Queen’s Park  
Loughborough  
managed by Quadron Services Limited  
on behalf of  
Charnwood Borough Council  

Green Flag Management Plan  
2013-2018
Queen’s Park Charnwood
Borough Council Green Flag
Award 2007/2008

Band scores

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<th>10-14</th>
<th>15-19</th>
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<td>Field Assessment</td>
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<td>Overall score</td>
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Status - Fail
Overall band score – 60 - 65

Desk Assessment Feedback

Band score 15 - 19

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<tr>
<td>Presentation</td>
<td>The management plan is attractive and well laid out with a strong design. The judges liked the consistent theme throughout. Whilst the authority had developed a ‘house style’ the plan was specific to Queen’s Park.</td>
<td>The site plan whilst attractive and displaying the location of key facilities lacks a definitive site boundary. Some unusual abbreviations (e.g Dir of Leisure / Green Spaces DT) used</td>
<td>The plan has now been amended.</td>
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<td>Some unusual abbreviations (e.g Dir of Leisure / Green Spaces DT) used</td>
<td>Unusual abbreviations have now been removed</td>
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<td>Health, safety and security</td>
<td>Systems to address health and safety issues and security on site are documented and appear from the plan to be in place. Measures to improve pedestrian safety at the Brown Lane East entrance are detailed. The Independent Living Centre had been involved in undertaking an access audit within the park and recommendations were contained in the action plan. Park wardens have been (or will be?) employed to address safety concerns that were identified in the community consultation.</td>
<td>There is little within the plan about the inspection regime to ensure visitor safety within the park. The plan does not address water safety issues, although it was apparent from the field assessment that a water safety audit had been undertaken (albeit in 1995). P46 of the management plan refers to 2 park wardens managing the park, p48 refers to additional revenue funding being available in 2007/08 to fund park wardens and</td>
<td>Appendices have now been listed In addition to the play inspections and the presence of staff, Park Wardens complete Daily Inspection sheets (sample in Appendix); copies are sent to Green Spaces Development Manager and Grounds Maintenance Manager as necessary. These are readily available for inspection. The Grounds Maintenance Manager and Green Spaces Development Manager inspect the park on 2nd and 4th Fridays of every month. Actions are circulated by memo. A water safety risk assessment was completed in November 2007 (see Appendix). The demand for Park wardens resulted from the August 2006 User Survey. At the time of</td>
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<td>p65 refers to the introduction of 2 park wardens in 2007/08. It is not clear from the management plan whether the park wardens are currently in post, or yet to be appointed. This raises fundamental issues about whether the processes documented in the management plan are comprehensive, well established and implemented or aspirations for the future. The plan would benefit from clear description of the current position, followed by identification of the steps to be taken and a timescale for such action shown in the action plan. Appendix 13 Risk Assessment sample was not included.</td>
<td>submitting the Management Plan in January 07, it was anticipated that Park Wardens would be in post prior to inspection in May 07. Unavoidable delays meant that I Acting Park Warden was on duty by the inspection date. Appointments were made following interviews on 6th June 07.</td>
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<td>Maintenance of equipment, buildings and landscape</td>
<td>Building condition surveys are undertaken annually and this is well referenced in the plan. Play area inspection is covered in some detail.</td>
<td>There appears to be a limited inspection regime for park infrastructure. This is not well documented in the plan.</td>
<td>The Grounds Maintenance Manager and Green Spaces Development Manager inspect the park on 2nd and 4th Fridays of every month. See sample of notes of meetings in Appendix) These are circulated by memo.</td>
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| Litter, cleanliness, and vandalism      | The management plan addresses litter and waste management, graffiti, dog ownership and fouling and grounds maintenance and horticulture.                                                                 | The text in this section of the plan is descriptive and there is little analysis or identification of further action required.  
It is not clear where the justification for the herb garden, sensory garden or dahlia border comes from. It would be beneficial to link these proposals with the plant audit of the borders that is planned for summer 2007. | Chapter 14 has been expanded. Litter, graffiti and vandalism is much reduced since the introduction of the Park Wardens.  
These projects were suggested by officers and Friends Group to create areas of interest within the park but will be reconsidered within the planting plan for the whole park. Bellinger Design has been commissioned to produce the Planting Plan. |
| Environmental Sustainability           | The plan covers the use of natural resources, energy use and waste management.  
The management plan states that Queen’s Park is entirely peat free,  
The café lease and operation addresses some sustainability issues such as waste minimisation and recycling.  
A tree survey was undertaken in 2003 and repeated in 2007. | The authority does not appear to have addressed environmental sustainability issues in a comprehensive and coordinated manner. There is little understanding of the environmental impact of maintaining the park and providing services. The most significant negative environmental impacts have not been identified and there are not quantifiable targets in place for improvement.  
It is not stated when peat was last | This is now covered in more detail e.g. The new toilets design incorporates rain water storage, litter is segregated for recycling, green waste is reused on site. |
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| Conservation of heritage and nature | The historical development of the park is well summarised and provides an interesting insight into the past. 
The plan includes details of the Conservation Area appraisal which is of relevance to Queen’s Park. 
There are some details of the nature conservation value of Queen’s Park. | used within the park and the period that the park has been maintained without any peat use. | Toilets and play facilities will be replaced on there existing locations so as not to diminish the existing character, heritage and use of the park. The toilet design has been approved by the Conservation and Design Officer. Play suppliers and landscape designer have complied with a brief to incorporate a Victorian Plant Hunters theme.
There have been no recent changes to the bedding. The formal edges to the waterways were created many years ago to overcome the instability of the banks caused by heavy use and cannot be re-profiled. The Wildlife Officer will advise on the creation of a smaller island to encourage nesting.
The Heritage section has now been expanded. |
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<td>Community involvement</td>
<td>Recent community consultation has been carried out with users and non-users of the park and this has been used to inform the recommendations within the action plan.</td>
<td>The authority appears to be devolving some key decisions, such as the offer of funding for the aviary, to the friends group. There is a concern that some difficult decision has yet to be made about key facilities within the park.</td>
<td>The authority is consulting with the Friends Group over key decisions but the authority is not devolving key decisions. Key decisions are made by the Project Board. Both parties recognise the benefits that arise from partnership working including the opportunity to secure addition funding that is not available directly to the council. Consultation is ongoing. See Appendix for Sample minutes.</td>
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<td>The Friends of Queen’s Park and the Friends of the Museum provide opportunities for local people to become involved in the management and development of the park.</td>
<td>Consultation with users and non-users of the park will need to be carried out on an ongoing basis.</td>
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<td>The Carillon tower is run by volunteers.</td>
<td>It would have been helpful to include sample minutes from the ‘Friends Group’ meetings in the appendices.</td>
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<td>Marketing</td>
<td>A range of measures to address marketing and promotion are cited. Press cuttings are included in the appendices.</td>
<td>There is no overall marketing plan or comprehensive approach to the marketing and promotion of Queen’s Park.</td>
<td>A revised Marketing Plan is now included.</td>
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<td>There appears to be little joint marketing of the park and museum and Carillon museum.</td>
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<td>A limited section of the plan given the parks potential.</td>
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<td>The whole park will feature in a new Leisure Magazine. Park Wardens will offer guided walks in 2008. A marked Tree Trail will be established in March 2008.</td>
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| **Overall management**  |  The management plan was produced in 2007 and is the first such plan for the park. However, a significant number of Year 1 actions have been achieved which is recognised by the judges.  

The authority appears to be responding to local needs identified through the recent consultation and has started to deliver some improvements.  |  The plan sets out the aspirations of the Friends Group to apply for Heritage Lottery Funding and this would offer the opportunity to develop a master plan for the park and set out a shared vision for the next 10 years and beyond.  

It would be helpful to see a departmental structure to see how the 2 sections have been brought together.  |  Departmental structure now included. |
| **Additional comments**  |  The management plan states that the authority has drawn upon the Cabe Space Guidance on producing management plans for parks and green spaces. However, the structure of the plan does not follow the clear structure suggested by Cabe Space and description often outweighs analysis. In some sections, it appears that the plan has been written for an external audience and seeks to promote the park and service rather than setting out a clear roadmap to improve standards.  

The plan covers a five year period yet the recommendations in the action plan do not extend beyond May 2008. There are a number of issues that are raised by the plan that are not resolved or a decision has yet to be taken. However, it is accepted that this is the first plan for the park and that considerable progress has been made in a relatively short period of time and the authority has committed additional capital and revenue funding to invest in Queen’s Park.  |  Correction.  
In developing this management plan CBC has considered the Green Flag criteria, and read a number of Green Flag Management Plans published by other authorities e.g. Abbey Park, Leicester, and the advice from Mark Graham, Green Flag judge.  
CABE Space Guidance structure was not adopted. It is necessary to make the plan understandable to a wider audience such as the Friends of Queen’s Park, councillors, Green Flag Judges and possible funding  |
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<td>See revised Action Plan.</td>
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### Field Assessment Feedback

**Band score 30 - 44**

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<td>A welcoming place</td>
<td>The park is signed from Loughborough Town Centre with finger posts. The park is generally attractive and appears to be very well used. The authority has invested in new railings and entrance signage which are of a high quality. There is a good path network of surfaced and generally level paths with some minor gradients. Elderly and disabled people have been involved in undertaking an access audit of the park. Limited disabled parking is provided at the main entrance to the park.</td>
<td>The new signage includes information on the rear of the sign which is not immediately apparent to users. The entrance at the car park (proposed development site) on the east of the park was not particularly welcoming and offered poor sightlines into the park. The locked toilets also detracted from the appearance of this entrance. The museum sign at the entrance to the park was very old and outdated.</td>
<td>When information on the front of the sign is next updated it will make reference to the heritage panel on the reverse. Entrance 3 will be modified as part of the toilet refurbishment works due to be completed in Spring 2008. The Museum Service intends to replace this sign in due course.</td>
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<td>Healthy, safe and secure</td>
<td>The shelter near the toilet block had been removed in consultation with the local police in order to reduce anti-social behaviour and</td>
<td>Whilst access to the park at Browns Lane East has been recently improved, the boundary hedge had not been cut which</td>
<td>Unfortunately the winter hedge cutting was delayed beyond the bird nesting season.</td>
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<td>increase perceptions of personal safety. The toilet block was also locked to prevent anti-social behaviour although there was no signage present advising visitors of alternative provision at the café / museum. A warden was present at the time of the assessment, having been seconded from grounds maintenance operations whilst permanent staff were recruited. Staff wore attractive and easily identifiable uniforms.</td>
<td>created poor sightlines along the highway. This access had been identified by the authority as a concern and lack of maintenance was creating a potential hazard for users on the approach to this busy junction. There was a potential for conflict between pedestrians and vehicles at the museum entrance due to the gate arrangement. The new warden posts had only recently been advertised and staff were not in posts. It was unclear how many wardens were due to be employed. The inspection and maintenance procedures set out in the management plan that were undertaken by the wardens were, at best, being covered by other existing staff. The inspection regime appears to</td>
<td>Leicestershire CC Highways has carried out a road safety inspection and decided to take no action. It is necessary for maintenance vehicles to enter to park and for the museum to provide disabled parking. The conflict is mitigated by the presence of Park Wardens. There are no reported incidents. 1 Acting Park Warden was on duty during the judges’ inspection. The posts were advertised as full or part time. 2 Full time appointments were made following interviews on 6th June 07. The Park Warden duties were being carried out by the Acting Park Warden. Since the appointment the Acting</td>
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<td>Clean and well maintained</td>
<td>Queen's Park has extensive areas of bedding plants which are valued by park visitors and local people. Whilst the bedding was not present the beds had been well prepared in advance of arrival of the summer bedding order. The bowling green was maintained to a high standard. There had been investment in new drainage along the main paths.</td>
<td>The park appears to be a very popular town centre public space and at the time of assessment suffered from significant amounts of litter. There were extensive areas of bare ground beneath some mature trees. While the management plan refers to the establishment of shade tolerant grass areas this had not been implemented. In some areas the shrub beds and ‘grass’ areas were</td>
<td>25 bins are provided and staff regularly collect dropped litter (See Park Warden duties). The action plan stated, “Develop a plan to improve worn grassed areas e.g. shade tolerant grasses, alternative planting – Target date December 2007.” Some bark mulching of shrub beds was incomplete and has now been</td>
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be limited and relies upon reports of problems from maintenance staff and park visitors.

