



Hampstead Heath Consultative Committee

Date: MONDAY, 6 JULY 2020
Time: 5.30 pm
Venue: VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)

Members: Anne Fairweather (Chair)
Karina Dostalova (Deputy Chairman)
Ray Booth (Barnet Mencap)
Nick Bradfield (Dartmouth Park Conservation Area Advisory Committee)
John Etheridge (South End Green Association)
Mathew Frith (London Wildlife Trust)
Cindy Galvin (Heath Hands)
Colin Gregory (Hampstead Garden Suburb Residents' Association)
Michael Hammerson (Highgate Society)
Dr Gaye Henson (Marylebone Birdwatching Society)
Sharlene McGee (Leonard Cheshire Disability)
Helen Payne (Friends of Kenwood)
Thomas Radice (Heath and Hampstead Society)
Harunur Rashid (Black and Minority Ethnic Communities representative)
Susan Rose (Highgate Conservation Area Advisory Committee)
Steve Ripley (Ramblers' Association)
Ellin Stein (Mansfield Conservation Area Advisory Committee & Neighbourhood Association Committee)
Richard Sumray (London Council for Recreation and Sport)
Simon Taylor (Hampstead Rugby Club)
David Walton (Representative of Clubs using facilities on the Heath)
John Weston (Hampstead Conservation Area Advisory Committee)
Simon Williams (Vale of Health Society)

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Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the below link
<https://youtu.be/ZGJmVJ796x8>

John Barradell
Town Clerk and Chief Executive

AGENDA

Public Agenda

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**
3. **MINUTES**
To agree the public minutes and summary of the meeting held on 18 May 2020
For Decision
(Pages 1 - 6)
4. **HAMPSTEAD HEATH, HIGHGATE WOOD AND QUEEN'S PARK COMMITTEE MINUTES**
To receive the draft public minutes of the Hampstead Heath, Highgate Wood and Queen's Park Committee meeting held on 3 June 2020.
For Information
(Pages 7 - 14)
5. **CYCLICAL WORKS PROGRAMME BID 2021/22**
Report of the City Surveyor.
For Discussion
(Pages 15 - 28)
6. **SUPERINTENDENT'S UPDATE**
Report of the Superintendent of Hampstead Heath.
For Discussion
(Pages 29 - 90)
7. **HAMPSTEAD HEATH SWIMMING COVID-19 TEMPORARY ARRANGEMENTS**
Report of the Director of Open Spaces.
For Information
(Pages 91 - 126)
8. **QUESTIONS**
9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
10. **DATE OF NEXT MEETING**
The date of the next meeting is 19 October 2020.

HAMPSTEAD HEATH CONSULTATIVE COMMITTEE **Monday, 18 May 2020**

Minutes of the meeting of the Hampstead Heath Consultative Committee held at
Virtual Public Meeting. The meeting can be viewed at:
<https://youtu.be/nzHB7NiKvRM> on Monday, 18 May 2020 at 5.30 pm

Present

Members:

Karina Dostalova (Chairman)
Anne Fairweather (Deputy Chair)
Nick Bradfield (Dartmouth Park Conservation Area Advisory Committee)
Cindy Galvin (Heath Hands)
Colin Gregory (Hampstead Garden Suburb Residents' Association)
Michael Hammerson (Highgate Society)
Dr Gaye Henson (Marylebone Birdwatching Society)
Helen Payne (Friends of Kenwood)
Thomas Radice (Heath and Hampstead Society)
Susan Rose (Highgate Conservation Area Advisory Committee)
Ellin Stein (Mansfield Conservation Area Advisory Committee & Neighbourhood Association Committee)
Richard Sumray (London Council for Recreation and Sport)
David Walton (Representative of Clubs using facilities on the Heath)
Simon Williams (Vale of Health Society)

Officers:

Colin Buttery	- Director of Open Spaces
Bob Warnock	- Superintendent of Hampstead Heath
Declan Gallagher	- Operational Services Manager
Richard Gentry	- Constabulary and Queen's Park Manager
Jonathan Meares	- Highgate Wood, Conservation & Trees Manager
Paul Maskell	- Leisure and Events Manager
Kate Radusin	- PA to Superintendent of Hampstead Heath
Yvette Hughes	- Business Manager, Open Spaces Department
Sanjay Odedra	- Head of Media, Town Clerk's Department
Leanne Murphy	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Simon Taylor, Harunur Rashid, Sharleen McGee, John Etheridge, Mathew Frith, Ray Booth, Steve Ripley and John Weston.

2. DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA

There were none.

3. MINUTES

The public minutes of the meeting held on 9 March 2020 were approved as a correct record subject to the addition of a Member missing from the apologies.

