



Environmental Services

GREEN SPACE SERVICE

Service Standards For Parks, Open Spaces, Playing Fields and Children's Playgrounds

The following standards apply to all sites except Chingford Mount Cemetery, Walthamstow Cemetery (Queens Road) and Selbourne Walk.

Opening Hours

Except where otherwise stated, we aim to open locked sites by 9.00am each day, and commence closing 30 minutes before sunset. Further details on the opening hours, including the expected closing times for the year are available from the Green Space Service or on the Council's website. Sites that are not staffed, and are locked by mobile staff, may in practice be locked slightly earlier or later than expected - this is due to the difficulties of travelling around the Borough, often during periods of heavy traffic.

Some sports areas are only opened for pre-booked activities.

Vehicle access gates on many sites will normally be kept locked all day, and are only opened for authorised vehicles such as those required for maintenance operations.

Staffing

The majority of Green Spaces sites are not staffed, and are maintained by mobile teams. Certain sites are only staffed during busy periods, or when required for pre-booked activities. A small number of sites are normally staffed on a regular basis. Even on normally staffed sites we cannot guarantee that an attendant will be present at all times during the hours the site is open - they may be unavailable during meal breaks and when taking leave if no cover is available.

Whether a site is currently staffed or not will affect other aspects of the service that can be expected on the site, such as the frequency of litter clearance, and opening of toilets.

Cleaning

Staffed Sites: Litter clearance will commence once the gates have been opened and play areas have been checked, and litter bins will be emptied at the same time. By 10.30am each day all areas should achieve Grade B under the Environmental Protection Act 1990 Code of Practice. Particular problem areas (such as around benches and litter bins) will be checked again at approximately 2.00pm and then again around 6.00pm (if the site is still open) and any litter will be removed - if litter bins are full when checked at these times they will be emptied.

Unstaffed Sites: These will be cleansed to Grade B under the Environmental Protection Act 1990 Code of Practice three times per week, and litter bins will be emptied at the same time. If the standard on a particular site falls to Grade C, it will be cleansed again as soon as possible.

The above standards may not be achievable where major events have taken place, and cleansing is the responsibility of the hirer or event organiser. In such circumstances, the Green Space Service will seek to ensure that the normal standards of cleanliness are restored within three working days of the event. Please contact the Green Space Service on how to obtain a copy of the Environmental Protection Act 1990 Code of Practice. A link is also given on the Council's website.

Dog waste bins will be emptied three times per week. Graffiti will be removed as soon possible - racist and other offensive graffiti will be removed within 24 hours.

Toilets and Pavilions

Toilets are only open when staff are present on site for security reasons. The cleanliness of toilets will be checked daily and they will be cleaned as necessary. Toilets in pavilions on sports grounds and playing fields are available for use by the hirers only. Pavilions will be checked prior to use and will be cleaned as necessary. Where it is indicated that public toilets are available outside parks etc., these will have different opening hours to those of the site, and the cleaning arrangements will differ.

Playground Inspections

Play areas are checked each day when they are opened - a visual inspection of equipment will be carried out and any hazardous items will be removed. If any unsafe equipment is found it will be made safe pending repairs. All play equipment will be inspected on a monthly basis.

Grounds Maintenance

General grass areas will be kept cut to between 25mm and 50mm during the summer and between 50mm and 100mm during the winter. Football pitches and general sports areas will be kept between 25mm and 50mm all year round. Shrub areas will be kept weed free and pruned to health and safety requirements and within good horticultural practice. For further details of the maintenance of other types of features please contact the Green Space Service.

Byelaws

The London Borough of Waltham Forest has comprehensive General Byelaws and Byelaws for the Regulation of Dogs in Parks and Open Spaces. Copies of these are available from the Green Space Service, or from the Council's website.

Out Of Hours Emergencies

For Out of Hours Emergencies, please contact Emergency Response by calling 020 8496 3000.

Contact Us

If you have any queries on these Service Standards, please contact the Green Space Service. You can also email us at wfdirect@walthamforest.gov.uk