The gate to the toddlers play area was missing allowing dogs to enter the play area. Other items of equipment had been removed once hazardous. The judges were concerned that some areas of maintenance were on hold until the capital projects were delivered.
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<td>Damage to the swan sculpture had been made good to a high standard.</td>
<td>barely indistinguishable. The lack of a planting plan for the shrub beds and other areas of planting has resulted variable quality planting. The heather bed adjacent to the aviary was generally poorly maintained. Path edges and grass verges were badly eroded and had not been reinstated following recent infrastructure improvements. Concrete and tarmac waste were evident on site in relatively small quantities The tarmac had been patched in some areas and there was a significant contrast between the new tarmac and existing areas.</td>
<td>completed. The heather bed has been pruned and gaps replanted.</td>
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<td>Sustainability</td>
<td>The authority sources their bedding plants from Mansfield District Council nurseries and have been peat free for more than three years. No other peat is used on site. This is a significant achievement given the</td>
<td>Procurement policies do not appear to have addressed sustainability issues in the park. The authority could not demonstrate the timber benches (slats) were from sustainable</td>
<td>Acknowledged. Broxap Ltd have since given assurances that the timber is indeed from renewable sources.</td>
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|                     | extent of the bedding on site and the reputation of the park for good quality horticultural displays.  
Used bedding plants are supplied to community groups for reuse rather than disposal.  
The authority claims a 25% reduction in pesticide usage over the last five years.  
The park has an impressive quantity and variety of mature trees which is a major asset. The tree stock has been surveyed in 2003 and 2007 and appears to be safe and in good condition. | sources.  
Pesticide use along the play area fenceline appears excessive and mechanical means could be substituted.  
Water usage may be excessive given the extent of bedding in the park. The frequency of watering is understood to be over specified and has remained unchanged since CCT.  
A tree trail around the park could be considered. | Complete Weed Control have been instructed not to treat these areas. The gardeners are now manually weeding.  
One of the expectations of visitors is to see splendid bedding displays; however hanging baskets around the bandstand have been cancelled for 2008 as they are prone to vandalism. The plan stated “The frequencies … are now indicative only …” See amended Work Programme which has been changed now to avoid misunderstanding. Frequencies are determined by Gardeners and Supervisor.  
A Tree Trail is supported by the Friends of Queen’s Park and is now included in the Action Plan. |
<p>| Conservation and heritage | Most buildings and structures are generally in good condition. The bandstand planters have recently been improved and set off this | The Aviary building is utilitarian, in poor condition and in need of replacement. Funding may be available for the replacement of | See revised Action Plan |</p>
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|                         | central feature well.  
The Carillon is a great asset and in good condition, although there is extensive graffiti at the top of the tower.  
Bat and bird boxes are present in the park to provide habitat for wildlife. | this structure although the future of this feature has not been resolved.  
The footpaths are not of sufficient width to cope with modern maintenance vehicles resulting in the erosion of grass verges and significant rutting. Where this has occurred there had been no reinstatement work carried out.  
The authority needs to resolve the location and design of the new capital elements in the context of the historic design of the park and modern needs and pressures. | The use of maintenance vehicles has been reduced. Modifying the width of paths is a matter to be considered by any Heritage Lottery Bid. Use of smaller vehicles will be considered when the fleet is due for replacement.  
It has been decided to retain the existing positions of the play, toilets and aviary. The historic and modern aspects of design have been considered in the re-provision of the play areas and toilets. The aviary design is a future action. |
<p>| Community involvement | The Friends Group although recently formed are enthusiastic and appear to be committed to improving Queen’s Park. The group have stated their intention to work with the authority to develop a long term vision for the park. | The Friends Group have formed relatively recently and the authority will need to demonstrate a long term commitment to community involvement if the group are to continue to succeed and flourish. | Friends Group meetings continue to be attended by officers and/or councillors. Support includes providing venues and postage. Both parties recognise the benefits of consultation. |</p>
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<td>The museum and Carillon offer additional opportunities for volunteer involvement. Volunteer work is encouraged in the park and local companies provide volunteer labour for specific events. Local companies have also offered financial support to improve specific facilities. Overall the level of community involvement is high and a significant strength, especially given the town centre location. The park is host to a range of events and activities that attract other audiences to the park. The Carillon is host to the town’s Remembrance Day Service.</td>
<td>There is considerable scope for further community involvement in developing and implementing the proposed improved facilities in the park. The new destination play area provides an excellent opportunity to engage with young people (and other marginalised groups) and should not be missed.</td>
<td>The Friends Group supplied and planted spring bulbs in November 2007. See Plan for consultation re. new destination play area.</td>
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<td>Marketing</td>
<td>There have been improvements to the marketing and promotion of the park with new signage and interpretation, finger posts from the town centre and a high quality site specific leaflet.</td>
<td>The marketing of the park is a little ad hoc and is not based on an overall understanding of the needs of users and non users. There is no targeted marketing of the park to specific markets or.</td>
<td>See revised Marketing Section.</td>
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<td>Management</td>
<td>The authority has delivered many of the year 1 actions in the management plan and has made significant improvements to Queen’s Park. The park is attractive and very well used and an asset to Loughborough and Charnwood Borough.</td>
<td>There is a lack of an overall or holistic plan for the park which would ensure that the bigger capital projects that are yet to be achieved are delivered in a sympathetic and appropriate manner. This is potentially exacerbated by the management structure which separates parks development and grounds maintenance functions. Whilst these functions, each</td>
<td>Acknowledged. The uncertainties have since been resolved and further consultation undertaken. Julie Robinson (Head of Leisure) is responsible for the park’s development and grounds maintenance functions through her managers and is also a member of</td>
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<td>under represented groups. There appears to be little specific marketing relating to the Carillon which is a significant landmark and attracts international visitors. In many ways this unique feature is an undersold asset. The bowling green also offers potential and could be promoted for public use. It is not clear that the swan maze is actually a maze. Further interpretation is needed.</td>
<td>The Plan states that the Carillon prints a booklet about the Tower’s activities. The Bowling Green has signs on the gates. Maze signage is to be improved. See action Plan.</td>
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<td>headed by a manager, now lie within the same Directorate there is no one post with overall responsibility for managing Queen’s Park.</td>
<td>the Project Board.</td>
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<td>Additional comments</td>
<td>The authority, working with the Friends of Queen’s Park, have achieved significant improvements to Queen’s Park based upon consultation with local people. While many recommendations within the management plan have been achieved, there is still further progress that needs to be made in order to achieve the Green Flag Award standard. However, the judges are confident that with continued commitment the park has the potential to achieve the award in the future. Charnwood Borough Council are advised to consider the comments in this feedback report and reapply for the Award in 2008.</td>
<td>Charnwood Borough Council welcomes and accepts much of the judges’ feedback and had acted upon it.</td>
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Foreword

By County Councillor Peter Lewis, and Councillor Hilary Fryer, the Cabinet Lead Member for Cleansing and Open Spaces: Waste Operations, Grounds Maintenance, Engineering and Open Spaces

Queen’s Park is a focal point in Loughborough, which we see as offering opportunities for leisure, cultural and historical activities, thereby enhancing the quality of life for people across the whole Borough of Charnwood. We also see it as a natural place of interest for the many visitors to our university town, who come from all over the world to make friends or study in a pleasant and relaxing setting.

Its creation over a century ago was in recognition of Queen Victoria’s Diamond Jubilee in June 1897. Over the years it has been added to and modified to facilitate changes in play, disabled access, to create synergy between the museum building and the park and in line with best practice. Its unique buildings, empathetic use of trees, shrubs, features and displays, its key central location to capture visitors have combined to create a central hub of tranquillity; Queen’s Park is a credit to the vision of its Victorian architects and those involved in the ongoing maintenance and development.

To have this rare and beautiful park in the centre of Loughborough is fantastic for children to play in and also to widen their horizons with all the other activities available.

This Management Plan aims to continue and improve upon the legacy that has been left to Loughborough. Queen’s Park is truly a product of partnership of skills, resource, time and commitment.

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1. Introduction
2. Vision for Queen’s Park
3. The Queen’s Park Partnership
   3.1. Charnwood Museum
   3.2. Loughborough War Memorial Tower and Carillon
   3.3. Queen’s Park Bowls Club
   3.4. Charnwood Museum Café
   3.5. The Aviaries
   3.6. Friends of Charnwood Museum
   3.7. Friends of Queen’s Park
4. History of Queen’s Park
   4.1. Loughborough War Memorial Tower and Carillon
   4.2. Queen’s Hall (now Charnwood Museum)
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List of abbreviations

Charnwood Borough Council - CBC
Leicestershire County Council - Leics CC
Quadron Services Ltd - QSLtd

Acknowledgements

We wish to acknowledge the contribution of the following groups in producing the plan

Aviary keepers
Charnwood Museum
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Friends of Queen’s Park
John Storer House
Leicestershire County Council Museums Service
Loughborough Independent Living Group
Loughborough War Memorial Tower and Carillon volunteers
Queen’s Park Bowls Club
Queen’s Park Café
Storer Road Residents Association
Students of Loughborough University
Town Hall staff

Other departments within Charnwood Borough Council
1 Introduction
Queen’s Park is owned by Charnwood Borough Council (CBC) and managed by Quadron Services Limited on their behalf. The land was purchased in 3 lots by the then ‘Corporation’ between 1899 and 1916. It is Loughborough’s Town Centre Park and therefore has a special role serving the cultural and leisure needs of the business community, education community, tourists and shoppers as well as the local community.

The Management Plan is a working tool which is reviewed on an annual basis and aims to:

- Improve the facilities that matter to park users
- Increase visitor numbers to the park
- Increase the level of community involvement in managing the park
- Improve the wellbeing of residents

2 Vision for Queen’s Park

“To preserve and enhance the beauty and heritage of the park, and improve the facilities and accessibility of the park ensuring that it continues to serve the needs and enhance the wellbeing of the local community, the wider population across the borough and encourages greater numbers of visitors to the town.”
3 The Queen’s Park Partnership
Queen’s Park benefits from a unique partnership of organisations, volunteers and other active stakeholders that are based in the park and enhance the range of facilities and activities on offer to visitors, including:

- Charnwood Museum
- Loughborough War Memorial Tower and Carillon
- Queen’s Park Bowls Club
- Charnwood Museum Café
- Friends of Charnwood Museum
- Friends of Queen’s Park

Each partner contributes resources and has their own policies to manage their particular operation. Each partner is represented at Friends of Queen’s Park meetings and together they influence CBC’s decision-making process.

3.1 Charnwood Museum
The museum is housed in a distinctive Victorian building. In 1897 it was built as The Memorial Baths providing public baths and a public swimming pool. It was converted and became the Queen’s Hall in 1980. The museum is managed in partnership by Leicestershire County Council (Leics CC) and CBC. CBC own and maintain the building. Leics CC own and maintain the artefacts and provide the professional and management services of the museum from curatorial services, education services and enquiries services to displaying and interpreting the collections, organising the temporary exhibition programme, events and workshops. It is an award-winning attraction. It is a Museums, Libraries and Archives Council Accredited museum and a Quality Assured Visitor Attraction. It has been nominated for other major awards, including being short listed for the Museums and Heritage Awards for Excellence in 2005 for best temporary/touring exhibition.

Visitors are invited to explore Charnwood’s rich and exciting heritage from discovery of some of the world’s oldest fossils to the lives of the present-day Charnwood people. In addition there is a regular changing programme of exhibitions on local key themes and international subjects, special events, family fun days and hands-on workshops. The museum is a valuable resource for schools: providing workshops and handling sessions, guided tours, worksheets and a school loan
service. The work of the museum is supported by the Friends of Charnwood Museum. The Museum has aspirations to enlarge the exhibition area.

Opening Hours: Monday-Saturday 10am - 4.30pm
Sundays 2 - 5pm (Summer), 1 - 4pm (Winter)
Entry to the museum is free and has approximately 44,000 visitors per year.

3.2 Loughborough War Memorial Tower and Carillon
Erected in 1922-3, the stately tower is the symbolic expression of the town’s sorrow for its lost sons, of its pride in their brave deeds, and of gratefulness for their sacrifices. It was the first of only five Carillons in Britain and Ireland and is a Grade II Listed Building.

It comprises a Portland stone basement, brick tower with Portland stone dressings, copper bell storey and lantern. The tower is the site of the town’s Remembrance Ceremonies.

The building is home to the Carillon Museum housing World War I artefacts, and artefacts associated with the Leicestershire Yeomanry. It is staffed by 12 volunteers.

The Carillon itself is a musical instrument comprising 47 bells played from a keyboard (clavier).

Tower Opening Hours: Good Friday to the end of September: Monday, Tuesday, Wednesday, Friday, Sunday 1 - 4.30pm; Thursday and Saturday 10am - 4.30pm
Charges: Ground Floor free, Upper Floors 50p. Free to children under 16, senior citizens, students, unemployed, and serving members of armed forces

The Carillon is played on special occasions and regularly every Thursday throughout the winter from 1 - 2pm, and throughout the summer every Thursday from 1pm and Sunday from 3.30pm.
3.3 Queen’s Park Bowls Club
The club consists of men and women and has been in existence since 1910. The club provides a sporting opportunity and social contact for people of all ages and is important in encouraging activity amongst older people. The club leases the green and clubhouse from CBC. Quadron Services Ltd carry out repairs and maintenance to the clubhouse and green on behalf of CBC.

The Club plays league fixtures and friendly matches throughout the season (May to October). The club’s fixture list has grown and this is in part due to improved security of the green and pavilion and the presence of Park Wardens. Visitors can purchase tickets to play and hire bowls, jacks, mats and scoreboards from Charnwood Museum.

3.4 Charnwood Museum Café
The Café is popular summer attraction with visitors enjoying excellent customer service. It is part of the museum building and is privately managed under licence. Charnwood has been awarded Fairtrade Borough status and hence the café offers Fairtrade produce and Healthy eating options.

Special lunchtime events include Summer barbeques and jazz on selected Sundays.

Opening Hours: March to October, Monday to Friday 11am - 4pm,
Saturdays 10am - 5pm, Sundays 11am - 4pm. (times may vary)
3.5 The Aviaries
On 13th August 1955, the first section of a new 48 foot long aviary was opened by the Mayor, Alderman Mrs. Cope. The aviary was originally located by the present maze. The 45 inhabitants were supplied by the Loughborough Budgerigar and Foreign Bird Society. On 4th July 1956, a pair of Humboldt Penguins were given to the Borough by Mr. W. A. Deakin. Whilst the penguins are no longer part of the collection, such gifts contribute to the diversity of the bird collection and are a representation of the residents’ involvement in the Park.
In the 1980s the aviary was moved to its present location where the birds have greater shelter from the wind. It is composed of 4 compartments. Volunteers continue to feed and care for a range of small birds including Cockatiels and Budgerigars.
This is a very popular visitor attraction especially for children in the summer. A new water supply was installed in December 2006 in order to improve cleaning – this was funded from the Revenue budget.
3.6 Friends of Charnwood Museum
The Friends of Charnwood Museum was formally constituted as a group in 1998. It was formed before the library opened in April 1999 and influences the museum's educational activities and events.