Matters Arising

With regards to the minutes of the last Hampstead Heath, Highgate Wood & Queen's Park Committee (HHHWQPC) meeting which were circulated to Members, a Member (Heath and Hampstead Society) voiced disappointment that the recommendation of the Hampstead Heath Consultative Committee (HHCC) for Option 2 in the Swimming Review proposals was not taken forward by Members of the HHHWQPC who ultimately approved Option 3. The Member felt that HHHWQPC was duty bound to follow HHCC views. The Chairman advised that the HHHWQPC always considered all views expressed by the HHCC with great importance but that the City Solicitor confirmed that HHHWQPC was not duty bound to follow their advice. The HHHWQPC remains the decision-making Committee and did not take the decision lightly taking into account all views expressed by HHCC Members, the Swimming Associations and the written views received from the general public throughout the significant consultation taken.

A Member (Friends of Kenwood) shared her disappointment that the HHHWQPC did not listen to the HHCC's recommendation concerning Option 2 and noted that this also happened in the use of animals in the circus decision.

A Member (London Council for Recreation and Sport) stated that whilst he did not agree with the decision, HHHWQPC was the decision-maker and the decision was legitimate. The Member felt clarity should be given to the role of Consultative Committee. The Chairman confirmed she was happy that the decision was valid following detailed analysis of all views. Officers agreed to provide Members with clarity on the overall decision-making process of all Committees.

4. COVID-19 UPDATE

The Committee received a verbal update from the Superintendent relating to issues and matters concerning the Covid-19 pandemic. The following comments were made:

- The Superintendent noted that following the Prime Minister's announcement on Sunday 10 May 2020, there were a number of updates to make to the information pack. The safety, health and wellbeing of Staff and the public was of significant importance. It was acknowledged how important the Heath remained to the physical and mental health of those who use it.
- Two car parks have been opened (Jack Straw and Lido) and negotiations were ongoing to open the East Heath Car park, which is currently being utilised for NHS parking.
- With regards to staff, the emergency roster continues to be reviewed to protect staff.
- The Team are in the process of rolling out changes including new signage and where people are permitted to cycle. The new style dog

bins are also being introduced. Messaging advising the public to take waste home has received a good response and will continue.

- Members were advised that the Cafés have opened offering a takeaway service only which had received a mixed response. Officers continue to liaise with tenants and how the City Corporation can support them.
- The Constabulary have continued to engage with people not adhering to social distancing regulations. An ongoing matter has been dealing with use of the Heath as a public sex environment and the Constabulary continue to work with the MET, LGBT+ stakeholders and the local community to address this.
- High winds on 10 May 2020 caused a number of trees to be lost, including a copper beech at the Vale of Health. The trees/ branches have been made safe and will remain where they have naturally fallen.
- Contractors have today begun their second OPM spray of trees. Contractors will resume works to the public toilets and repairs to the paths and fences on 25 May 2020.
- With regards to events, an application has been received from the Affordable Art Fair (AAF) around moving the planned five-day event from May to 18-22 November 2020. The Leisure and Events Manager remains in talks with the organisers of the Night of 10k PB event which has been postponed to 5 June 2021.
- The Chairman thanked Officers for their hard work managing the extra unprecedented workload due to the Covid-19 pandemic.
- A Member (Highgate Conservation Area Advisory Committee) was concerned that people following the advice to take waste home were abandoning their rubbish (including dog waste and used nappies) on the route home which was particularly affecting residents living on the Heath fringe and surrounding lanes. The Member felt that there needed to be liaison with Camden Council to address this health issue. The Superintendent confirmed Officers were working with the London Boroughs of Camden and Barnet to deal with littering hot spots. It was noted that there would also be liaison with local businesses selling takeaways concerning their packaging.
- In response to a comment regarding ice cream vendors, the Superintendent confirmed that unlicensed traders were being reported to the relevant Local Authority.
- A Member (London Council for Recreation and Sport) was concerned that path edges were being eroded by increased footfall and visitors walking on the path edges to socially distance from each other. This issue was compounded by the dry weather. The Superintendent advised

that compaction and erosion was covered under the AWP and would continue to be addressed.

- Members agreed that more prominent signage was needed concerning cycling at all entrance points. The Superintendent confirmed this would happen and Lifeguards had been redeployed to increase patrols to engage with cyclists.
- A Member (London Council for Recreation and Sport) was concerned by the large groups visiting the Heath but ignoring social distancing protocol. Members were advised this was the biggest challenge of lockdown and that staff were trying to engage with large groups and had encountered some verbal assault by a small handful of people.
- In response to a query regarding the closure of Kenwood House, a Member (Friends of Kenwood) stated that 86% of all English Heritage staff nationally were currently furloughed and creating a huge resource stretch. There were also issues managing members of the public at the beginning of the lockdown. An update on Kenwood House is due to be issued on its website on Wednesday.
- A Member (Highgate Society) enquired if, like Highgate Wood, the Heath woods was experiencing erosion/compaction from people avoiding main pathways and instead using the wooded areas in an attempt to avoid other people. Officers confirmed this issue was not as prominent at the Heath.

