



Green Space Service

Innovative approaches to improved landscape management

Liz Somner CMLI
Green Space Manager



Green Space Service

TIMELINE:


2007/8	2009	2010	2010/11 on	2010/11	
Vision	Set Up	New Service	Landscape Improvements	Green Base	Future Plans

Where it all began....


In-house Operational team
Started **04th January 2010:**

← Resident involvement and engagement →

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Vision *Green Space Service*



Based on work carried out with **Green Estates, Sheffield**, recommended the set up of an **In-house Service** to achieve:

- *Excellent Public Realm Landscape Maintenance Service*
- *Improved Public Realm Environment*
- *Community Engagement*
- *Paid for Older Persons Garden Service*

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Vision *Green Space Service*

REALITY at that point in time:

Existing Maintenance contract:

- **Huge volumes** of uninspiring landscape, especially grass (40 Hectares; 56 football pitches) and shrubs (5 rugby pitches) to maintain .
- **A basic, inadequate and inflexible specification**, especially for trees.


Small Scale Environmental Improvement Programme

- **Limited green agenda**, most schemes were about parking
- **Individual one-off interventions** rather than robust approaches for estates/areas without consideration from landscape professionals.

Estate-Based Environmental Improvement Programme

- **Expensive** due to the number of consultants involved.
- **Limited capacity** for subsequent sustainable management.

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Vision

•OUR SERVICE MISSION is quite simply:

that our landscapes could one day be so improved and effectively managed and maintained that you would not be able to say, that's a social housing estate-the landscape would no longer give it away.....

AND that this is achieved in **close partnership and association with the communities we serve.**



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Service Today

TEAM STRUCTURE

Liz Somner GREEN SPACE MANAGER

LANDSCAPE OPERATIONS MANAGER

COMMUNITY LANDSCAPE ARCHITECT

PROJECT MANAGER

ADMINISTRATION ASSISTANT

AREA TEAMS-landscape maintenance/Improvements

Area 1 Team Leader: (Horticulture)	Area 2 Team Leader (trainee) (Hard Landscaping)	Area 3 Team Leader: (Horticulture)	Area 4 Team Leader: (trainee)
Chargehand Operative	Chargehand Operative	Chargehand Operative	Chargehand Operative
Chargehand (+ 2 seasonals)	Chargehand (+ 2 seasonals)	Chargehand (+ 2 seasonals)	Chargehand (+ 2 seasonals)

TREE TEAM (all 4 areas)

Team Leader: (Arbor)
Arborist Trainee Arborist


Main (12)

Grass (12)

Operational team of 19; increases to 31 during the season.
Horticulture training through Work-based Diploma (Reaseheath)

*1 Apprentice per area-based main team from 2011/12 onwards
 Temporary Older people's gardening service 2010-12 (4 Operatives)
 Seasonal staff employed for grass cutting and Older people's gardening.

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Service Today

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LANDSCAPE MAINTENANCE

Within the Public Realm :

- Shrub beds
- Courtyards
- Hedges
- Trees

•Much Improved Specification

•Performance management ongoing (e.g. internal audit process).








"Mrs Mayor would like to praise the Greenspace team that worked very hard to do a brilliant job to the open plan front. The place looks fantastic & would like to thank all involved with the project"

Tenant at 29 Weedon Ave

Brunswick Estate, Newton

"The Tenants' and Residents' group have also asked me to pass on their thanks – one member of the group said 'the estate has not looked this good for ten years'"

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Service Today

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ARBORICULTURE

Trees in the Public Realm:

- The Tree Team are developing a **Tree Survey for Trees in the Public Realm**
- Also involved in tree works to stock in gardens if a H&S or legal concern.
- We currently have a **tree procedure and this will be developed into a Tree Policy.**

Buttermere:
Management of area and Chippings store

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Grass in the Public Realm:

- Winter: Edging off & grass management.
- Summer: Cutting, strimming

•Cut and Drop approach using Mulching Deck Machines

•Performance specification

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GRASS MAINTENANCE




"just to let you know that your lads have done a great job in cleaning the paths and edging the grass, we are all looking forward to the planting. Keep up the good work".
Regards DaveChair Rainford NETRA





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Service Today-Performance

Performance is monitored through:

- Target KPIs
- Budget spend
- Internal audits of sites
- Environmental inspectors (from 2011)
- Resident Satisfaction data

22 positive comments sent into the team:

Just a quick thank you for the good work undertaken by your team. They attended the Roper Street site last week and undertook a clean up resulting in a substantial amount of litter etc removed as well as a cut back of bushes etc. The area now looks vastly improved. Many thanks Pat Cooke, Renew.

Further to our conversation, Ms Prescott, 158 Carnegie Crescent came into the Sutton office yesterday, stating what an 'Excellent job' Green Space have done and special thanks to Bob, Steve, Darryn, Robert.