3.7 Friends of Queen's Park
The Friends Group was established on 14th September 2006 as a way of formalising existing resident and community involvement. It is a forum for partners, local residents and other stakeholders to express opinions, promote park improvements and develop aspirations. The Friend's Group works closely with Quadron Services Limited and CBC. Meetings are currently held on a monthly basis. The group maintains an up-to-date contact list so that minutes, agendas, etc are passed by email and letter.

The aims of the Friend's of Queen's Park are to:

- Ensure that Queen's Park retains its charm and unique qualities and remains the “green jewel” within Loughborough Town centre.
- Ensure that it continues to be a place where people of all generations can walk, play and enjoy the amenities the park offers.
- Ensure that the park’s trees, unique features and buildings are care for.
- Champion the park and, where necessary to speak out against any plans or actions that may spoil or threaten this Victorian gem.
- Assist CBC to achieve improvements to the park, including new shrubberies, new play ground equipment, attention to the ornamental lakes, the aviaries, bowling green, carillon, but always in keeping with the original concept.

Statement of support from Julie Strong, Chair of the Friends of Queens Park:

“The Friends of Queen’s Park wholeheartedly supports the Council’s Green Flag application. We see this as a positive step towards the council’s active stewardship of the Park, the preservation of its buildings, and features and the continuing horticultural care of the gardens, lawns and trees.

The friends will work with the Council to ensure the Park retains its Victorian charm and beauty so that future generations of all ages can continue to enjoy this oasis of green in Loughborough’s Town Centre.”
4. History of Queen’s Park

The basic structure of Queen’s Park was developed between 1899 and 1928. Appendix 1 shows the area in 1883 before the park’s creation.

Four acres of land previously belonging to the Old Island House Estate were adapted at a cost of £1,500. Mr. Paget of Southfield, began the park fund with a donation of £500 in 1897, and 38 people subscribed a total of £770, leaving £230 to be raised by the townsfolk. During 1908 an additional 6 acres of land were acquired by the Corporation and £1,250 borrowed in order to develop the park over several years.

See Appendix 2 for the 1908 Deed. In 1916 the third and final phase of the park was agreed upon, after the death of a Mr. John Clarke. The executors of his will negotiated the sale of 3,064 square yards of land to the Corporation, including the land and buildings forming the site of the old Bleach Yard, and a portion of land adjoining the bowling green in the park.

The creation of the park was prompted by Queen Victoria’s Diamond Jubilee in June 1897. It covers an area of about 4 hectares (10 acres). To celebrate the Jubilee the town had already been promised a new public baths by Joseph Griggs, a local businessman and the first Mayor of the Borough, and a further £1,500 was raised by public subscriptions, sufficient for the Corporation to purchase Island House and its gardens, about 1.6 hectares (4 acres) of land to the south of Granby Street.

The opening ceremony for the new park took place on 22 June 1899, two years after
the Diamond Jubilee. The ceremony included the planting of an English oak sapling by the Mayoress, Mrs Huram Colman. The Loughborough Monitor and News of Thursday 24 June 1899, noted that this was a hurriedly arranged ceremony as the sapling had been presented only a few days earlier by a local florist who had grown it from an acorn planted in September 1888 to mark the incorporation of the Borough of Loughborough.

In his opening speech Councillor Hanford is reported as saying that “the special advantage of the park would fall to the artisan people of Loughborough, the working classes. They would gain a larger advantage if they got the park, there would be a wide walk around it and a good number of seats. As commemorative projects they would have in Loughborough public baths so that they could wash and be clean, a drill hall where young people could be drilled and be strong and healthy and a public park in which the strong might find recreation and those who were convalescent take their ease”.

Kelly’s Directory of 1908 notes that the grounds were well laid out by the Corporation and ‘contain fine trees and a small lake, over which there is a rustic bridge. In the centre there is a covered bandstand…’. The 1904 Ordnance Survey plan shows the basic layout of the Park, with two entrances from Granby Street and the Picturesque manner of its lay out, having a fairly simple tree-lined, figure-of-eight walk with an ornamental pool which was crossed at the time by a timber rustic bridge.

To mark the coronation of King Edward VII in August 1902 a bandstand was presented to the Park by Councillor W H Whootton. Pictorial evidence from September 1904 shows an ornate bandstand made of cast and wrought iron, situated in the centre of the Park.

On 21 June 1905 the Carnegie Free Library was opened on a site directly opposite the Park, further concentrating the civic functions of recreation and learning within this part of the town. An early picture taken of the Library from within the Park shows the decorative bow-top iron railings and gate to Granby Street, which are still in place.

Between 1905 and 1907 the original Park was extended as a result of the purchase of 2.4 hectares (6 acres) of land from the adjoining dye works. The development of this extended Park included the digging out of a second ornamental lake, with a small
island at its centre. The soil from the lake was then used to create a raised table for use as the bowling green.

The Ordnance Survey plan of 1915 (Appendix 3) shows that the Park extension had also been laid out in a picturesque manner having a rough figure-of-eight circuit of paths lined by trees and the bandstand relocated to the centre of the Park standing within a large circular open space. The plan also shows a tennis ground towards the southern boundary of the Park and two bowling greens.

4.1 Loughborough War Memorial Tower and Carillon
Following the First World War, the Carillon War Memorial was constructed to commemorate the Loughborough men killed in the war. The foundation stone for the memorial was laid on 22 January 1922 and the building opened on 22 July 1923. The Carillon, which marks the last significant change to the basic structure of the Park, is built in a Classical style of red brick on a Portland stone base about 8.5 metres (28 feet) square and surmounted by a copper bell storey carrying an octagonal parapet and lantern. The Tower has a full height of 46 metres (151 feet). The belfry contains 47 bells which were cast at Taylor's Bell Foundry in Loughborough at a cost of £7000 raised from public subscriptions. Four straight pathways radiating out from the tower were laid out in contrast to the informal layout of the original Park. The formality of the memorial was further increased by the construction of a new gateway to New Street at the end of the longest axis from the Carillon. In 1928 a stone balustrade was erected around the tower and the original rustic timber bridges were replaced by new ornamental stone bridges to match the balustrade.

4.2 Queen's Hall (now Charnwood Museum)
Before 1897, Loughborough could still boast of having its own public baths - unheated of course, but then the baths were only huts at the edge of the canal, making use of the canal water. And there was the luxury of having a keeper who fished any carcasses out of the gratings every morning!

However, Mr. Griggs' offer to build a public baths as a permanent memorial for Queen Victoria's Diamond Jubilee in 1897 was gratefully accepted by the Town. Built at a cost of £3,000, the baths were formally opened by the Marquis of Granby on 10th August 1898. A plaque in the foyer now reads:
“The building was first erected as the Queen’s Memorial Baths to commemorate the 1897 Diamond Jubilee of Queen Victoria. It was presented to the Town of Loughborough by Joseph Griggs D. L., the first Mayor of the Borough of Loughborough and was opened on the 10th August 1898.”

The baths were described at the opening as “a worthy tribute to a glorious reign.”

The facilities provided were four first class baths and five second class baths, for which 12 admission tickets cost 9d, the laundry at the back with three large wash tubs, a “large, revolving washing machine with wringer” and a hydroextractor to spin dry the laundry before airing on clothes horses.

The swimming pool itself was filled with 70,000 gallons of water and operated on the “filler usage system”. It cost 2d to swim in the morning when the water was fresh and clean, 1d for the middle classes later in the day, and half a penny for the children in the evening by which time the water was dirty. A gang of men would arrive to empty the pool, scrub, clean and refill it ready for the following day. It was heated by a 20 horse power Cornish boiler which generated steam through pipes so that it circulated through the baths. It was not until 1934 that a chlorination and infiltration system was installed.

Modern swimming baths opened at Loughborough Leisure Centre, Browns Lane in 1975. A scheme to convert the old baths into a “general purpose hall” was approved by CBC’s Estates and Recreation Committee on 7th February 1980. An informal opening ceremony was held on 15th July 1980, when a plaque was unveiled by the Mayor, Councillor J. Abell. The conversion of the building, now re-named QUEEN’S HALL, had taken 12 weeks. Seven steel beams had been laid across the pool, and 35 tons of concrete put on top, while the original structure of the building was retained. It was proposed in 1980, that a cafeteria and patio garden should be added to the Queen’s Hall, and a café was opened in June 1981 for the summer season.

In 1982, the Queen’s Hall received a special commendation in the Europa Nostra awards, which are given to projects involving the protection of cultural and natural heritage in Europe. The Queen’s Hall was particularly recommended by its attention to detail and the high quality of design and workmanship. Charnwood Museum opened at Queen’s Hall in April 1999.

In the early 1960’s a playground was laid out near the Carillon and in 1968 a second play area was built besides the Wards End entrance to the Park.
In the 1980’s the lake with an island was removed and replaced with the present much narrower linear watercourse. The island in the former lake offered a refuge for waterfowl which largely disappeared from the park with the change. The former lake was also fully fenced, but this was also removed when the changes took place. At the same time the aviaries were moved from the side of the lake to their present position and were replaced by the figure of the Swan and the small maze that are there today.

4.3 Significance of Queen’s Park
Queen’s Park is a good example of a small Victorian park, important for its picturesque layout and design, its plants and trees, and its function and the context in which it was developed.

The Park provides an extensive area of mature and open landscaping in a relatively self-contained space with well defined boundaries. It is enclosed by the buildings on Ward’s End and Frederick Street and has long open boundaries to Granby Street, defined by the original bow topped railings, and to Browns Lane, defined by hedgerows and rustic wooden fencing.

Queen’s Park was an open display of civic pride following the Incorporation of the Borough but it was also intended to improve the education and morals of the town’s working classes. The theme of social improvement, evident in the opening speech which stressed that the main beneficiaries of the Park would be the working classes, was reinforced by the building of the public baths and the Carnegie Library beside the Park, and the bandstand within it. Bandstands were seen as having a reforming potential.

Victorian parks were principally conceived for a passive use and whilst there was no provision for any sports in the original Park, the extended Queen’s Park included two bowling greens, of which one survives and a tennis ground, which has now been removed. The Park has therefore been an important leisure and recreation resource for the town since its inception and is widely used today both formally, for concerts at the bandstand and from the Carillon, and informally, for general recreation, summer picnics and open air events.

The layout and design of the Park needs to be recognised and retained. In particular the formal layout of the paths around the Carillon that contrast with the picturesque layout of the earlier Park. Most of the paths are defined by avenues of trees, which
make a significant contribution to the character of the Park by providing a setting for the buildings, shade for the paths and defining the open spaces.

The original gates and iron railings along the Granby Street frontage and at the Browns Lane entrance are still in place. They help to define the Victorian character of the Park and the overall street scene. The Browns Lane boundary is defined by a dense hedgerow and a rustic wooden fence, which appears to be the original fence built when the Park was extended as it is similar in design to the Park’s original rustic bridges.

Today, Queen’s Park is a major feature of Loughborough. The Carillon Tower is a symbol of the town. Views of the park, the tower, the bandstand, the floral displays and the trees in spring and summer and the view from the park to the Carnegie Library all figure in picture postcards. The Park is a place for tourists and for local people to relax in. It is well used for festivals and commemorations. The Charnwood Museum as a place of education and for exhibitions is an attraction for many people. During 2006 and 2007 significant infrastructure improvements were made. Toilet refurbishments were completed in 2088 and the children’s play facilities were replaced at the same time. Rangers patrol the park daily.

**Site description**

Queen’s Park lies at the heart of Loughborough approximately 200 metres west of the Town Hall, Market Place (see Appendix 7 for the Queen’s Park access plan). It is convenient for local residents, shoppers, and visitors to the town on foot, by car, bus and rail (Bus routes 4 and 7 serve the town centre from Loughborough Station).

See Appendix 8 for Bus Map and Guide.

The park is bounded by Granby Street to the north and Browns Lane to the south. The Granby Street car park and the Wood Brook [watercourse] are to the east, and the gardens of residential properties complete the boundary on the western side.

Ward: Loughborough Southfields.

**Site Ownership:**

Queen’s Park is owned by CBC and managed by Quadron Services Limited on their behalf.

**UPRN number:**

10012190093
Address:
Queen's Park,
Granby Street,
Loughborough
Leicestershire
LE11 3DU

Size of the park:
3.65Ha

Coordinates:
453400:319400

Opening Times:
7.30am until dusk
5 Physical Description and Principal Features

5.1 Entrances
The visitor’s first impression of the Park is important. There are six entrances numbered clockwise from the Museum entrance (See Map):

No 1 – Museum entrance (Granby Street)
One of two main entrances to the Park, it is a delightful picture postcard setting with the floral displays, duck pond and footbridge, and red brick of Charnwood Museum. The entrance has charming Victorian style single and double gates. The style is a feature of the park. There is access to disabled parking and for deliveries to the Museum, aviaries, etc.

No 2 – Town Centre entrance (Granby Street)
The second main entrance, has gates matching those at the museum entrance with open views of mature trees and paths leading to the bowling green and maze. User Surveys showed this to be the most commonly used entrance.