5. SWIMMING UPDATE

The Committee received a verbal update from the Superintendent providing Members with an update on the swimming facilities. The following comments were made:

- The Superintendent advised that an update on the Swimming Review had been prepared as part of the information pack. Following the Government's update on 10 May, a further update and draft Covid-19 recovery proposals for the Swimming Facilities had been prepared and shared with Members. Members views were sought regarding the draft proposals developed to manage the four swimming facilities.
- It was noted that the Mixed Pond would be the most difficult facility to introduce social distancing measures to due to the layout.
- The Chairman noted an email received from the Swimming Association Chairs had been circulated to Members in advance of the meeting and reiterated that the City Corporation's priority was its duty of care to Staff and the public.
- A Member (London Council for Recreation and Sport) highlighted that technology was a major criticism of the Swimming Review and felt that the lockdown had provided more time to invest in the necessary

infrastructure at the swimming facilities. The Member requested a timescale of what changes were coming and when. The Superintendent stated that there were short and long-term plans in development. In the short-term, an existing platform would be used for online booking and payments and in the long-term an app would be introduced which would link integrated wrist bands and lockers. It was noted that it was currently difficult to trial and test the new technology as site meetings with providers were not currently possible, but that progress was being made.

- In response to an observation from a Member (Representative of Clubs using facilities on the Heath) concerning Lifeguards completing an open water qualification, the Superintendent advised that this was required as per the Health and Safety Executive's advice. Face-to-face assessments were not currently possible, but training was still ongoing.
- A Member (Representative of Clubs using facilities on the Heath) questioned why the swimming facilities were being treated differently to each other and felt that there should be equity across all of the facilities, e.g. one-hour swimming sessions. The Superintendent advised that discussions were ongoing with the Swimming Associations and it was clear that there was no one size fits all across the four facilities. A similar framework would be developed but different requirements for each would need to be addressed for each facility.
- With regards queries regarding sunbathing at the Lido, Members were advised that this was fine, but this would make up part of a swimmer's allocated swim ticket slot.
- The Chairman concluded that there was still lots to do, and this would take place in a phased approach.

6. QUESTIONS

There were none.

7. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

The Chairman advised Members that her three-year term had come to an end and this was her last HHCC meeting as Chairman. She explained that due to the current pandemic restrictions, April Court had been unable to go ahead to reconstitute its Committees for the year. As such, there would be no 2020 elections for the Chairman, Deputy Chairman and Sub Committees and the current Deputy Chair would become Acting Chair until the elections could take place. The Chairman thanked Members for their support during her tenure which had been a pleasure. Members thanked the Chairman for her great support and leadership over the last three years. The Chairman's dedication and efforts to promote sports across the Open Spaces was noted and appreciated by Members.

8. DATE OF NEXT MEETING

The date of the next meeting on 6 July 2020 was noted.

The meeting ended at 6.51 pm

Chairman

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HAMPSTEAD HEATH, HIGHGATE WOOD AND QUEEN'S PARK COMMITTEE **Wednesday, 3 June 2020**

Minutes of the meeting of the Hampstead Heath, Highgate Wood and Queen's Park Committee held at Virtual meeting on Wednesday, 3 June 2020 at 4.00 pm

Present

Members:

Anne Fairweather (Chair)
Karina Dostalova (Deputy Chairman)
Deputy David Bradshaw
Alderman Prem Goyal
Michael Hudson
Alderman Gregory Jones QC
Wendy Mead
Deputy John Tomlinson
William Upton QC
John Beyer (Heath & Hampstead Society)
Councillor Richard Cornelius (London Borough of Barnet)
Oliver Sells QC (Ex-Officio Member)

Officers:

Colin Buttery	-	Director of Open Spaces
Bob Warnock	-	Superintendent of Hampstead Heath
Katherine Radusin	-	PA to Superintendent of Hampstead Heath
Richard Gentry	-	Constabulary and Queen's Park Manager
Jonathan Meares	-	Highgate Wood, Conservation & Trees Manager
Declan Gallagher	-	Operational Services Manager
Yvette Hughes	-	Business Manager Hampstead Heath
Paul Maskell	-	Leisure and Events Manager
Kristina Drake	-	Media Team, Town Clerk's Department
Leanne Murphy	-	Town Clerk's Department

1. APOLOGIES

Apologies were received from Graeme Joshi-Smith and Ruby Sayed.

2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THIS AGENDA

There were none.

