleanliness:

- Maybe I didn't understand you 3 options for park maintenance to replace the onsite caretaker, but I didn't think any of the options were satisfactory. Trash should be picked up every day and during the weekend/bank holidays when the weather is nice it should be picked up more. There are always overflowing bin with trash everywhere around it.
- So important to keep parks clean free from litter and if toilets are present they should be monitored. A clean environment helps to promote those values. Plants-a good opportunity to rethink planting in line with climate change. providing a sustainable design which can mature.
- Please do something about the staff at Jaks dropping their cigarette butts. They should be fined with the money going on Park improvements. Also, could we please have some more benches in Westfield Park where you were going to put the table tennis. We used to have four and now only have two.
- LWS is common land, so the park is never locked. It is a 'natural park' and biodiversity is an important part of its purpose. Simple investment in low-cost solutions (waste bins with lids to stop foxes spreading waste across the park) would be a huge cost-benefit in terms of maintenance. It would be hard to hold 'pay to enter events' on common land which is open to all. Users are concerned that a one-size fits all contract will disadvantage LWS.
- Sometimes little scrubs is very dirty around the edges of the park where the fences are with litter, also more notices and cameras needed because of dog poo, very dirty sometimes, should be more patrols and people fined for not picking up and also the fact that some dogs have died are deliberately being poisoned
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.
- Holland Park is disgraceful - one of the worst kept parks in London. You need to significantly improve it - clean up the litter, maintain the plants and trees, improve the paths, open it earlier in the morning
- We think the present contractors do a good job in difficult circumstances, particularly in view of the ridiculous amount of rubbish that visitors leave behind. We wish something could be done to deter people from leaving any rubbish, so that the contractors can get on with other things. The Park Keepers and staffing arrangements box is unanswerable for a park the size of Holland Park, which obviously has to have quite a large staff to function at all.
- Please keep the park clean
- The better a park looks, the harder people will try to keep it looking nice by picking up their own rubbish, not letting their children ruin plantings, reporting problems, etc.

Appendix two: Comments

Planting:

- I hope that our current contractors are continued as we value the contractor currently used. I am not particularly happy with the wildflower areas that restrict usage and park enjoyment and look good only during a limited period of time. It would be good if these were kept to beds and not taking up valuable space for residents to enjoy in smaller parks like Westfield that I visit at least three times a day.
- Perennial plants and trees simply labelled. Better policing of dogs on leads areas as is noticeably lax in Holland Park Consider managed veg growing areas-even incorporating in planting schemes-a pumpkin patch, lettuce/kales, tomatoes in walled gardens-interest and harvested by/for community use. Orchard area/fruit trees. Food waste composting facilities and green waste collecting.
- Planting is very important. Our parks should be the best in London.
- So important to keep parks clean free from litter and if toilets are present they should be monitored. A clean environment helps to promote those values Plants-a good opportunity to rethink planting in line with climate change. providing a sustainable design which can mature.
- Displays of planting schemes can look beautiful. what I prefer to see is more interesting shrubs and trees as they are permanent features. Safety in the parks is key. toilets and parks can be used during day times for ASB and if park keepers are only in attendance during Thursday to Sunday there will have to be some safety considered
- Bedding all year round-pretty shrubs looking very attractive. This would cut costs in labour. 8-hour shifts per day each from 7:30am start-finish pm. Park keeper-model daily Monday, 2nd 1pm until park closes.
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.
- A few annual beds is lovely. Doesn't have to be excessive, Holland Park has a great balance.
- If permanent planting is decided on, I hope it will be seasonally floral and colourful.

Current staff:

- Some of the contractors on the ground seem to have very few gardening skills, I learned that properly trained gardeners need to be paid more than simple handymen.
- A senior member of staff working in the grounds of Holland Park is exceptionally rude to many park visitors. Other staff are very friendly and helpful.
- I mainly use Avondale Park and find the staff super friendly and they do an amazing job keeping the park tidy and attractive. If you want to save money reduce the amount you

Appendix two: Comments

spend on unnecessary public works such as the ludicrous repaving scheme. The parks are key to the quality of life in the Borough, keep them to a high standard!