No 3 – Granby Street Car Park entrance
A convenient pedestrian entrance for travelling visitors to the park leading onto the long pond (Pond No 1), WCs and convenient for visiting bowls teams. The Pay on Exit Car Park is surrounded by well managed mature vegetation.

No 4 – New Street entrance
Impressive tall iron gates hang from brick plinths with stone finials. Mature trees create a vista across the footbridge over the long pond to view the splendid Carillon Tower. At the gate, the footpath bridges the Wood Brook which runs along the boundary of the park here. The brook is canalised with high concrete walls and little vegetation to minimise the risk of flooding the town centre.

No 5 – Browns Lane east entrance
Convenient for leisure centre visitors taking in the park on a leisurely stroll into the town centre and leading to the under 8s play area.

No 6 – Browns Lane west entrance
Safe route into the park from the leisure centre to the town centre via a subway serving local residents and university students and leading to the over 8s play area.

5.2 Charnwood Museum (Queen’s Hall)
A Victorian red brick building housing a popular museum with two temporary exhibition galleries, education room, gift shop and public toilets.
The toilets in the museum are also used by visitors to the park & café. Queen’s Hall was opened as a public baths in August 1897. It was converted to a general purpose hall in 1980 before becoming the museum in April 1999.

5.3 **Loughborough War Memorial Tower and Carillon**
This 1922-3 stone and brick tower comprising museum and carillon is the unofficial symbol of the town. It is the focus of several vistas within the park. The upper section with its distinctive green copper arcaded and balustraded bell storey carrying octagonal parapet and lantern, surmounted by ball and cross is visible from miles around.

5.4 **Queen’s Park Bowls Club**
The green and clubhouse are situated on the eastern boundary.

5.5 **Charnwood Museum Café**
Located next to the museum and aviaries, this sheltered area is ideal for summer refreshments.

5.6 **The Aviary**
This is a popular attraction for children.

5.7 **Swan Maze**
The route of the children’s maze is formed by beige coloured pavers set in a fine red gravel. The object is to find the route to the figure of the Swan in the Gazebo in the centre.
5.8 Watercourses
The Flood Plain, as defined by the Environment Agency, covers approximately 60% of the eastern portion of the park. The Wood Brook forms part of the eastern boundary to the park. There are three linked waterways associated with the park. In the winter, the Wood Brook is a fast flowing channel of water passing along the eastern boundary and beneath the town in a culvert to reduce the risk of flooding from the brook into the park and town. This feeds a shallow, narrow pond (pond 1) to the west of the Junior play area and bowling green. This pond is largely enclosed by shrubs and bow-topped fence. Water flows from pond 1 underground to feed pond 2 in front of the Charnwood Museum. Pond 2 is broader and divided by a small footbridge. Pond 2 is a popular duck feeding area with a gentle waterfall and two fountains. The formal edges to the waterways were created many years ago to stabilise the banks of the ponds which suffered erosion through heavy use and cannot be re-profiled. In the Spring of 2007 the Park Wardens created a temporary small floating island from sections of a tree that had to be felled; this was used by moorhens as a nesting site and became a popular attraction for several weeks.
In the event of flooding, Park Wardens will remove members of the public from affected areas ringing the hand bell to get attention, erect warning tape and warning signs, close access gates as required, inform museum and other staff and volunteers in line with the risk assessment and close the park if necessary.

5.9 Bandstand
Presented to the Park to mark the coronation of King Edward VII in August 1902, it occupies the very centre of the park and has an open aspect with paths radiating out. It is popular as a meeting place for visitors. The area also accommodates many of the park events including free band concerts which are advertised on the CBC website.

5.10 Flower Gardens
The main area within the Park for floral bedding displays is close to pond 2 and overlooked from Charnwood Museum. It consists of ornamental turf and annual flower beds planted and tended throughout the year. Each year the Loughborough in Bloom Board invite students from Loughborough University to create a sculpture/s which are installed in the flowerbed/s in front of Charnwood Museum. Interpretation boards provide the park visitor with information regarding the art installation.
Floral displays are an important part of the visitor experience and visitors frequently commend the quality of the bedding displays. There are also bedding displays on and around the bandstand.

Close by is the large bed opposite to the aviaries. This bed is currently undergoing refurbishment following consultation with the Friends of Queen’s Park, with the work being carried out by volunteers. Extensive pruning has been successfully undertaken throughout the park in order to improve the vigour of the overgrown shrubs and improve sightlines.

5.11 Wooded Walk
There are many wonderful mature trees throughout the park. The wooded walk takes in the tree lined southern and western boundaries and incorporates the new Healthy Walking route. It is an area for quiet contemplation. Tree labels identify more than 20 mature trees to create an educational Tree Trail. Each label carries the botanic name, common name, approximate date of planting and tree number. A Tree
Trail leaflet is available from the museum and Ranger Service for school groups and other visitors.

5.12 Children’s Play Areas
In the early 1960’s a playground was laid out near the Carillon and in 1968 two other play areas were built in the south-east corner of the Park.
The three play areas are to the south of the park. Their location encourages circulation within the park and thereby discourages anti social behaviour. It also ensures that the main entrances off Granby Street remain tranquil places for relaxed and informal visits. The Junior play area is in the south-east corner of the park. Two adjacent Senior play areas are towards the south-west. The play areas conform to National Playing Field Association NEAP standards.
£175,000 was earmarked from CBC’s 2007/8 capital programme with a further £75,000 being funded from the Big Lottery Fund Children’s Play Initiative grant of £276,959.
Phased consultation was undertaken during 2007 with children, parents and in cooperation with The Friends of Queen’s Park.

Phase 1 Play Day 22nd August 2007 – Eight play equipment suppliers were asked to prepare designs in accordance with a project brief. At a National Play Day event in the park over 205 children selected their favourite schemes and made useful comments about seating and location. The event enabled hundreds of children and families to enjoy a range of playful activities, dance workshops and art workshops including face painting. It was clear from the consultation that certain types of equipment were popular, that some suppliers had not fully complied with the brief and that presentation was misleading and skewed the results.

Phase 2 1st October - 7th October – Six play equipment suppliers were asked to prepare display data for a revised selection of equipment in accordance with an amended brief which included information about user age group, DDA elements and play value for each item of equipment. These were exhibited in Granby Street Library for a week and children and adults were given the opportunity to complete voting slips to vote for their favourite scheme.
The same display material was also shown to groups of children aged for 7 -18 at Thorpe Acre Junior School, Garendon Green High School and Burleigh Community College. Proludic Ltd of West Bridgford, Nottingham was the favourite in the library
exhibition, the favourite at two of the schools and second favourite at the third school.

**Phase 3** mid November – The location of play equipment within the park to suit different age groups was determined by a newspaper vote in association with the *Loughborough Echo* following discussion with the Friends of Queen’s Park. The play areas for under 8s and over 8s will be grouped together close to the toilets so that parents with young children of different ages and abilities can keep an eye on both. Activities for young people will be sited where the existing Toddlers play area is sited. Installation was completed in July 2008. See **Appendix 9** for Play Design.

![Play Area](image)

**5.13 Public Art and the Public Realm**
Public art is represented in the area in the form of ‘Pinau’, the boy with a thorn in his foot that sits in its own space in front of the library building in Granby Street opposite the park. The statue was presented to Loughborough, in friendship, in May 1957 by its twin town of Epinal, France. A bench by pond 2 has a plaque noting the 50th anniversary of the twinning in 2006.
Queen’s Park is the most extensive element and arguably the most important part of the public realm within Loughborough. The boundary to the Park has gates and railings along the Granby Street frontage and rustic wooden fence and hedgerow along Browns Lane. These make a positive visual contribution to the character and appearance of the Conservation Area.

There is a stone carving of a swan, sculpted in 1992 by David Tarver, under an ornamental open wrought iron Gazebo – this is incorporated into the maze. The maze was created to commemorate the centenary of the towns charter in 1988.

The Museum has stylish stainless steel railings with decorative panels to the ramps and steps.

The café patio includes a small mosaic. Close by is a Hardy and Padmore lamp, dated 1925, that originally stood at the Loughborough Station of the Great Central Railway. Hardy and Padmore Ltd of Worcester were famous for their cast iron products which ranged from benches to fire surrounds, manhole covers and fountains. They specialised in decorative lamps and were famous for the dolphin lamps on the Thames embankment in London.

There are two memorial stones of local Mountsorrel granite: one by the New Street entrance with a small flagstaff commemorating 75 years of the Royal British Legion, the other near the bandstand inscribed to the victims of genocide. Both are the site for remembrance services each year.

By the southwest corner of the Carillon there is a shrub bed with the following dedication from the War Memorial Museum Trust:

“Escalonia rubra CJ Ball, bred by Charles Frederick Ball and planted in his memory. Born Loughborough 13th October 1879. Killed at Gallipoli 13th September 1915.”

A plaque close to the heather bed bears the following verse from the poem “The Lord God planted a garden” by London poet and hymn writer, Dorothy Gurney 1858 – 1932, also known for her popular wedding hymn "O Perfect Love":

“The kiss of the sun for pardon,
The song of the birds for mirth,
You are nearer God’s heart in a garden
Than anywhere else on Earth.”

In addition there are memorial plaques on some of the benches.
Each year the Loughborough In Bloom Board invite students from Loughborough University’s School of fine Art to design artwork that can be displayed within the park. The winning design is then installed in the main feature beds in front of Charnwood Museum.
6 Planning and Conservation Designations and Constraints

6.1 Planning
- Floodplain – Relatively minor alterations to the landscape of the park could have major implications in time of flooding. (see Appendix 10)
- Adjacent to Devonshire Square Opportunity Site (see Appendix 11)

6.2 Conservation
- Carillon Tower – Grade II Listed Building (see Appendix 12)
- Queen’s Park Conservation Area Appraisal March 2006 (see Appendix 13)
- Mill Building to the rear of Devonshire Square is Locally Listed
- Request has been made to English Heritage to list the Carnegie Library
- Adjacent to areas of archaeological interest and archaeological alert
- Open Space of Special Character – Local Plan Policy EV/18 (see Appendix 14)
7 Strategic influences

7.1 Corporate Plan
CBC’s Corporate Plan as it relates to Queen’s Park aims to preserve our environment and to provide a range of sports, leisure and cultural activities. The plan includes targets for:

- Securing additional resources for Queen’s Park and other Green Flag parks

7.2 Local Plan
The Local plan includes policies to preserve and enhance Charnwood’s built and natural heritage including conservation areas listed buildings archaeological sites and historic parks and gardens

7.3 Comprehensive Performance Review 2004
In 2004 CBC’s services were scored as Fair with good prospects of continuing to improve services.

7.4 Charter Mark
The Green Spaces Development Team is part of the Leisure Services Section. Leisure Services achieved the Charter Mark award for the quality and delivery of services in 2007. Charter Mark is the national standard of customer service excellence. It is designed to help organisations to focus on, and improve, the delivery of their service. To receive the award an organisation must show that it meets six customer-focused criteria. It must:

- set standards and perform well
- engage with its customers, partners and staff
- be fair and accessible to everyone and promote choice
- continuously develop and improve
- use its resources effectively and imaginatively
- help to improve opportunities and quality of life in the communities it serves.
7.5 Environmental policy
CBC’s responsibilities towards the local environment are derived not only from its powers as a planning and enforcement authority, but also because CBC is a major employer, land and property owner and provider of services. It also is a significant purchaser within the local economy, as well as a leading grant-maker and facilitator of community initiatives. In recognition of these responsibilities, CBC makes commitments both in respect of its own activities and, where appropriate, in its influence on the wider community. See Appendix 15 for Environmental Policy.

7.6 Green Spaces Strategy
This management plan implements the following aims of the Green Spaces Strategy 2004:

- Prepare master plans and management plans for parks and public open spaces within the Borough
- Continue to carry out further qualitative evaluations
- Work to resolve weaknesses in the nature of sites – The Action Plan details work to resolve issues such as toilet provision, children’s play provision and public safety at Queen’s Park.
- Work to develop community use and site presence – The establishment of an active Friends Group has increased community involvement and the employment of the Ranger Services has strengthened on-site presence, improved public safety and reduced vandalism and antisocial behaviour.
- Develop external funding opportunities with our service provider, Quadron Services Limited.
- Continue to develop partnership working – The partnership is strong with up to 35 people attending “Friends” meetings.
- Maintain good standards of maintenance and cleanliness – standards are high with site based grounds staff and support staff that can be drafted in at peak times.

Tackle daily nuisances – Rangers are on duty to deal with, deter and prevent nuisances such as dog mess and anti social behaviour. All Park staff have undertaken trainings that includes Handling Difficult Situations and People.
7.7 Health & Safety Policy
Both CBC’s and Quadron’s Health & Safety policy sets out clear corporate, departmental, and individual responsibilities.
7.8 Byelaws
There are no existing byelaws for Queen’s Park. CBC will continue to work with the Friends of Queen’s Park to consider the desirability of creating byelaws.

7.9 Community Strategy
CBC’s partnership approach to managing and improving Queen’s Park is in line with the Community Strategy’s aim to support and develop joined up thinking and action.

In 2007 CBC began its Zero Waste strategy to create a cleaner, greener Borough. Its goal is to reuse, recycle, or compost half of our waste by 2010. All green waste produced in Queen’s Park is reused on-site and litter bins encourage visitors to segregate waste to maximise recycling; cans and plastic bottles are collected by the council’s waste company, Serco at fortnightly intervals.