3. MINUTES

RESOLVED, that the public minutes of the meeting held on 11 March 2020 were approved as a correct record.

The Chairman advised Members that her three-year term as Chairman had come to an end. Members were advised that due to the current pandemic restrictions, April Court had been unable to go ahead to reconstitute its

Committees for the year and there would be no 2020 elections for the Chairman. Subsequently, the current Deputy Chair would become Acting Chair until the elections could take place. The Chairman thanked Members and Officers for their support during her tenure which had been humbling. Members and Officers thanked the Chairman for her great support and leadership over the years.

The new Acting Chair thanked the outgoing Chairman and noted that she was keen for the elections to go ahead as soon as possible.

4. **VOTE OF THANKS FOR THE OUTGOING CHAIRMAN**

Alderman Jones paid tribute to Karina Dostalova, the past Chairman.

RESOLVED UNANIMOUSLY:

THAT Members of the Hampstead Heath, Highgate Wood and Queen's Park Committee wish to place on record their sincere appreciation to

KARINA DOSTALOVA

For her outstanding service during the last three years as Chairman of this Committee.

DURING her tenure as Chairman, Karina has dealt with often contentious issues with tact, diplomacy and an unwavering dedication ensuring that Hampstead Heath, Highgate Wood and Queen's Park have remained among the front rank of London's public open spaces.

ISSUES that Karina turned her attention to include legislation, namely the promotion of a City of London Corporation (Open Spaces) Bill in Parliament, and of course the ever present need to be vigilant to ensure planning applications on the fringes of Hampstead Heath, Highgate Wood and Queen's Park do not have any adverse impact on the public enjoyment of those open spaces.

PUBLIC open spaces that are so intrinsically important to the communities who rely on them for sport, leisure and relaxation can often provoke strong feelings, and it is the measure of a Chairman that on those occasions when feelings run high that the issue is resolved through measured consideration and appropriate compromise. With that in mind, the Committee wishes to place on record its particular thanks for the way in which Karina handled the development of the Heath Vision and the Hampstead Heath Management Strategy 2018-2028 providing the overarching framework for the Heath for the next ten years. Karina also supported the development of a High-Level Asset Management Plan which has informed the development of capital projects to improve public toilets, swimming facilities and visitor access.

ACCESS to leisure and sports, in support of mental and physical health and wellbeing, have been issues that Karina has championed and she has always encouraged and supported the Sports Clubs using the Open Spaces. Indeed, Karina was instrumental in the success of the 2020 London Sports Awards

being hosted by the City of London Corporation for the first time and demonstrated her support for cross country running at the Night of 10,000m Personal Bests.

KARINA has championed Queen's Park throughout her tenure and during this time was able to reopen the Children's Farm after being refurbished by staff from across the Division. Along with the arrival of sheep at Queen's Park, Karina has also seen Shire Horses on the Heath to help restore grassland following the Cross-Country Championships. In addition to a much-acclaimed appearance on Radio 4's Farming Today, this heralded the return of sheep grazing to the Heath during the summer of 2019. Continuing the animal theme, she has also supported the Zoo Development Plan including the restocking of the deer enclosure and the introduction of wallabies to the donkey enclosure.

KARINA led a series of celebrations to mark the City Corporation's 30-year custodianship of Hampstead Heath. This included a visit by the Court of Common Council, hosting a dinner at the Old Bailey and a joint walk with Members of the Heath Consultative and Management Committees, which culminated in a ceremonial tree planting at the Model Boating Pond.

IN closing her tenure, Karina led the Hampstead Heath Swimming Review to secure the long-term sustainability of the swimming facilities. The outcomes from the Review will ensure that the Heath's Swimming Ponds and Lido remain safe, well managed facilities whilst recognising the health and wellbeing benefits of these treasured facilities.

THROUGHOUT her term of office, Karina has managed the Committee's deliberations with a fair and firm hand to ensure that the Committee executed its duties in a competent manner. In taking leave of their Chairman, Members wish to highlight the robust state of health that the Hampstead Heath, Highgate Wood and Queen's Park are in, which is due in no small part to the work Karina has undertaken as Chairman.

FINALLY, in congratulating their former Chairman upon a most successful term of office, her colleagues on the Committee wish to convey their thanks for her extremely dedicated service to the Hampstead Heath, Highgate Wood and Queen's Park during her tenure. It is hoped with continued good health and happiness she can continue to serve the City Corporation for many years to come.