- The current litter collection and grounds maintenance team do an excellent job. They are competent and very user friendly to park users. They could, however, do with better direction on what to plant and how to look after the many excellent trees and shrubs.
- We think the present contractors do a good job in difficult circumstances, particularly in view of the ridiculous amount of rubbish that visitors leave behind. We wish something could be done to deter people from leaving any rubbish, so that the contractors can get on with other things. The Park Keepers and staffing arrangements box is unanswerable for a park the size of Holland Park, which obviously has to have quite a large staff to function at all.
- The current litter collection and grounds maintenance team do an excellent job. They are competent and very user friendly to park users. They could, however, do with better direction on what to plant and how to look after the many excellent trees and shrubs.
- Generally speaking, the current group seem to do a good job... they are visible and friendly
- Love Holland Park - its gets really busy but that's largely as it's such a good space. With such demand think the current team do a good job keeping it at its best.
- In Holland Park they are doing a great job

Additional equipment or activities:

- I'd like to see more elderly sports equipment, thought through about disabled access
- Please do something about the staff at Jaks dropping their cigarette butts. They should be fined with the money going on Park improvements. Also, could we please have some more benches in Westfield Park where you were going to put the table tennis. We used to have four and now only have two.
- I am 68 and would like to go back to riding a bike which I haven't done for years so I need a space where I can re-learn to ride a bike first with a safe place to fall - like the ground they have on children's playgrounds. If this is available anywhere in the Borough or its parks that would be amazing.
- Holland Park needs 1. Better lighting. 2. New benches or repaint. 3. Cafes local in park (plant based) 4. Ice cream truck in park. 5. Jumble sale to raise money for park. 6. Water fountain improved. 7. Dog water important-needs improving.
- For Holland Park-income generation and community building. Please consider selling park plants and/or opening greenhouses to public in Holland Park.
- Tennis at Kensington Memorial poorly advertised, and no Council supported sessions for adults or 50plus. Great for health, open air exercise and personal wellbeing. Westway indoor, very well organised by contrast not as healthy though.
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community

Appendix two: Comments

and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.

- As Holland Park is local to me, that is the only park I know and visit regularly. The improvements to the park over the years, for example to the front square in front of Holland House and around the café, have contributed to its improved appearance. How nice it would be if Holland House were restored to house a Kensington Art Gallery and Museum.

Dogs:

- Need to be stricter with people with dogs if they not pick up dog mess
- The baseline is this. We just need access to a green space that is kept free from dog fouling and safe from campers, barbecues etc. Wildlife is important, dog licence fees will provide a new income flow.
- Perennial plants and trees simply labelled. Better policing of dogs on leads areas as is noticeably lax in Holland Park Consider managed veg growing areas-even incorporating in planting schemes-a pumpkin patch, lettuce/kales, tomatoes in walled gardens-interest and harvested by/for community use. Orchard area/fruit trees. Food waste composting facilities and green waste collecting.
- Hi, I'm a daily visitor of Holland Park and I can only speak about that park. For dog owners is very difficult to have a relaxed time because of insufficient information to visitors. The benches are mostly in the dog off lead area, and the road going down to the high street with not enough signs, seems to be a paradise for people cycling, skating and using scooters. Visiting the park every day I've seen too many accidents, especially in later spring and summer. In my opinion, the dog off lead area should not be the road around the big field, but a part of the big field, properly fenced and dedicated to dogs only. Ideally a quarter of it. I've personally rescued and helped several people and dogs hit by scooters or bikes. Also, when some dogs play where it is permitted, it seems to make unhappy and unsafe people who are not dog friendly. Recently I've witnessed park policemen with plainclothes giving fines to people ignoring their dog fouling. That is a very good thing to do, but I've seen the same policemen ignoring people cycling fast where cycling is not permitted. Dog owners mostly feel guilty of having a dog because some people complain. if rules were clear and if dogs had a dedicated space to exercise, I guess very few accidents will happen in the future. Thank you to hear my say.
- Please oil the gate on the maintenance/staff area of LWS park. Wakes me up without fail every time it is opened. DOG'S MESS of course, start on the spot fines. Do something to make my park being not much more than a huge dog lavatory.
- Part of the draw of West London is that we have the opportunity to visit parks with our children and dogs. This is a beautiful way of fostering community spirit and I know was something particularly welcoming to myself when I moved into the neighbourhood 8 years ago. While I understand the concerns of people who wish to ban dogs, it would be great to see the council helping to maintain a balance of opinions - dog friendly spaces and no-dog spaces. Currently there are factions within the community where dog owners feel punished and those who are anti-dogs are experiencing racism and discrimination. After these consultations we have to all live in the same neighbourhood so it would be

Appendix two: Comments

wonderful to see and enjoy a compromise for everybody so we can still live together afterwards!

- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.
- There must be leash free areas for dogs. Holland Park Friends is very anti-dogs. Despite having low membership, they are vocal far beyond their numbers. There are many more dog owners than the Friends and they have no voice. Dog owners are out in all weathers, are responsible, and valuable eyes of the park. You should have Dog Owing representation. Holland Park art exhibition is run by people who sell their art - there should not be this conflict of interest.

Maintenance:

- St Luke's Gardens have long served as a place where Chelsea's rich and poor mix as equal terms. It is important to keep it available to local residents and to keep it maintained to a high standard to generate a sense of shared pride.
- The trampoline in Westfield Park always fills up with water after it rains. Sandpit in Kensington Memorial Park always fills up with water.
- Please put someone in to look after Athlone Gardens, it was so nice when refurbished earlier this year, now plants all dead, so much rubbish, also I'm a dog owner but notice some dog owners not picking up poo, you need to put cameras and fine them for this, nothing being done.
- Little Wormwood Scrubs has been mismanaged for years compared to Holland Park. It's utterly shameful the way it's been neglected and now an avenue of Horse Chestnuts to be suddenly removed without any local consultation AS WAS PROMISED when the wall fiasco happened. Brambles have been cut back and left to rot since 27th June 2019...still waiting for that to be cleared. The hedging on the east side is STILL not completed so residents are in shade and what has been cut back has also just been dumped. What's going on? It's certainly not good, absolutely shocking mismanagement, local users are rightly furious now.
- Holland Park is disgraceful - one of the worst kept parks in London. You need to significantly improve it - clean up the litter, maintain the plants and trees, improve the paths, open it earlier in the morning
- Holland Park woodlands Unique (valuable as a counter to a polluted borough), for the past 20 years the woodlands have been neglected and squandered. Hundreds of specimen trees have been cut down and not replaced. Thick ivy smothers the trees. Dense ivy, brambles and old rubbish cover the ground. To save the woodlands they should be put under the management of the Royal Parks or Forestry Commission where they will be properly looked after. Prince Charles uses the Forestry Commission for all his estates and currently has a large planting scheme underway. Why won't RBCK use

Appendix two: Comments

the Forestry Commission? If another 20 years are allowed to pass with the same non-management, all that will be left is 'scrub'. Re the survey: All the parks shouldn't have been lumped together as they are quite different.

- It needs improving!

Events:

- LWS is common land, so the park is never locked. It is a 'natural park' and biodiversity is an important part of its purpose. Simple investment in low-cost solutions (waste bins with lids to stop foxes spreading waste across the park) would be a huge cost-benefit in terms of maintenance. It would be hard to hold 'pay to enter events' on common land which is open to all. Users are concerned that a one-size fits all contract will disadvantage LWS.
- I wish the parks could be lit at night so people can use them of an evening. Probably too expensive, though, although could be lovely on occasion and perhaps could be coupled with an event that raised money for the parks. I live next to Holland Park and my children have virtually grown up in it. It's amazing park that I've very grateful for, although I think the facilities (toilets) could be better. Definitely support events that would allow the parks to raise money. Lots of residents love the park and have the means to support fundraising. All the best and thank you for asking these questions.
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.
- There must be leash free areas for dogs. Holland Park Friends is very anti-dogs. Despite having low membership, they are vocal far beyond their numbers. There are many more dog owners than the Friends and they have no voice. Dog owners are out in all weathers, are responsible, and valuable eyes of the park. You should have Dog Owing representation. Holland Park art exhibition is run by people who sell their art - there should not be this conflict of interest.
- Chargeable events - it depends on what they are.
- No objection to small scale fundraising events held in vitro, e.g. in Belvedere or Icehouse but not on the scale of Holland Park Opera or Kew Gardens open air concerts.
- Parks should be managed as parks not entertainment or sporting venues

Maintain current level of service:

- Very happy overall with things as they stand. No major changes please!
- I would not like the Council to reduce costs, or change the current service level in any way, even if this means an increase in Council tax to support the parks' service. To be clear, I do not want any new options considered, but would like the current good service maintained. I would however - even though it is pleasant to hear the opera music through Holland Park on summer evenings - support the Council in looking at value for money

Appendix two: Comments

with holding opera in Holland Park, as this seems extravagant in light of the costs incurred post-Grenfell Tower to the Council. Those that enjoy opera have many options to choose to go and experience this, and it should not be subsidised by Council Taxpayers when basic park maintenance is under threat of Council cuts.