7.11 Corporate Equality and Diversity Plan 2006-09
This includes commitments to:

- Deliver services to people who need them, without discriminating against, stigmatising or patronising people. Every customer will be treated in a professional manner, with courtesy and respect – Park Wardens have received customer care and equalities training as part of an Induction Training package.
- Set challenging but realistic equality objectives and targets in relation to service delivery and the carrying out of our functions – ensuring Disability Discrimination issues are identified and addressed.
- Continually improve access to our services, our buildings and the information we provide – This has been achieved through the Ranger Service, new park signs, improved website management and a leaflet on Queen’s Park Take appropriate steps to monitor, consult on and evaluate equality issues, and take action if necessary – Achieved through annual user and non users surveys.
- Communicate with all our customers in an honest, open and effective way by:
- Providing information in plain English and use methods other than written documents to present information as appropriate
- Offering information in accessible formats, including community languages (e.g. printed, using an interpreter or recorded on audio tape), Braille, large print, audio tape and on the Internet, in line with our Communications Policy
- Providing interpretation, translation and sign language services as appropriate, in line with our Communications Policy

### 7.12 Play Strategy
CBC has invested heavily in play facilities across the borough. Following wide consultation at town and parish level it was decided to invest in Queen’s Park with the creation of a Destination Park. This was funded, in part from the Council’s capital budget programme and also the Big Lottery Fund Children’s Play Initiative Grant. This has resulted in the installation of play facilities that provide high quality play opportunities for all children from toddlers to the age of 18. This commitment recognises the special significance of Queen’s Park within the borough.

### 7.13 Parks Valued
Comments documented in the Park User Surveys demonstrate that the park is well used and well loved. Visitors to Queen’s Park frequently compliment the quality of the floral displays and visit the park regularly. The Friends Group’s involvement and their statements demonstrate a real commitment and love of the park.

The 2003/4 public consultation on services showed that residents placed Parks and Open Spaces as the eighth “*most important thing in making somewhere a good place to live*”, behind public transport and ahead of traffic congestion.
8 A welcoming place

8.1 Welcoming

There are six entrances to Queen’s Park, all of which are used extensively on a daily basis by pedestrians (see Map). There is an adjacent pay & display car park. Visitors’ vehicles are not normally allowed onto the park, except for authorised disabled drivers and other authorised drivers.

In April 2007 all Park signs and fingerpost signs directing visitors to the Park were upgraded after detailed discussions with the Friends of Queen’s Park working party and other partners (Museum signs and Brown Charnwood Attractions signs and the Charnwood Museum excepted). The Museum staff plan to upgrade Museum signs (See Action Plan). The corroded and damaged green metal fences and gates were replaced in early 2007; the character of the old has been carefully recreated in the new. There has been a preference within the Friends Group and from the CBC’s Conservation and Design Officer to retain and repair original features wherever possible. Selective pruning has improved views into the park. Entrances 3, 5 and 6 (Car Park and Browns Lane) are relatively modest in appearance. All have benefited from improvements to fencing, gates and signs. Leicestershire CC Highways have been asked to inspect the existing roadside barrier at Entrance 5 and consider extending it to improve sightlines and encourage greater use of the nearby pedestrian crossing (Browns Lane/Wards End junction) by those who choose to park at the Leisure Centre.

CBC allocated up to £150,000 of capital funding to refurbish toilets on the eastern boundary of the park. Following a period of public consultation and input from the Friends of Queen’s Park and other partners, the new toilets were installed and in use by May 2008. Lack of available toilets was highlighted in the 2006 and 2007 visitor surveys. The toilets were closed because they were deemed socially unsafe due to drug taking, etc. The considerations when selecting the design of the toilets included:

- Sympathetic design to complement existing features in the park.
- Police approval in terms of design to deter anti social behaviour.
- Approval by CBC’s Conservation and Design Officer.
- Friends Group input e.g. the number of WCs, baby change facilities, child sized WC, fittings that are robust but not austere.
The Friends of Queen’s Park continuously seek additional funding to assist with future improvements projects for the park. As examples:

- New concrete path edging by the museum entrance in 2007
- Re-surfacing of selected paths
- Stonework repairs to the entrance of the park at New Street
- Replacement pumps, waterfall and fountain fittings

**Good and safe access**

Access into Queen’s Park is very good.

The park is relatively small and cannot accommodate unregulated visitors in cars. There are two parking spaces for authorised Disabled visitors (by the Museum and by the Tower); access is controlled by the Rangers, park staff and authorised partners e.g. deliveries to Charnwood Museum; this effectively segregates pedestrians and drivers. Drivers gain access via the gates at entrance No 1 (Museum) and should adhere to the 5 mph speed limit. Coaches are not allowed onto the park. Current practice is that coaches drop off and pick up along Granby Street and park on the edge of town in order to minimise congestion in the busy town centre. Grounds Maintenance staff follow strict guidelines when driving vehicles within the park to ensure public safety. The park is very well used and therefore bike users are not encouraged, although considerate cycling is permitted.

### 8.2 Signage

New entrance and heritage interpretation signs, water safety and bowls signs were installed in 2007. The colour scheme is shades of green with a Crown logo to signify the royal connection with the park’s origin. The colours, designs and the data were agreed after detailed discussions with the Friends of Queen’s Park working party and other partners. Signs with maps show the main facilities, closing times and important contact and emergency information. Symbols are used to simplify understanding by children and those for whom English is a second language. The heritage interpretation signs are on the reverse side; this utilises the reverse side and avoids unnecessary clutter. Events are advertised on the Brown *Charnwood Attractions Signs* by the museum. Partners are encouraged to update the notice board to provide information on events, activities and community issues. Information is also available on Queen’s Park leaflets (see Appendix 16) and the website.
http://www.charnwoodtogether.com/events/2008/04. Promotion and coordination of all commercial and community events is regulated by the Culture, Art & Heritage Team. The Team also produces an Events Calendar on the notice board which is regularly updated.

The Brown Charnwood Attractions signs and the Charnwood Museum sign have not been altered as these are designed to meet the needs of borough-wide tourism.

8.3 Equal access for all
Access into the park is good although accessibility to the upper floors of the tower is limited. Accessibility issues are addressed through the implementation of the Accessibility Audits (see Appendix 17 for sample) in compliance with the Disability Discrimination Act completed by CBC’s Asset Management Team. Buildings subject to the Accessibility Audits are the Carillon Tower, Charnwood Museum, Bandstand, Bowls Pavilion, Public Convenience and Grounds Maintenance Shed.

The park is relatively small and cannot accommodate unregulated Disabled visitors in cars. Disabled parking bays in Granby Street car park are 65 metres from entrance No. 2 and 10 metres from entrance No. 3.

There are two parking spaces for authorised Disabled visitors (by the Museum and by the Tower).

To review disability issues in line with the Disability Discrimination Act, the Chair of the Friends of Queen’s Park and CBC council officers completed a tour of the park and its facilities with representatives from Loughborough’s Independent Living Group including wheelchair users. It was an opportunity for questions and answers to be exchanged. The comments were generally favourable and has resulted in the resurfacing of some paths.

The new Destination Play area is DDA compliant and incorporates a number of elements suitable to children with disabilities including Mirage swing seats (with harnesses available from the Rangers and park staff), a large pod swing that children can lie down in, springers with backrests, a wheelchair accessible roundabout and low level play panels.

Park benches are DDA compliant with back rests and arm rests.
8.4 Site surveys
In addition to DDA Audits, CBC’s Asset Management Team carry out Annual Public Building Surveys (See Appendix 18 for sample). These provide a detailed analysis of the condition and repairs requirement of the main buildings and features. Where there is a need to carry out works, the associated cost is absorbed within the relevant service specific budget with an allocation from capital funds as necessary. Quadron Services Limited undertake regular inspections of the park. Any necessary repairs to the infrastructure are noted. Actions are circulated by memo. The Rangers complete Daily Sheets to report any issues.

The Furniture Forum set up with the Friends of Queen’s Park working party carefully examined existing park furniture and help to select a “standard” design and selected RAL6005 as the colour scheme. The aim was to provide seating and bins consistent with the Victorian park environment, DDA requirements and to enable the recycling of cans and plastic bottles. Eastgate seats and BX45 bins supplied by Broxap Ltd were chosen and have been well received.
9 Health and Safety

9.1 Healthy, safe and secure
CBC takes its health and safety responsibilities seriously. As with many other local authorities, there are clear corporate, departmental, and individual responsibilities. CBC’s Health and Safety Team, coordinates departmental health and safety and communicates this through a health and safety working group. This allows a consistent message to be given through the department and to help promote good practice at service level and through frontline staff.
This is brought about by service specific documentation, within the department.

9.2 Risk Assessments
Risk Assessments are produced for all operations carried out by staff working in Queen’s Park. These include use of ride on mowers; use of strimmers, rotary mowers and lawn edgers; loading and unloading vehicles; play inspection and repairs; use of Controlled Droplet Applicators and knapsack sprayers and Park Warden duties. These are completed by the Grounds Maintenance Supervisor or by operators and are provided to all staff.
Other Risk Assessments include Water Safety Risk Assessment (See Appendix 20) and Bandstand Risk Assessment.

9.3 COSHH
COSHH assessments have been completed for the small quantity of chemicals stored at Queen’s Park maintenance yard (fuel, paint etc) and are available to all staff. See Appendix 21 for sample.

9.4 Tool Storage/Inspection/Maintenance
A limited number of power tools are securely stored at Queen’s Park maintenance yard in steel containers (box mowers, ride on mowers, strimmers). Operators carry out inspections of these power tools. Larger machinery is stored at the main council depot at Derby Road Playing Field. Vehicles and plant items are maintained by Quadron Services Limited. Small mowers, strimmers etc. are maintained in house by the Grounds Maintenance team’s own mechanics. Fleet vehicles are purchased and leased as required through CBC’s Change Management Team. Use of smaller
vehicles more suited to the narrow paths will be considered when the fleet is due for replacement.

9.5 Play Area Inspection and Safety
Playgrounds across the borough receive two levels of inspection. There is a monthly in depth mechanical inspection and a weekly visual inspection. The weekly inspection addresses cleanliness, graffiti and vandalism. It ensures that the sites and equipment are in a safe and clean condition for our customers’ enjoyment.

Playground maintenance regime
Full mechanical inspection
- This is undertaken as part of the well established Borough wide inspection during the final week of each calendar month by the qualified in-house playground inspector. An inspection sheet is completed for each play area.

Weekly visual and cleansing inspection
- This is undertaken on a weekly basis on Monday mornings. (52 week cover is provided and undertaken by on-site staff).

Daily visual and cleansing inspection
- The playgrounds are checked at the start of each working day looking for broken glass and obvious faults. Having completed the weekly Monday morning check, it is unlikely that the playgrounds will need further attention until the following week. There is a risk of overnight vandalism and for this reason the daily check by on-site staff is necessary.
- Quadron Services Limited carry out additional daily inspections.

An independent annual inspection is carried out by an expert consultant.

In 2001 the NSPCC promoted the prohibition of unaccompanied adults from entering children’s play areas; in support of this campaign play signs prohibiting lone adults were fitted.

9.6 Public Toilets
Lack of available toilets was highlighted in the 2006 and 2007 visitor surveys. The old toilets on the eastern side of the park were closed in 2004 due to them becoming socially unsafe and there being evidence of drug taking. These were redesigned and refurbished in the spring of 2008 at a cost of £150,000 following guidance from the
police to design-out antisocial behaviour and consultation with the Friends of Queen’s Park. See Appendix 22 for Toilet Plan.

The considerations when selecting the design of the toilets included:

- Sympathetic design to complement existing features in the park.
- Police approval in terms of design to deter anti social behaviour.
- Approval by CBC’s Conservation and Design Officer.
- Friends Group input e.g. the number of WCs, baby change facilities, child sized WC, fittings that are robust but not austere.

Park visitors are also able to use the public conveniences at Charnwood Museum, Granby Street Library and at Granby Street Car Park.

9.7 Browns Lane
Routine inspection identified potential Health and Safety issues at Browns Lane in 2006. Leicestershire County Council Highways Section has inspected the roadside barrier and is satisfied with its design and condition.

9.8 Drainage
The park is located within the flood plain. A series of soak aways were renewed in 2007 to alleviate surface water. These are cleaned out as required.

The Rangers and Quadron staff will ensure public safety in the event of flooding.
10 Events
Queen’s Park hosts a variety of events throughout the year, ranging from the regular activities such as Carillon Playing at the Tower and Brass Bands at the bandstand, to the special events such as the Queen’s Birthday Celebration “Princes and Princesses Picnic”, Picnic in the Park, Story Telling organised by Leics CC Libraries and “Build a Tee-Pee” organised by the Town Centre Partnership. There is also a special programme of events during the school summer holidays. See Appendix 23.
All events are coordinated by CBC’s Culture, Art & Heritage Team within the Director of Leisure & Environment. The team provides Application Forms and Guidance to prospective event organisers and works closely with them to ensure that events are appropriate, that the relevant risk assessments are completed to ensure public safety, adequate security arrangements and insurances.
Smaller events and activities also take place during the year, such as Community Safety & Crime Reduction Days.
Risk assessments are undertaken for each event and activity.
The Museum produces the Charnwood Museum Leaflet and leaflets publicising special museum events and exhibitions. There is a Luddite Trail leaflet featuring the pond and watercourse outside the museum. The Carillon Museum volunteers produce a 28 page booklet about the history of the building and activities.
See website http://www.charnwoodtogether.com/eventsPark Operations

11 Parks Operations
11.1 Staff presence
Queen’s Park is managed on a daily basis by 2 Rangers Park Wardens and 2 Gardeners. Queen’s Park is the only park in the borough with dedicated Rangers. The employment of dedicated Rangers was in response to the 2006 User Survey (See Section 18.2); their employment demonstrates CBC’s determination to respond to customer needs, to improve services, to increase public safety, and recognises the park’s high profile and its special place within the town. The small park depot ensures that Gardeners and equipment can be kept on site thus providing prompt customer service. Supporting Grounds Maintenance staff are based at Derby Road Playing Field Depot. The Rangers provide a 7 day a week service, patrolling Queen’s Park regularly and carrying out the duties listed below. The Rangers are managed by Quadrion Services Limited on behalf of CBC.. The Gardeners are also managed by the Quadrion Services Limited. All staff wear Quadrion uniform with the Quadrion
and Charnwood logo so that they are visible to visitors increase the feeling of security. All staff carry identity cards.