5. **COVID-19 UPDATE**

The Committee received a verbal update from the Superintendent relating to issues and matters concerning the Covid-19 pandemic. The following comments were made:

- The Superintendent gave thanks the now Deputy Chairman on behalf of the Team for her support during her chairmanship.
- The Superintendent thanked all staff for their ongoing hard work throughout the lockdown to keep Hampstead Heath, Highgate Wood and

Queen's Park open to the public as these open spaces were playing a significant role during the lockdown and contributing to the physical and mental health of all that used them. It was noted that local communities were using the open spaces at the beginning of the lockdown, which had meant that communicating changes, such as the need to take rubbish home, had been more successful. However, since the lockdown rules were relaxed on 13 May 2020, more people were traveling longer distances to visit the Heath. This increase in visitors has resulted in a significant increase in the amount of litter left on the open spaces, and an increase in anti-social behaviour.

- Regarding communications, social media remained a quick and proactive way of engaging with the public and receiving information about incidents on the ground.
- All of the Heath's car parks were open to the public, and discussions continue with the NHS for a phased withdrawal from the Lower Fairground site.
- Due to an increase in litter, 600 litre capacity Euro bins have been placed around the Heath at strategic locations. The bins have a combined capacity of 18,000 litres. The dog waste bins are being emptied on a daily basis, as opposed to twice weekly during normal usage. Messaging has continued to call on the public to take their rubbish home.
- A Member highlighted that litter was a huge issue across all of the City Corporation's Open Spaces with lots of people being at home/not at school/the desire to go out/alcohol/etc creating a "perfect storm". Staff on the ground were commended for all of their efforts; however, the Member did not feel that staff should be responsible for clearing up the huge quantities of rubbish left every day which was a big commitment and suggested removing bins completely.
- The Member felt the public needed to be educated that the City Corporation would not provide an endless capacity for them to make more demands on staff and encouraged the start of a new process. Members were reminded that bins were removed at the beginning of lockdown and had not be re-instated in all areas. The Superintendent advised that a report was in development providing five potential options (including the suggested no bins) concerning the City Corporation's strategy on waste for Hampstead Heath. The Member mentioned that this was a severe health and safety issue and that a no bins strategy had been introduced elsewhere.
- The Chair stated that waste and litter were not new issues and would likely get worse in August as it would be busier from people not going on holiday.

- A Member thanked staff on behalf of the Heath & Hampstead Society and saw the current restrictions as a good opportunity to revisit the litter/waste strategy as changes were already being implemented.
- A Member noted the early pressure to close all open spaces at the beginning of the lockdown and congratulated staff on keeping them open with skeleton staff in place. The Member queried if there were enough staff in place and was advised that there had been significant reliance on staff members close to sites. The workforce was gradually being brought back except those shielding and were operating as two separate teams to allow for minimal contact.
- In response to a query concerning the opening of all car parks encouraging more people, Officers confirmed that there had not been a dramatic change in numbers and it was considered beneficial as it reduced congestion and double parking in surrounding streets, and was an important income stream.
- The Superintendent stated that cycling was an ongoing challenge and was impacting on ecology of the Heath, especially at Sandy Heath and the Heath Extension. New 'no cycling' signage was installed, and Staff, including the redeployed Lifeguards, have undertaken increased patrols in the worst affected areas to engage with cyclists.
- Members were advised that the Cafés had opened offering a takeaway service which had received a mixed response.
- The tennis courts, athletics track, and bowls and croquet green were available for use. Bookings are being managed via online platforms.
- The Constabulary have continued to engage with people not adhering to the social distancing regulations. Members were advised that yesterday (2 June 2020) at 4.30pm, a large group of approximately 200 youths gathered at Parliament Hill and clashed with the Police, who were already on site dealing with robberies in the local area. The gathering required Police Officers from across the neighbouring Boroughs to attend and assist in dispersing the gathering. A number of fights broke out and were dealt with by Officers. Six arrests were made, and a section 35 Dispersal Order was put in place until the following afternoon.
- Members commended the great response from the Constabulary and support from other areas but were concerned that similar incidents would occur across the Corporation's Open Spaces. A Member queried if a complete ban on alcohol was possible and Officers confirmed this was particularly difficult to enforce in open areas. It was acknowledged that most alcohol consumption by the public was moderate and was generally part of picnics.
- The Superintendent noted that contractors had completed a second spray for OPM today. To date 60 nests had been identified at Highgate

Wood, one in Queen's Park and numbers were not yet confirmed at Hampstead Heath but were likely to be high. It was feared that the high winds and rain may have affected the effectiveness of the spraying.

- Following a question about the spread of giant Asian hornets, Officers confirmed that these were not yet present in the UK.
- The Chair reminded Members that a Countryfile episode featuring the Heath would air on Sunday 7 June.