- I hope that our current contractors are continued as we value the contractor currently used. I am not particularly happy with the wildflower areas that restrict usage and park enjoyment and look good only during a limited period of time. It would be good if these were kept to beds and not taking up valuable space for residents to enjoy in smaller arks like Westfield that I visit at least three times a day.
- Maintenance should be kept at current levels and not reduced in Little Wormwood Scrubs
- The park is so beautiful and diverse so keep it as is.
- I'm very fond of Holland Park, and love all the schemes that have happened over the years, esp. with the animals in the park... It's important to keep the unique character of the park preserved... for generations to come. I'm a Friend of Holland Park.

Future staffing:

- Bedding all year round-pretty shrubs looking very attractive. This would cut costs in labour. 8-hour shifts per day each from 7:30am start-finish pm. Park keeper-model daily Monday, 2nd 1pm until park closes.
- I think it is very important to keep parks staffed for as much of the opening hours as possible-as much as a visible point of contact. It discourages drug use/selling and rough sleepers which put off park use by children and families. Our parks are hugely important for public health and must be maintained. There must be a regularly maintained locking up service night and morning as, living next to a park life/sleep becomes impossible when there are late night gangs in the park when the gates have sometimes been left open.
- Parks cannot run themselves. It's a typical idea to spend money on big projects and never on long term maintenance. It doesn't work. Leave Little Scrubs as it is and employ a really good park warden.
- Priority should be given to those parts of RBKC which have high population and density (e.g.: -Chelsea Riverside Ward) and limited public open spaces in terms of park keeping expenditures,
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.

Appendix two: Comments

Safety:

- Hi, I'm a daily visitor of Holland Park and I can only speak about that park. For dog owners is very difficult to have a relaxed time because of insufficient information to visitors. The benches are mostly in the dog off lead area, and the road going down to the high street with not enough signs, seems to be a paradise for people cycling, skating and using scooters. Visiting the park every day I've seen too many accidents, especially in later spring and summer. In my opinion, the dog off lead area should not be the road around the big field, but a part of the big field, properly fenced and dedicated to dogs only. Ideally a quarter of it. I've personally rescued and helped several people and dogs hit by scooters or bikes. Also, when some dogs play where it is permitted, it seems to make unhappy and unsafe people who are not dog friendly. Recently I've witnessed park policemen with plainclothes giving fines to people ignoring their dog fouling. That is a very good thing to do, but I've seen the same policemen ignoring people cycling fast where cycling is not permitted. Dog owners mostly feel guilty of having a dog because some people complain. If rules were clear and if dogs had a dedicated space to exercise, I guess very few accidents will happen in the future. Thank you to hear my say.
- RBKC parks are very well maintained at present. Good atmosphere which helps everyone's behaviour and enjoyment. However, there have been problems at KMP with youths wielding chains in the past and the park keeper was incredibly helpful.
- Displays of planting schemes can look beautiful. What I prefer to see is more interesting shrubs and trees as they are permanent features. Safety in the parks is key. Toilets and parks can be used during day times for ASB and if park keepers are only in attendance during Thursday to Sunday there will have to be some safety considered.
- I think it is very important to keep parks staffed for as much of the opening hours as possible—as much as a visible point of contact. It discourages drug use/selling and rough sleepers which put off park use by children and families. Our parks are hugely important for public health and must be maintained. There must be a regularly maintained locking up service night and morning as, living next to a park life/sleep becomes impossible when there are late night gangs in the park when the gates have sometimes been left open.

Concerns re: current contract:

- The gardener in St Luke's park only seems to be active one hour per day...to blow leaves. I take my dog to the park three times a day so see what's going on.
- The raised planter at the junction of Pond Place and Ixworth Place is in the current contract but it is largely ignored.
- They are not keeping to the contract. The garden is often without staff during the day. They must do what they are paid for.
- I use the park every day as a responsible dog owner and parent. I think the contractors are all very good. I wish joggers wouldn't trample the grass edges and corners, I wish there was a way of keeping cyclists off the pedestrian paths and dog owners need to be reminded to keep their dogs on leads near the Round Pond & Serpentine. Not to mention clearing up after their dog.