Maintenance works including play area maintenance and repair is carried out by the Quadron Services Limited on behalf of CBC. Tree work, lighting repairs and some other specialist work is contracted to local companies and to Leics CC as appropriate in the interests of economy.

11.2 Rangers Duties
Park Wardens duties include:

- General Security
- Providing a friendly and trustworthy presence
- Providing information to visitors
- Liaising with visiting school groups and event organisers
- Litter collection and emptying and cleaning of bins
- Enforcement to prevent littering and dog fouling
- Discouraging Anti social behaviour
- Dealing with inconsiderate members of the public e.g. loud music, motor bikes, inappropriate ball games
- Safe disposal of dog mess and drugs paraphernalia
- Cleaning and oversight of toilets
- Supervision of children’s play areas
- Locking of gates
- Control of vehicle access
- Leading Guided Tours and Healthy Walking Groups
- Managing Lost property and Lost Children
- Completing Daily Sheets to record all maintenance and other problems
- Reporting and investigating incidents and accidents
- Customer Surveys

Rangers also free up the Gardeners to concentrate on maintenance work and help with holiday and sickness cover.
11.3 Grounds Maintenance work programme
The site has a Grounds Maintenance work programme (see Appendix 24). The frequencies have been removed, with the onus being on Gardeners to decide upon the appropriateness of operations to prevent unnecessary work and minimise the use of materials e.g. pesticides. Weed control away from the bowling green and the supply and maintenance of hanging baskets is carried out by contractors whose work is monitored by Quadron Services and CBC.

11.4 Security in the park
A central duty of the Rangers is to provide 7 days security and an emergency point of contact in the event of an incident in the park. They work closely with the police and the CBC’s Street Wardens.
Queen’s Park is the only park in Loughborough that is locked at dusk. In 2003 the Director of Leisure & Environment contracted out these duties. The duty Park Warden now performs this important role.
Queen’s Park has a low level of anti social behaviour with no major incidents reported in 5 years. This is probably due to the high level of staff presence, size and location, standard of maintenance, frequency of activities and visitor numbers providing natural surveillance. There are clear procedures for dealing with damaged playground equipment and removal of graffiti, dog mess and drugs paraphernalia. Interpretation boards, leaflets and associated literature bear contact details to report issues to CBC.
A comprehensive pruning programme has taken place to reduce shrubberies to improve the plant quality and natural surveillance.
It is considered that the presence of Rangers makes a positive contribution to improving public safety and security and the perception of safety than the installation of CCTV.

11.5 Appropriate provision of facilities
The park is a busy place with good facilities. The elements highlighted in the 2006 user survey as needing most attention were Toilet facilities, Signage and Information, Play Areas, Bins and Benches, and Aviaries, Ponds and the employment of a Park Warden. CBC agreed that it is essential that the items highlighted were addressed. Progress has been made with Signage and Information, Bins and Benches, and Ponds
and the employment of Park Wardens. The other issues are addressed in the Action Plan.

Queen’s Park’s special partnership and its unique heritage and status have protected it from major budget cuts. In fact there has been £385,000 investment in recent years.

- £150,000 is being spent to refurbish the toilets that were closed due to them being socially unsafe.
- £150,000 for renovation works and improvements including new signs, repairs and maintenance to fences and gates, tree works, path repairs, works to upgrade the fountains and waterfall, works to upgrade the lighting within the park, new bins and benches.
- £85,000 for other capital works.
12 Clean and well maintained
12.1 Litter & waste management
Queen’s Park is litter picked daily. Litter bins and dog bins are emptied daily.

Work has been carried out recently to rationalise the style of bins installed on the park.

The considerations were:

- To encourage greater use of bins by careful location,
- To encourage recycling by providing bins with a separate compartment for cans and plastic bottles.
- To space bins slightly away from benches to reduce nuisance from wasps

The Rangers work to reduce environmental crime such as littering and dog fouling by challenging offenders and handing out dog bags. Street Wardens patrol throughout the borough informing and enforcing the Clean Neighbourhoods & Environment Act 2006 on litter, graffiti, abandoned vehicles and dog fouling. They inform and assist the public and if necessary issue Fixed Penalty Notices to people.

22 Graffiti Policy
In all cases graffiti must be removed at the earliest opportunity and always within 24 hours of discovery or report. Graffiti of a racist or offensive nature must be dealt with immediately. Grounds Staff and Rangers must immediately report any incidence of graffiti daubing, irrespective of its nature and however small and insignificant it may appear.

Materials are readily available to tackle problems without delay.

12.3 Dogs
Responsible dog owners are welcome in the park. In return, the park is well used and respected. Entrance signs caution dog owners to clear up after their pets, and there are three dog bins in the park that are emptied daily; waste is disposed of as special waste via CBC’s Waste Management Services. Staff encourage dog owners to take responsibility for their pets, keep them under control and clean up after them and issue dog bags. CBC has been successful in ensuring that incidents of dog fouling are few and that all Queen’s Park users have a pleasant visit.
12.4 Grounds maintenance and horticulture
The gardening staff based at the Queen’s Park depot undertake most of the grounds maintenance tasks, with support from additional staff from the Grounds Maintenance Team based at Derby Road Playing Field. The park has dedicated, experienced and well trained gardeners with good horticultural knowledge. The grounds maintenance specification and working practices balance the need for good horticultural practice whilst ensuring public safety. Additional staff assist with activities such as bedding out in order to minimise inconvenience to and conflict with visitors. Frontline staff have input into the standard of maintenance in the park and have developed a true sense of ownership and commitment to raising standards. Staff turnover is low.

For many years Queen’s Park has had some of the most spectacular annual bedding displays in the County. Hanging baskets and other containerised displays are supplied by PHS Greenleaf. All plant suppliers guarantee that the products supplied are entirely free of peat. The designs are approved by CBC. Peat was last used in 1995.

The main area within the Park for floral bedding displays is close to pond 2 and overlooked from Charnwood Museum. The summer bedding display on and around the bandstand make this a real attraction and popular meeting place for students, school groups and others. Floral displays are an important part of the visitor experience and visitors frequently commend the quality of the displays.

Mulch is applied to many borders in Queen’s Park to enhance appearance, suppress weed growth and reduce maintenance. Shade tolerant grass mixes are currently being experiment with in an effort to reinstate bare areas caused by heavy shade.

Maintenance of the bowling green is undertaken by specialist groundsmen as the green requires knowledge and experience of managing fine turf. The presence of Rangers has greatly reduced misuse of the green and reduced wear. Perimeter shrubs and selected trees have been cut back to reduce shading of the green.

A full plant audit of the borders was undertaken in the summer of 2007; beds are being assessed prior to a major phased replanting programme. Species selection will take account of drought tolerance and heavy shade in certain areas.

A comprehensive tree survey was undertaken in 2003 by the Forestry Section, Leics CC to identify species, quality and maintenance requirements. The 2003 survey identified 360 trees and led to a small amount of health and safety work and a programme of remedial works being undertaken. A further survey was undertaken
in January 2007. This led to the removal a diseased horse chestnut by pond 2 and other minor works. The removal has opened up excellent views across the grass to the museum. The January 2008 inspection led to minor works to the value of £260. Tree surveys are carried out annually by CBC’s Tree Officer with contractors undertaking any work. Previously tree surveys were undertaken by Leics CC Forestry Section.
13 **Sustainability**

The commitment to the environment is apparent throughout the organisation. It is reflected in the policies and commitments, the way CBC works, the materials and machinery used and purchased, and the way CBC disposes of its waste.

### 13.1 The production and control of waste

In an industry involving a high degree of grounds maintenance it is inevitable that waste is produced. Means of disposal of this waste is a key issue. Corporate targets for recycling are being met and good progress made on implementing a Zero Waste strategy.

### 13.2 Waste Materials

All bins have been replaced to separate cans and plastic bottles. These are placed to encourage visitors to dispose of waste easily, safely and assist CBC with its recycling and waste minimisation policy.

Bedding plant pots & troughs are returned to the nursery supplier to be reused or recycled, ensuring that no unnecessary waste is created through pots and troughs being thrown away.

The café has a recycling programme for cardboard packaging, cans and plastic bottles and promotes sustainability and energy efficiency.

### 12.3 Green Waste

Tree brash from arboricultural works is processed through a chipper and can be stored for a suitable period to be used as mulch for beds and borders. The material from general border work on the park is always shredded and placed back directly onto the borders. With the use of shredders and chippers and the subsequent use of material produced, there has been a reduction in the purchase of this material. This benefits the environment in that no other resources are being used in producing and transporting material that is readily available and might otherwise go to landfill.

Green waste is composted on site. This ensures that shrub beds in the park will benefit from the valuable nutrient-rich compost and minimises carbon emissions caused by transportation and is a more efficient use of staff time. High profile areas such as around the ponds, bandstand, play areas and bowls green are box mowed.
with arising composted on-site in bays in the maintenance yard. In more open areas grass is cut and left, with clippings removed from paths.

13.4 The use of machinery and fuel
Small mowing machines, hedge trimmers and chainsaws are used and run on lead free petrol or petrol/oil mix

13.5 Use of Water
By the use of mulches for beds and borders, and the incorporation of farmyard manure or other suitable organic material in the annual flowerbeds, the use of water is reduced. Following ‘watering in’ annual bedding displays after planting, watering is carried out as necessary. Watering teams operate a 16-hour shift starting early in the morning and finishing late in the evening to conserve water by avoiding high evaporation in full sun. Hanging baskets and containers have built-in reservoirs to reduce the need for repeat watering. Water retention polymers are incorporated into peat free composts to reduce drying-out and the need for repeat watering. One of the main uses of water is the irrigation of the bowling green. Automation of watering during the night reduces the amount of water needed by reducing evaporation and ensures optimum penetration. As a riparian owner CBC draws water from Charnwood Water in order to minimise mains water usage.

13.6 Purchasing policy
The Neighbourhoods and Community Wellbeing Directorate has a strong and lasting commitment to protecting the environment and will endeavour to reduce environmental damage. It is especially important to review the effect of our own practices and it is in this spirit are pleased to adhere to CBC’s Procurement Policy.

13.7 Use of paper products and cartridges
CBC uses Aresso: an electronic requisition, ordering and payment system. Orders for supplies and services are issued to suppliers via email reducing paper use and storage space. Neighbourhoods and Community Wellbeing Directorate uses 100% recycled, unbleached paper where possible and for internal correspondence uses reusable
envelopes. Waste paper and printer toner cartridges are recycled. CBC monitors its paper usage and is actively working towards reducing its paper consumption.

All officers with access to a networked PC use Email. This reduces the amount of paper used in circulating internal memos and newsletters, as well as the use of paper and envelopes from external sources. The Internet is used as a system to access information on potential suppliers, and CBC’s Intranet lists the internal telephone directory, newsletters and web pages which reduces the reliance on hard copy and unnecessary use of paper. The Intranet allows online transactions e.g. raising of invoices and cheques, accident reporting, Personal Development Reviews of for staff. Documents can be scanned and emailed to avoid use of paper.

13.8 Timber
All timber used is from renewable sources unless it is essential to obtain a match and alternative materials are not available.

13.9 Protecting the ozone layer
The use of solvents is minimised and where necessary pump action sprays are used.

13.10 Energy efficiency
Every effort is made to purchase the most energy efficient appliances available.

13.11 Use of pesticides
Pesticide use is regularly reviewed. Glyphosate is used to control weeds in circumstances where manual weeding is not effective e.g. on paths. As foot traffic is high and paths are generally of tarmac, weed growth on paths is light. In order to produce a bowling green to a good standard it is necessary to use fungicide, mosskiller and worm killer; these pesticides are used sparingly and only following inspection. It is important that skilled staff inspect the green regularly as an early application of the appropriate chemical will control pests effectively and reduce the need for repeat treatments.

Where possible, there is the commitment to a reduction in the application of herbicide by the use of mulch.

No products containing UK “red list” or EU “black list” chemicals (substances that are considered to be particularly dangerous to the aquatic environment) are purchased and utilised on site.
Where the use of chemicals is required, care is taken to prevent the product entering into watercourses.
No wood preservatives or wood treated with preservatives containing pentachlorophenol (PCP), lindane or tributyltin oxide (TBTO) are used.
All pesticides purchased are selected and used according to the requirements of the Control of Substances Hazardous to Health (COSHH 1998) and the Control of Pesticides Regulations (1986) acts. Non-residual pesticides are preferred.
All tree bases, which were previously sprayed in line with the maintenance specification are now weeded manually as part of a commitment to minimise the use of pesticides in the park.