6. **SWIMMING FACILITIES UPDATE**

The Committee considered a report of the Director of Open Spaces concerning the Hampstead Heath Swimming Covid-19 temporary arrangements and the following comments were made:

- The Chair acknowledged that the report was late but reminded Members that the Team was extremely busy and working with the Swimming Associations to progress on these complex issues.
- The Superintendent confirmed that conversations with the Swimming Associations had been helpful and the next step was to engage with swimmers. Officers also continue to work in collaboration with other swimming facilities in London.
- A key challenge remaining for the facilities was what system to implement to monitor the number of swimmers.
- The Superintendent stated that there were short and long-term plans in development. In the short-term, a new platform would be used for online booking and payments and in the long-term an app would be introduced which would be integrated with wrist bands. It was noted that it was currently difficult to trial and test the new technology as site meetings with providers were not currently possible, but that progress was being made and the Team were working with the Director of IT to progress these matters.
- The Director of Open Spaces confirmed there had been Gold and Silver Group engagement concerning the swimming facilities and advice had been received from the Director of Public Health concerning Government guidance. Leisure centres were expected to be permitted to open under step 3 and guidance was expected to be announced for step 3 on 4 July. It was noted that this announcement would begin the next steps, but opening facilities would be a phased process once Officers had agreed upon a safe operational model for staff and the public which would need to be tested first.
- The Chair stated that whilst this was a challenging process with numerous factors to overcome, the first steps had begun, and Lifeguards were in place and staff training and qualifications up to date.

- A Member noted that paragraphs 41-43 concerning finance suggested the costs would be met from the Heath's Local Risk Budget and highlighted the resolution from the Establishment Committee emphasising their "support for any Open Spaces Department bid that goes to RASC that requests funds related specifically to improvements for health and safety at the Bathing Ponds". The Member felt that the recommendations should be changed to allow for requests for additional money from elsewhere as these were safety issues and the local budget was already significantly constrained.
- Members agreed that a fourth recommendation be added giving delegated authority to the Chair and Deputy Chairman to progress matters in light of the ever-changing regulations caused by the Covid-19 pandemic.

RESOLVED – That Members:-

- agree the temporary arrangements relating to online booking and session swimming as set out in paragraphs 13-17;
- agree the temporary arrangements around introducing additional control measures as set out in paragraphs 18-21;
- agree the temporary arrangements around charges and concessions as set out in paragraphs 22-28;
- agree that the Town Clerk in consultation Chair and Deputy Chairman be given delegated authority to make decisions to ensure the swimming facilities are able to open, in light of the developing public health pandemic.

7. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

The Chair noted the HHCC minutes from their virtual meeting on 18 May 2020 and the request for a legal note from the City Solicitor on the relationship between the Hampstead Heath Consultative Committee and the Hampstead Heath Management Committee and the provisions within the 1989 Order. This was requested as HHCC Members were disappointed that the Grand Committee did not support their recommendations during the swimming review decision in March. The Town Clerk agreed to follow up on this request.

8. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

9. EXCLUSION OF THE PUBLIC

RESOLVED, that under Section 100A(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

10. **NON-PUBLIC MINUTES**

RESOLVED, that the non-public minutes of the meeting held on 11 March 2020 were approved as a correct record.

11. **REPORT OF ACTION TAKEN**

The Committee received a report of the Town Clerk summarising the public action taken outside of Committee meetings under Standing Order 41.

12. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There was one question.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was one item.

The meeting ended at 5.24 pm

Chairman

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Committee(s):	Date(s):
Hampstead Heath Consultative Committee	6 July 2020
Highgate Wood Consultative Group (via email)	6 July 2020
Queen's Park Consultative Group (via email)	6 July 2020
Subject: Cyclical Works Programme Bid 2021/22	Public
Report of: The City Surveyor CS:	For Discussion
Report Author: Alison Bunn – Head of Facilities Management	
<p style="text-align: center;">Summary</p> <p>This report sets out a provisional list of cyclical projects being considered for the Hampstead Heath, Highgate Wood and Queen's Park Division in 2021/22 under the umbrella of the "Cyclical Works Programme" (CWP).</p> <p>These proposed works are required to help maintain the operational properties across the Division to a fair to good standard as outlined in the Corporate Asset Management Strategy. The bid list has been compiled from information contained within the Forward Maintenance Plans which are reviewed and updated annually for each property.</p> <p>The bid list has been split into two areas; the Actual List (above the red line) that includes the highest priority projects and a reserve list (below the red line) which includes those projects that should ideally be undertaken but due to limited budgets does not form part of the actual bid list.</p> <p>The draft Actual Cyclical Project List for 2021/22 totals approximately £276,800 and we are seeking Members views on whether the projects in the Actual List and Reserve List reflect the service requirements of the Division.</p> <p>Recommendation</p> <ul style="list-style-type: none"> • Members of the Hampstead Heath Consultative Committee, the Highgate Wood Consultative Group and the Queen's Park Consultative Group note the report and provide feedback on the provisional list of cyclical projects being considered for the Hampstead Heath, Highgate Wood and Queen's Park Division in 2021/22. • The views of the Hampstead Heath Consultative Committee, the Highgate Wood Consultative Group and the Queen's Park Consultative Group be conveyed to the Hampstead Heath, Highgate Wood & Queen's Park Committee. 	