Appendix two: Comments

Toilets:

- So important to keep parks clean free from litter and if toilets are present, they should be monitored. A clean environment helps to promote those values Plants-a good opportunity to rethink planting in line with climate change. providing a sustainable design which can mature.
- Parks are very important and should not be starved of adequate funding by Kensington and Chelsea. The memorial park needs investment and cafe facilities and toilets particularly need improvement ASAP.
- I wish the parks could be lit at night so people can use them of an evening. Probably too expensive, though, although could be lovely on occasion and perhaps could be coupled with an event that raised money for the parks. I live next to Holland Park and my children have virtually grown up in it. It's amazing park that I've very grateful for, although I think the facilities (toilets) could be better. Definitely support events that would allow the parks to raise money. Lots of residents love the park and have the means to support fundraising. All the best and thank you for asking these questions.
- The parks provide a vital service and green space. They should be open to all, at all times. They do not belong to the contractors and should not be closed for private events. Toilet facilities should be clean, hygienic, pleasant, and provided as standard. Rubbish collection should be at minimum three times a week, and on non-consecutive days. Friendly park keepers that we can get to know are an important part of the community and also help to discourage anti-social behaviour. Dog walking is an important exercise and socialising time for many and should be facilitated. We need more wildflowers and to encourage wildlife, including bees! Gardening and beekeeping clubs would be a brilliant way to involve children with nature.

Keep parks wild:

- Keep Little Scrubs wild!
- Don't over sanitise, keep parks scruffy and wild. Allows for vegetation and wildlife.
- One of the most important characteristics is the wildness of the northern half. It is so refreshing to have spaces that are not tidy and planted up. The wildflowers this year have been magnificent. Please ensure that that quality remains.

Contract too much of blanket approach:

- It's a shame you have lumped all the parks together as I am sure their needs are not necessarily the same. My comments relate to Little Wormwood Scrubs, which I visit at least times a day.
- LWS is common land, so the park is never locked. It is a 'natural park' and biodiversity is an important part of its purpose. Simple investment in low-cost solutions (waste bins with lids to stop foxes spreading waste across the park) would be a huge cost-benefit in terms of maintenance. It would be hard to hold 'pay to enter events' on common land which is open to all. Users are concerned that a one-size fits all contract will disadvantage LWS.
- Holland Park woodlands Unique (valuable as a counter to a polluted borough), for the past 20 years the woodlands have been neglected and squandered. Hundreds of specimen trees have been cut down and not replaced. Thick ivy smothers the trees.

Appendix two: Comments

Dense ivy, brambles and old rubbish cover the ground. To save the woodlands they should be put under the management of the Royal Parks or Forestry Commission where they will be properly looked after. Prince Charles uses the Forestry Commission for all his estates and currently has a large planting scheme underway. Why won't RBCK use the Forestry Commission? If another 20 years are allowed to pass with the same non-management, all that will be left is 'scrub'. Re the survey: All the parks shouldn't have been lumped together as they are quite different.

Water fountains:

- Holland Park needs better lighting. 2. New benches or repaint.3. Cafes local in park (plant based) 4. Ice cream truck in park. 5. Jumble sale to raise money for park. 6. Water fountain improved. 7. Dog water important-needs improving.
- It would be great if your fountains worked and were regularly maintained. Dogs and their walkers rely on them as do joggers who need water. In the last few years fountains have been eliminated and if there is a fountain and it breaks there is no maintenance. Fountains are crucial to parks and park goers Also could you organise a yearly (maybe end of summer) let's clean the park for all park goers? There is so much garbage in summer or on weekends during the year.

Vehicles:

- The vehicles used in Holland Park exacerbate the mud. The signboards need to be re-thought as being smashed. One nice income generating project would be to have bootcamps. Especially in Holland Park, this would work well.
- Please get them to stop leaving vehicles idling

Cycling:

- In Holland Park there needs to be a concerted effort to enforce the ban on cycling in the park, especially as the park is a lot busier than usual. Thank you.
- Make sure not to allow cycling in the park. Dangerous to people walking.

Other:

- The parks should stay open and not be locked. They are often commuting routes, and usage should be ensured at all times. They should remain a public space at all times.
- I have written to Friends of Holland Park about having designated pathways for runners during the Covid-19 situation and I want to express the lack of respect by many runners for those elderly, parents with children, and dog owners who frequent the park (Holland). This is an issue which probably should be addressed in all the parks and perhaps be made permanent.
- Holland Park is excellently maintained and run, but I did not know of the existence of the other parks until receiving this questionnaire. Maybe there should be more information about them in community and library e-newsletters, so people are encouraged to visit them.