13.12 Use of peat
CBC supports the ban on the use of peat in horticulture and accepts that this may diminish the quality of the floral displays. It is no longer used as a top dressing or mulch for shrub beds. It is no longer used in the top dressing material for Bowling greens and Cricket squares.
Bedding plants and hanging baskets supplied by PHS Greenleaf are guaranteed to be produced entirely without the use of peat.

13.13 Cleaning products
The Green Spaces Team will only use cleaning materials (detergents, polishes and disinfectants) purchased by CBC’s central stores that are phosphate free.

13.14 Staff training and awareness
Brooksby College is the principle Grounds Maintenance training provider offering a range of courses including NVQ2 Amenity Horticulture. Tutors also visit the staff on site for assessment. No staff are allowed to use any pesticide unless they have received and passed the appropriate training. The training is extensive and thorough including awareness of relevant legislation e.g. The Food and Environment Protection Act 1985 (FEPA) and Control of Pesticides Regulations 1986 (COPR) and The Control of Substances Hazardous to Health Regulations 1988 (COSHH) and at its conclusion an external examiner undertakes a final examination before issuing a certificate.
13.15 Arboriculture and Shrub management
The park is blessed with a wonderful variety of native and non native trees that create a canopy which can be appreciated from the ground or from the top of the Carillion Tower and which screens nearby homes and businesses and creates a sense of enclosure (See Appendix 25 for Tree Survey Map).

Comprehensive tree surveys have been undertaken in 2003 and 2007 by the Leicestershire County Council (LCC) Forestry Section. In 2008 tree surveys and inspections work was contracted out to a specialist arboricultural company. The park has a healthy and varied tree population of 360 trees and is probably one of the best parks for trees in the town.

Tree Species include:

- Atlas Cedar
- Cherry spp
- Common Beech
- Common Holly
- Corsican Pine
- Holm Oak
- Horse Chestnut
- Large-leaved Lime
- Lawson Cypress
- London Plane
- Norway Maple
- Scots Pine
- Weeping Willow
- Whitebeam
Maintenance works are carried out as necessary by experienced local companies, including feathering, removing deadwood, and felling. Minor works at ground level are completed by Quadron Services Ltd.

The shade cast by trees creates a cool environment for summer visitors. Heavy shade has a detrimental effect by suppressing grass and shrub growth. This is a challenge for the management team to manage the tree stock while restocking to ensure continuity and the redesigning of shrubberies and experimenting with shade tolerant grasses. The possible removal of over mature trees and lifting of canopies are sensitive issues in such a prominent park, and will not be undertaken without careful consideration and stakeholder involvement.

14 Conservation and heritage

14.1 Wildlife
Queen’s Park is primarily designed as an ornamental Victorian Park, with its formal layout and high maintenance features. None-the-less it contains a number of habitats that are potentially valuable for wildlife.

There are a large number of mature trees and shrubs in the Park, and although these are predominantly ornamental, non-native species, they provide significant food and cover for squirrels, birds, bats and insects. Annual bedding and other flowering plants provide a source of nectar for butterflies and other insects and the water features attract significant numbers of waterfowl into the Park.

There are records of pipistrelle bats regularly using the Queen’s Park for feeding, and a rare barbastelle bat was recently found injured in a car park close to Queen’s Park. See Appendix 26 for status of barbastelle bats. The barbastelle was nursed back to health and released into the Park, which it appeared familiar with. This has led to speculation that these rare bats may be using Queen’s Park as a feeding ground. The greatest threat to the survival of the barbastelle comes from loss and fragmentation of its ancient deciduous woodland habitat and the loss of potential roosting sites in buildings and trees. The mature trees within the Queen’s Park could provide potential roost sites for bats, but because of the high volume of usage that this small urban park enjoys it is not safe to leave trees to become hollow or
collapse. A number of bat boxes have been installed in the Park to provide roost sites, and the refurbished toilet building has been designed to incorporate a bat loft. Future planting plans will include a larger proportion of native trees and shrubs, and designated areas will be set aside for less formal, wildlife friendly management, in locations where this will not conflict with the need to maintain the Park’s formal appearance.

A number of bird boxes are also located in the trees around Queen’s Park. The woodland edge type habitat provided by the Park is ideal for a variety of common garden bird species such as robins, tits and finches. The planting of more native trees and shrubs will also benefit the park’s bird population.

The ponds in Queen’s Park attract a number of mallards and coots, which are popular with visitors who bring food for them. The buildup of bread and other organic material in the ponds, together with the presence of such a high waterfowl population, has resulted in conditions which do not favour the survival of aquatic organisms. Consideration is being given to designating one of the ponds as a wildlife area and by recreating a small island for nesting waterfowl.

14.2 Conservation of building & structures
Queen’s Park lies within a conservation area. It contains a rich and varied range of buildings that have an important heritage to both the local community and the region as a whole. The Victorian Queen’s Hall was built in 1897 as The Memorial Baths providing public baths and a public swimming pool is a distinctive red brick building; it is now home to Charnwood Museum.

Loughborough War Memorial Tower is a Grade II listed building and was erected in 1922-3 and comprises a Portland stone basement, brick tower with Portland stone dressings, copper bell storey and lantern. The tower is the site of the town’s Remembrance Ceremonies.

The waterways with their footbridges are very attractive features. These buildings and features stimulate interest for members of the public. The waterways were modified in the 1970s to remove the island in pond No 1.

The Bandstand was presented to the Park to mark the coronation of King Edward VII in August 1902. It occupies the very centre of the park, and is a meeting place for people of all ages and the centre for music events.
Annual condition surveys and subsequent works have ensured that these heritage features are maintained in a good condition. The surveys are completed by CBC’s Asset Management Team. Where there is a need to carry out works, the associated cost is absorbed within the relevant service specific budget with an allocation from capital funds if necessary.

A visit to Loughborough would be incomplete without exploring Queen’s Park – The Town Trail walk leaflet includes a visit to Queen’s Park as item 8 on the itinerary. A leaflet is available to enhance the visitor’s experience. This colourful and informative leaflet shows the layout of the park and its major attractions. It also provides consultation results and contact information for CBC and the Friends Group.
15 Leases, Licences and Agreements

The Charnwood Museum operates by a partnership agreement between CBC who owns the building and LCC who owns the artefacts. Staff from both organisations coordinate the activities of the museum.

Loughborough War Memorial Tower and Carillon is owned by CBC and is managed under an agreement by a Trust. Before 1990 the building was managed by the Royal British Legion.

The Aviaries are owned by CBC and are fed and cared for by Quadron staff with specialist knowledge of birds. Queen’s Park Bowls Club leases the bowling green and clubhouse. One rink is available for casual use by non club members – tickets are available from the Museum with bowls, jacks and scoreboards available on loan. CBC carries out repairs and maintenance to the clubhouse and Quadron Services Limited cares for the green itself on behalf of CBC.
16 Community involvement

16.1 Community involvement in management & development
CBC works in partnership with the Friends of Queen’s Park, a community group that strives to ensure that users and the wider community is engaged in all aspects of the park’s management, maintenance and future development. The partnership was formed in September 2006 and has already proved successful in engaging the community into the management process,

- meeting with the Loughborough Independent Living Group regarding accessibility issues of the disabled
- supply and planting of 1000 spring bulbs in Granby Street beds with the help of Loughborough University students and the Storer and Ashby Area Residents Group (SARG). Varieties: 200 Bravoure Bicoloured trumpet daffodils, 400 Ice Follies White Large cupped narcissi, 200 Jet Fire Cyclamineus narcissi and 200 St Kerverne Large cupped narcissi.

The Friends Group achievements include:

- Important contributions towards the success of infrastructure improvements e.g. design of signs and park furniture.
- Important contributions towards the success of capital works i.e. location and design of toilets and Destination Play areas.

See Appendix 27 for a sample of Friends of Queen’s Park minutes.

The Friends Group is increasingly involved in community consultation and the fostering of new community activities e.g. Healthy Walking Scheme. Officers and councillors regularly attend Friends Group public meetings (currently held at 6 weekly intervals) and meet with the Friends Group Working Party to discuss new toilet facilities, signage, etc.

The volunteer work and events organised by the individual partners represented on the Friends Group contribute enormously to community involvement. Local school groups regularly make educational visits to the park and especially to the Tower and to Charnwood Museum.

16.2 Consultation
Comprehensive surveys were completed in August 2006, 2007 & 2010. Parks Users were surveyed 1 to 1 in the park and in the town centre. See Appendix 28 for
Queen’s Park Consultation 2006 and 2007 for comparison, Quantitative and Qualitative results.

The 2006 survey results represent the baseline. The main changes in 2007 reflect the infrastructure improvements and employment of Rangers. Completion of the toilet and play projects and the issue of the first Leisure Magazine delivered to all homes in the borough preceded the 2008 survey; these represent major improvements to the park in line with demand and are expected to attract greater use.

This information was collated to seek opinions from a wide audience and has had a major influence on the actions detailed in this Management Plan. The results have been shared with the Friends of Queen’s Park, and have been published on CBC’s website. A summary appears in the Queen’s Park leaflet.

16.3 Appropriate provision for the community

The park is well used, with many people returning often and staying for significant periods. The members of the Friends Group have stated that it is highly valued by them and local residents. The Chairperson refers to Queen’s Park as a “Victorian Gem”.

Past user surveys have highlighted the closed park toilets and age of play equipment. The park toilets were refurbished in May 2008 and the play equipment replaced in July 2008 with an investment of £400,000.

The Aviary replacement is addressed within the Action Plan.

Due to the limited size of the open areas within the park and the proximity to residential properties care is taken to vet potential events carefully. It is important to ensure that the park is not damaged and remains a tranquil sanctuary for those wanting to escape the hurley burley of the town centre. Nearby Southfields Park is arguably more appropriate for large, noisy events. Local residents and community groups are encouraged to organise and participate in events via the Green Spaces website and the Events Notice Board.

A Walking for Health initiative was introduced at the request of the Friends Group. A short path around the park has been marked to promote personal health and wellbeing as well as encouraging the greater use of the quieter southern area. This route aims to help reduce obesity, mental health problems, diabetes and cardiovascular related illnesses. Organised walks are led by the Rangers. The route
emerged following a visit by Loughborough’s Independent Living Group and has been marked by the Friends of Queen’s Park.
17 Marketing
A CBC Leisure Magazine is delivered to every home in the borough. This is a 16 page magazine delivered twice a year and regularly includes articles on Queens Park and other parks in the Borough.
Rangers offer guided walks of the park to the public and school groups covering its history and development.
Events and activities for the park, museum and Carillon museum are organised, managed and promoted through CBC’s Culture, Arts and Heritage Team. The team regularly updates the Events Notice Board to ensure that it is current and well presented. CBC’s Events and Queen’s Park websites provide information about the park and events and these are updated regularly.
Events in the park are also promoted through local newspapers and on local radio by our Communications Team.
The Museum produces the Charnwood Museum Leaflet and leaflets publicising special museum events and exhibitions. There is a Luddite Trail leaflet featuring the pond and watercourse outside the museum. The Carillon Museum volunteers produce a 28 page booklet about the history of the building and activities.
The Culture, Arts and Heritage Team is responsible for the upkeep of the branded brown Charnwood Promotions signs around the borough including the sign by the footbridge at Pond No 1. All the Charnwood Promotions signs in the town also feature Queen’s Park events information.
18 Service profile
The management of open spaces was outsourced in April 2014 to Quadron Services Limited following a significant review of the services in April 2014. All operational grounds maintenance staff were TUPE transferred to Quadron Services Limited. As the new service provider, Quadron Services Limited work in partnership with CBC and are responsible for the operational grounds maintenance within the park. CBC retain the responsibility for the Policy developments and improvements within the park and public open spaces. CBC’s commitment to achieving Green Flag status has in itself raised the profile of the service within CBC. The service’s profile has been further enhanced by capital investment of £1,525,000 in recent years. This is being invested in replacement of children’s play areas in Loughborough’s parks (£1,350,000), infrastructure improvements in Queen’s Park (£200,000) and The Outwoods (£50,000) and new toilets in Queen’s Park (£150,000).

18.1 Ranger Service
The Ranger services has greatly enhanced the service to the public, its public image and raise the quality of the park overall. Other Initiative The service is also keen to raise its profile through other initiatives. These include:
18.1.1 Development of Queen’s Park webpage
The Parks and Green Spaces web site is regularly updated and easier to navigate. Partner organisations without websites are able to promote their activities on it.

18.1.2 Green Flag
CBC aims to work more closely with parish councils and community groups to support Green Flag and Green Pennant applications throughout the borough.

18.1.3 Play Strategy
CBC has invested over £1 million across the borough in new play facilities. Following wide consultation at town and parish level, the portfolio of projects included the creation of the Destination Park at Queen’s Park and a Mobile Play Project throughout the borough funded by the Big Lottery Fund Children’s Play Initiative.
19 Management

19.1 Implementation of Management Plan
The 5 year Queen’s Park Management plan was first published in January 2007 and since then has continuously been reviewed, revised and updated on an annual basis. The plan is viewed as a fluid management tool whereby the Action Plan provides the framework for ensuring continuous improvement within the park. The Action Plan arising from consultation with users, non-users, partners and Friends Group and a copy appears on CBC’s website. A copy of the management plan was issued to relevant management and frontline staff and is available to all Council staff on CBC’s intranet site, and also all Quadron staff via the intranet. The Plan is the working document against which to measure actual achievement against the objectives. It is the basis for future plans. It is also written in a style that is accessible to the public. Significant improvements have already been achieved in the park. The close working partnership with the service provider and CBC has led to more coordinated management of the park. Major projects supported by the Friends Group have been completed and others are underway. The Ranger Service has made the park more welcoming. Staff now have a more ‘hands-on’ approach and are given the opportunity to identify and address issues. The implementation of the Management Plan has raised standards, prestige and the quality of the park for the benefit of the people of Charnwood and the wider community.