Just wanted to say a big thankyou to the lads who cut the grass and cleaned all the community centre's gardens for us, they have done a fantastic job. Thanks again. Jule White, Trapwood Close

Mrs Bate of 25 Houghton Road would like to thank the gentlemen who have come to do the grounds maintenance today. She says they have done a good job.


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Resident Satisfaction data 2010

Service Category	Very/fairly good	Neither	Very/fairly poor
Grass cutting	82	9	9
Shrub & hedge maintenance	70	16	14
Keeping work neat & tidy	77	14	9

0% 20% 40% 60% 80% 100%

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Landscape Improvements

- Wildflower planting** on 5 development sites in year 1. Additional sites in following years plus improvements to existing sites.
- Community Landscape architect** brought in year 1 to undertake a vast planting improvements approach across our 49 estates.
- 4 estates (out of a total of 49) chosen to begin improvements** approach: to be implemented spring 2011

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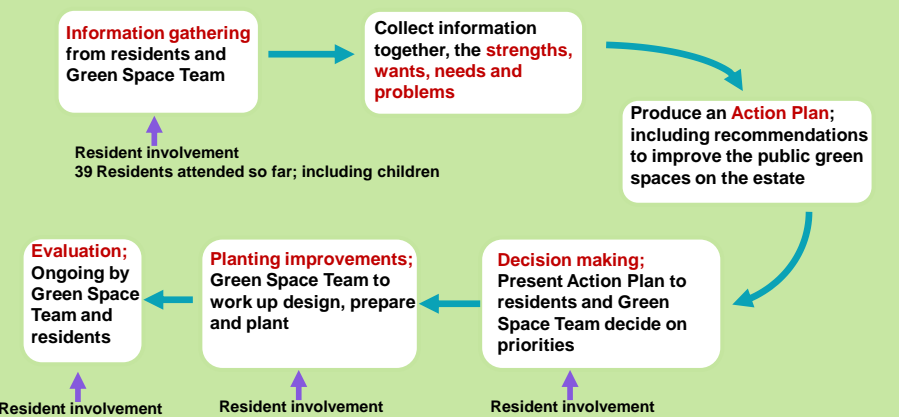
Green Space Service invite

What could the green spaces on our estate be like.....?

Landscape Improvements

Green Space Service


The Process



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graph TD
    A[Information gathering from residents and Green Space Team] --> B[Collect information together, the strengths, wants, needs and problems]
    B --> C[Produce an Action Plan; including recommendations to improve the public green spaces on the estate]
    C --> D[Decision making; Present Action Plan to residents and Green Space Team decide on priorities]
    D --> E[Planting improvements; Green Space Team to work up design, prepare and plant]
    E --> F[Evaluation; Ongoing by Green Space Team and residents]
    F --> A
    
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Landscape Improvements

“Estate looks dull and drab, we want a useable space.....” Helena tenant.

“The open space areas are flat and boring.....” Helena tenant.

“The dead trees need removing, to church wall, possible trellis and wild flowers, colourful plants to empty shrub beds.....” Helena tenant suggestions.

The community consultation tried to involve as many groups of residents as possible including children.

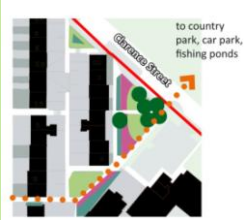





Diagram of planting recommendations



A workshop that used photography to help the children get a closer look at their estate




Above: Typical green space.



Below: Illustration of prairie planting to open area outside of tree canopy

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Green Base

Green Base is at heart of service delivery approach:




Green Base = Green building + illustrative green space

- **Accommodation** for the Green Space Team
- Act as a **Resource for the Community** -training, learning, through volunteers, apprentices, education for children etc.
- Act as an **illustration of Best Practice in landscape design and management** (different planting areas, recycling of green waste, use of backlands etc), it will also illustrate approaches for individuals to manage their own gardens.

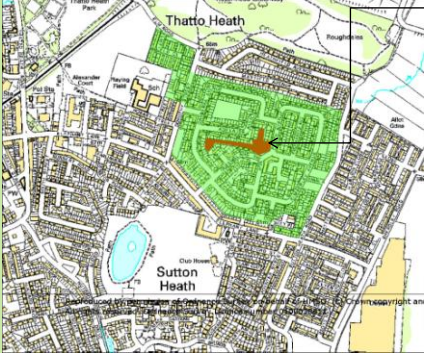
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Green Base

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Queensland Place Development site (~5900 m2)



Why here?

- Centre of one of our estates (475 Helena properties); also a Renew area.
- Turn a disused site into a **hub for the community**.
- Will serve as a **good illustration** of how landlocked backlands can be effectively used for a variety of landscape activities



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Green Base

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Site Layout and Landscape



Phase 1

1. The Green Base Building (Passivhaus)
2. New planting for sun (sensory landscape; Australian theme) and shade.
3. Car park
4. Storage/Serviceing area
5. Compost area

Phase 2 (following community consultation)

6. Community Garden/Event space
7. Training/Growing area
8. Raised beds/community garden/food growing



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