Main Report

Background

1. The CWP has an annual value of approximately £12m which consists of the Additional Works Programme, Barbican and Guildhall School Capital Cap and additional funding to combat the backlog of cyclical maintenance.
2. The overall level of funding available has remained consistent over the last few years however, each year this has been less than required in the Forward Maintenance Plans.
3. The combined funding for Hampstead Heath, Highgate Wood and Queen's Park over the past three years has been as follows:

Year	Funding
15/16	£1.26 million
16/17	£1.4 million
17/18	£1 million
18/19	£1.1 million
19/20	£1 million
20/21	£664,200

Current Position

4. The Actual List and Reserve List are attached to this report as appendices 1 & 2. Members views are sought in relation to the proposed projects detailed within the 2021/22 programme.
5. A map showing the geographical locations of the proposed projects on the Actual and Reserve Lists is attached at appendix 3.
6. The 2021/22 list has been split into two elements:
 - The Actual List which includes projects that are classed as essential and have been prioritised accordingly.
 - The Reserve List which includes projects that should also be undertaken to help keep the property in a "fair to good" condition, but have less immediate reputational, financial and/or operational impact and risk to operations. Due to budgetary constraints these projects are not likely to be funded in 2021/22 unless savings can be found and thus will be deferred into the next year of cyclical maintenance and therefore creating a backlog of essential but unfunded maintenance.

7. Essential Projects, to be considered for inclusion within the bid list, are ranked in order of priority according to the following criteria and scoring mechanism.
 - Health, Safety & Security (weighting 5)
 - Asset Performance (weighting 5)
 - COL Reputational (weighting 4)
 - Maintaining Income Stream (weighting 4)
 - Client Feedback (weighting 2)
8. The Reserve List is prioritised and therefore if savings have been achieved the CWP Peer Review Panel will assess the projects in order to determine which projects will be taken forward.
9. It should be noted that the provisional list for 2021/22 is subject to a final review prior to presentation to the Corporate Asset Sub-Committee in September 2020 and consideration and approval of the final list by the Resource Allocation Sub-Committee in January 2021.
10. The CWP covers all operational property and due to the prioritisation mechanism for each project the amount of funding for each location will vary year on year. The amount of funding available for the overall CWP has not diminished just projects for other locations have scored higher than the projects for Hampstead Heath, Highgate Wood and Queens Park for this year.

2019/20 Project Delivery

11. Details of the project delivery for previous years project are listed below:
 - Mechanical refurbishment to the changing rooms on the Heath Extension including new water main, controls, water heaters, boilers, showers and pipework - £249,000
 - Tennis Court Refurbishment at Queens Park and Parliament Hill - £120,000
 - Path resurfacing
 - Byelaw Board maintenance
 - Athletics Track Pavilion window replacement
 - Parliament Hill Fields Lido decorations
 - Fire Alarm replacements
 - Drainage and paving repairs

Key Projects for 2021/22

12. The following projects are of note:
 - Space Heating Replacement at the Athletics Track Pavilion Complex - £70,200
 - Fire Alarm Replacement at the Lido Information Centre - £36,100
 - Paddling Pool Painting - £40,000
 - Sewage Pumps and Control gear Replacement at the Mixed Bathing Pond - £25,000

Corporate & Strategic Implications

13. The CWP links to the City Surveyor's Business Plan:

Strategic asset management: We will develop asset management strategies that align Corporate Property Strategy, Investment Property Strategy and risks. We will ensure that we unlock the potential of our property assets in a way that supports the efficient delivery of the Corporate Plan and Service Departments' objectives.

Property assets and facilities management: We will ensure buildings are fit for purpose, sustainable, safe and secure, providing access for all, meeting service needs and community expectations and delivering value for money through enhancing our efficiencies; this includes asset management plans, facilities management including hard (planned and reactive maintenance) and soft services (cleaning, security, etc), cyclical projects and minor improvements and delivery of major capital projects for refurbishments and new builds.

Implications

14. As indicated above, these provisional schedules are based on a preliminary review of the Forward Maintenance Plans and are subject to further evaluation in terms of value and with regard to overall Corporate priorities, including availability of resources, sound asset management and accommodation provisions/arrangements. It will be appreciated that the indicative sums are significant and no commitment to their funding can be implied or guaranteed at this stage.

Conclusion

15. The attached provisional list of work for 2021/22 allows the on-going cyclical repairs and maintenance of the City's Operational estate across the Division.
16. The Members views and support for the draft Actual and Reserve Lists are being sought.