19.2 Monitoring
This Management Plan is the principal tool for the management of the site. Monitoring against the plan is a constant process undertaken by all of those involved. CBC have s overall responsibility for the collation and interpretation of all monitoring information and to confirm achievements against the objectives set. CBC and Quadron Services Limited welcome the Green Flag judges feedback and has implemented many of its recommendations.

19.3 Green Flag annual review
In December 2012 a review of the Green Spaces Team’s work and achievements was undertaken. This concentrated on the team’s efforts to achieve Green Flag
status for Queen’s Park and lead to the preparation of the following year’s plan in conjunction with the Green Flag judges’ comments.

20 Finance and resources
20.1 Revenue costs
The annual budget for Queen’s Park is managed on behalf of CBC by Quadron Services Ltd and is approximately £25,000 per annum.

20.2 Capital funding
Capital bids have been made for future improvements to Green Flag status parks in Charnwood from which Queen’s Park has benefitted. Work has included: new planting plan designs (prepared by Bellinger Design, allocation of £250,000 from capital funds towards the Destination Park play facility for children from Toddlers to age 18, and up to £150,000 for the creation of new toilets.

20.3 External funding
Opportunities for external sources are constantly being reviewed and have to date included funding from the following:

- Children’s Play Initiative
- Corporate Sponsorship
- The Big Lottery
- Private donations
21 Action Plan

The work identified as objectives from this plan are listed in the Action plan below. This is regularly updated in consultation with the Friends of Queen’s Park, CBC and Quadron Services Limited.
QUEEN’S PARK ACTION PLAN 2013-2018

Aim – To provide a welcoming park for all visitors

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility &amp; Action Date</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure Park is visually welcoming</td>
<td>Good range of facilities for all equal access for all members of the community control levels of crime</td>
<td>Surveys/Public feedback</td>
<td>CBC Contracts Manager/Quadron Services Ltd 2013/18</td>
<td>Range of funding and bodies to be sought</td>
</tr>
<tr>
<td></td>
<td>Provide interpretation and information signs within the park</td>
<td>Increased usage and more visitors. Signage Budget</td>
<td>CBC/Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Improve interpretation signage inside the Park</td>
<td>Ranger Service and Service Provider to work with the community, Friends Group and schools to increase activities in the Park. Utilize community/Friends group to explore external funding</td>
<td>Non-users visiting the Park, increase in numbers with groups and increased activities within the Park. Funding packages being awarded and schemes being implemented</td>
<td>Park Manager, Ranger Service, Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>


QUEEN'S PARK ACTION PLAN 2013-2018

Aim – To provide a welcoming park for all visitors

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure quality of Grounds Maintenance is maintained as specified</td>
<td>Monitor work carried out</td>
<td>Grounds Maintenance Specification &amp; Bills of Quantity</td>
<td>CBC Contracts Manager/Quadron Services Contract Manager</td>
<td>Ongoing – Visual appearance improved</td>
</tr>
<tr>
<td>Removal of graffiti</td>
<td>Links with graffiti removal squad for large amounts and difficult areas. Park staff to removed small amounts</td>
<td>Obtain costs – dependent upon quantity</td>
<td>Quadron Services Limited</td>
<td>Ongoing as required</td>
</tr>
</tbody>
</table>
**QUEEN’S PARK ACTION PLAN 2013-2018**

Aim – To provide a healthy, safe and secure Park for all users

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain buildings, structures and infrastructures to a high standard</td>
<td>Monitor and carry out repairs as identified. Where major issues are identified include Asset Management</td>
<td>On completion job cards returned to Manager’s office for checking and certifying</td>
<td>CBC Contract Manager, Asset Management, Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Dog Fouling</td>
<td>Educational approach required including CBC Dog Wardens and Park staff</td>
<td>Reduction in the problem, Park user better informed</td>
<td>CBC Contract Manager, Quadron Services Ltd, Dog Wardens</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Risk Assessments</td>
<td>Carry out risk assessments and maintain them up to date</td>
<td>Monitored as part of annual safety audit for the site by the Safety Officer</td>
<td>CBC/Quadron Services Ltd</td>
<td>Risk assessments carried out for 2015.</td>
</tr>
<tr>
<td>Encourage health and well being through Walk 2000 initiative</td>
<td>Promote on notice boards, web sites and through local groups etc.</td>
<td>Increase number of people attending these activities</td>
<td>CBC, Quadrons Services, Friends of Queen’s Park</td>
<td>Walk 2000 initiative already very popular</td>
</tr>
</tbody>
</table>
Aim – To provide a consistently high standard of maintenance and cleanliness

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>To manage litter and graffiti</td>
<td>Where ever possible same day cleaning of graffiti. For more difficult/large quantities of graffiti to be removed within 24-48 hours. Litter to be collected as per maintenance schedule</td>
<td>No litter/graffiti in the Park.</td>
<td>CBC Contract Manager, Serco, Quadron Services Limited</td>
<td>Most incidents of graffiti are removed the same day. Although, on occasions more difficult graffiti was removed within 48 hour period.</td>
</tr>
<tr>
<td>Footpath/Path repairs</td>
<td>To carry out emergency repairs within 24 hours. Where major repairs are needed, temporary repairs will need to be carried out within 24 hours. Costings/implementation for major repairs need to be arranged as soon as possible</td>
<td>Regular monitoring Call out fees for contractors from £100</td>
<td>CBC Contract Manager</td>
<td>All paths are currently in fairly condition. Sections of path were last resurfaced in 2014</td>
</tr>
</tbody>
</table>
Aim – To provide the highest standards of horticulture, cleanliness and grounds maintenance

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp;Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain a clean perimeter fence line of Park</td>
<td>Clean the perimeter fence line of Park</td>
<td></td>
<td>CBC Contract Manager Quadron Services Volunteers/Friends</td>
<td>Commence late winter 2015</td>
</tr>
</tbody>
</table>
## QUEEN'S PARK ACTION PLAN 2013-2018

**Aim – A well managed Park**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Management Plan for the Park</td>
<td>Review, amend &amp; update Management Plan</td>
<td>Current and up to date Management Plan Cost absorbed within existing budgets</td>
<td>CBC Contract Manager, Quadron Services Ltd</td>
<td>Ongoing annually</td>
</tr>
<tr>
<td>Park Risk Assessments</td>
<td>Review/update Risk Assessments</td>
<td>Completed Risk Assessments Cost absorbed within existing budgets</td>
<td>CBC, Quadron Services Ltd</td>
<td>Ongoing annually</td>
</tr>
<tr>
<td>Tree survey (risk assessment)</td>
<td>Survey to be carried out on all trees in Park</td>
<td>Completed survey, Identification of trees requiring work</td>
<td>CBC Contract Manager, Tree Officer, External aboricultural consultant</td>
<td>Completed January 2010 – next survey due in accordance with CBC Tree Policy</td>
</tr>
<tr>
<td>COSHH Assessments</td>
<td>Review/Update COSHH Assessments as required</td>
<td>Complete COSHH Assessments as required</td>
<td>Quadron Services Ltd</td>
<td>Ongoing. Internal &amp; 3” party audits carried out on annual basis</td>
</tr>
<tr>
<td>Performance Monitoring</td>
<td>Risk assessment, COSHH assessments, sickness returns, budgets</td>
<td>Completed returned sheets</td>
<td>Quadron Services Contract Manager/ CBC</td>
<td>Completed monthly</td>
</tr>
<tr>
<td>Maintain and improve standards of grounds maintenance</td>
<td>Monitor the horticultural quality of work undertaken by Quadron</td>
<td>Random evaluation of completed work in accordance to the works programme</td>
<td>CBC Contract Manager, Client Officers</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Ensure essential non-programmed works are carried out where necessary</td>
<td>Authorize Service Provider to undertake necessary work through the raising of a Variation Order</td>
<td>Raised Orders</td>
<td>CBC Contract Manager</td>
<td>Ongoing where necessary</td>
</tr>
<tr>
<td>Purchase materials as required</td>
<td>Complete purchase orders as required</td>
<td>Raised purchase orders</td>
<td>Quadron Services Ltd, CBC</td>
<td>Material equipment delivered. Ongoing</td>
</tr>
<tr>
<td>Maintain site Safety Documentation</td>
<td>Check and update file</td>
<td>Annual Health &amp; Safety Assessment</td>
<td>Quadron Services Ltd</td>
<td>Ongoing – audited on annual basis</td>
</tr>
</tbody>
</table>
**QUEEN'S PARK ACTION PLAN 2013-2015**

**Aim – A well managed Park**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure Park features and equipment are in good working order and condition</td>
<td>Check play areas, pool, fence line etc. for damage</td>
<td>Completed check sheets archived at the Depot</td>
<td>Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Update Machinery.</td>
<td>Review machinery performance and update where necessary. Review markets for technological advancements</td>
<td>New machinery. No cost to existing budgets</td>
<td>Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
**QUEEN'S PARK ACTION PLAN 2013-2018**

**Aim – To advocate and demonstrate sustainable environmental management**

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Action</th>
<th>Performance Measure &amp; Estimated Cost</th>
<th>Responsibility</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify more environmentally friendly fuels/improved technology</td>
<td>Carry out audit of all energy usage in the Park</td>
<td>Ultimately to change to more energy efficient and environmentally friendly fuels</td>
<td>CBC, Quadron Services Ltd 2013-2018</td>
<td>Long term project. Feasibility study to be carried out</td>
</tr>
<tr>
<td>Compost Green Waste</td>
<td>Horticultural arisings removed from site and transported to depot for collection</td>
<td>Green waste removed from site and composted by licensed contractor</td>
<td>Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Reduce water consumption</td>
<td>Mulch existing trees &amp; shrubs where required. Educate staff to ensure water is correctly applied to plants to avoid evaporation e.g. timing of watering. Bury watering tubes when planting trees to ensure water reaches the roots. Consider planting drought tolerant plant species Review technological advancements</td>
<td>Reduction in water bills without loss in horticultural quality</td>
<td>Quadron Services Ltd</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## QUEEN'S PARK ACTION PLAN 2013-2018

**Aim – To conserve and promote nature conservation**

<table>
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<tr>
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</table>
| Recognize and celebrate important landscape, ecological and historic feature | Promote the history of the Park  
Manage areas for wildlife conservation and biodiversity  
Record and monitor wildlife  
Encourage participation from local communities and schools | Availability of information leaflets and increased number of visitors | Quadron Services Ltd | Surveys ongoing                           |
| Ensure a high standard of maintenance for the landscape, ecological and historic features | Develop relevant management plans | Completion of management plans | CBC Contracts Manager, Quadron Services Ltd | Management Plan reviewed, amended and updated on annual basis |
| Encourage biodiversity within the Park           | Develop and maintain new wildlife habitats  
Build and erect bat and bird boxes | Increase the range of plant species within the Park  
Adopt and implement IPM management techniques within the Park | Quadron Services Ltd, CBC Contract Manager, Ranger Service, Ranger | Conservation plan being compiled  
2013-2018 | Ongoing |
## QUEEN’S PARK ACTION PLAN 2013-2018

### Aim – Community involvement

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<tr>
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</thead>
<tbody>
<tr>
<td>Promote the Friends of Queen’s Park</td>
<td>Promote the group via the CBC &amp; Quadron websites, case studies, notice boards and leaflets</td>
<td>Greater awareness of the group and increased membership</td>
<td>CBC Contract Manager, Quadron Services Ltd 2013-2018</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Increase the range of events held in the Park</td>
<td>Promote the Park as a venue through schools. Encourage diversity in a range of events e.g. Walk 2000, Local Play Groups, Sports Clubs</td>
<td>Greater range of events</td>
<td>CBC, Town Centre Initiatives Officer, Ranger Service 2013-2018</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Develop working relationship with partners</td>
<td>Work in conjunction with other partners such as Quadron Services Ltd, other Friend’s Groups, Parks 4 Play, local schools and play centres etc.</td>
<td>Closer working ties with all groups</td>
<td>CBC, Quadron Services Ltd, Ranger Services, 2013-2018</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Identify and develop joint objectives with other stakeholders</td>
<td>Encourage volunteers and other interested parties</td>
<td>Work with stakeholders and members of the community to encourage a sense of identity and ownership in the Park</td>
<td>CBC Contract Manager, Quadron Services Ltd, Ranger Service 2013-2018</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## QUEEN'S PARK ACTION PLAN 2013-2018

### Aim – Marketing

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</tr>
</thead>
<tbody>
<tr>
<td>Improve marketing possibilities by ensuring high standards and suitable</td>
<td>Ensure high standards of maintenance of facilities and features within the Park</td>
<td>Increased number in events</td>
<td>CBC Marketing and Communications</td>
<td>Ongoing</td>
</tr>
<tr>
<td>financial provision</td>
<td>Promote through media/leaflets/web sites etc to endorse and sponsor events</td>
<td>Increased number of visitors to the Park</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Increased number in volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Identify alternative funding sources</td>
<td>Apply to bodies such as: Local organizations e.g. Parks 4 Play, National Lottery etc</td>
<td>Finance being made available to carry out project work</td>
<td>CBC Green Spaces Development Officer,</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Quadron Services Ltd</td>
<td></td>
</tr>
</tbody>
</table>