Appendices

- Appendix 1 – Actual List of Cyclical Works Programme 2021/22 Projects
- Appendix 2 – Reserve List of Cyclical Works Programme 2021/22 Projects
- Appendix 3 – Map highlighting the spread of projects for the Programme

Alison Bunn

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Appendix 1 - CWP 21/22 - Actual List

Location	Project Title	Cost
436 A-D Archway Road	FIRE ALARM REPLACEMENT	2,500
Athletics' Track Pavilion Complex	CABLE RATIONALISATION	3,500
Equipment Store, Highgate Wood	INSTALLATION OF NEW MANSAFE SYSTEM TO ROOF	5,000
Equipment Store, Highgate Wood	PHOTOVOLTAIC CELLS CONDITION SURVEY	3,500
Hampstead Heath	KENWOOD GENERAL SURVEY	6,000
Highgate Wood	HIGHGATE WOOD & QUEENS PARK FABRIC FMP CONDITION SURVEY	10,000
Lido Buildings Complex	ROLLER SHUTTER REPLACEMENT (8 No.)	15,500
Lido Buildings Complex	SHOWERS/TOILETS REFURB (POOL SIDE FEMALE)	7,000
Lido Buildings Complex	SHOWERS/TOILETS REFURB (POOL SIDE MALE)	7,000
Lido Buildings Complex	PA SYSTEM REPLACEMENT	7,000
Lido Buildings Complex	CABLE RATIONALISATION	3,500
Mixed Bathing Pond Complex	SEWAGE PUMPS/CONTROL GEAR REPLACEMENT	25,000
Mixed Bathing Pond Complex	FENCING REPLACEMENT	20,000
Parliament Hill Fields	RUNNING TRACK COLUMNS RELAMP	15,000
Parliament Hill Fields	SPACE HEATING REPLACEMENT ATHLETICS TRACK PAVILION COMPLEX	70,200
Parliament Hill Fields	FIRE ALARM REPLACEMENT LIDO INFORMATION CENTRE	36,100
Traditional Playground Building	PADDLING POOL PAINT	40,000

£276,800

Appendix 2 - CWP 21/22 - Reserve List

Location	Project Title	Cost
1 & 2 Golders Hill Houses	BRICKWORK REPOINTING	3,500
1 Coronation Cottage	ROOF REPLACEMENT	14,500
1 Coronation Cottage	EXTERNAL DECORATIONS	4,000
1 Hornbeam Cottage	RAINWATER GOODS REPLACEMENT	3,000
1 Hornbeam Cottage	EXTERNAL DECORATIONS	7,000
1 Sheppard Cottage	ROOF REPLACEMENT	15,000
1 Sheppard Cottage	BOILER REPLACEMENT	5,000
1 Sheppard Cottage	KITCHEN REFURBISHMENT	7,000
1 Sheppard Cottage	RAINWATER GOODS REPLACEMENT	3,000
1 Sheppard Cottage	TIMBER TREATMENT	3,000
1 Sheppard Cottage	EXTERNAL DECORATIONS	3,000
2 Coronation Cottage	ROOF REPLACEMENT	16,500
2 Coronation Cottage	KITCHEN REFURBISHMENT	15,000
2 Coronation Cottage	EXTERNAL DECORATIONS	4,000
2 Sheppard Cottage	ROOF REPLACEMENT	15,000
2 Sheppard Cottage	EXTERNAL DECORATIONS	3,000
Adventure Playground Building	ROOF SURVEY	2,500
Adventure Playground Building	LIGHTING REPLACEMENT	5,000
Adventure Playground Building	TOILET REFURBISHMENT	25,000
Athletics' Track Pavilion Complex	FENCING DECORATION	10,000
Athletics' Track Pavilion Complex	FIRST AID HUT FLOORING REPLACEMENT	3,000
Athletics' Track Pavilion Complex	CCTV REPLACEMENT	20,000
Athletics' Track Pavilion Complex	FIRST AID HUT EXTERNAL DECORATIONS	3,500
Athletics' Track Pavilion Complex	GARAGE STORE LIGHTING REPLACEMENT	1,500
Athletics' Track Pavilion Complex	EXTERNAL DECORATIONS	7,000
Athletics' Track Pavilion Complex	FIRST AID HUT INTERNAL DECORATIONS	1,500
Athletics' Track Pavilion Complex	GARAGE STORE EXTERNAL DECORATIONS	2,000
Bandstand	FLOORING REPLACEMENT (SURFACE COVERING)	6,000
Bandstand, Queens Park	LANDLORDS LIGHTING & POWER REWIRE	1,500
Bothy Building	RAINWATER GOODS REPLACEMENT	3,000
Bothy Building	STONE COPINGS REPLACEMENT	15,000

Bowling Green Mens Pavilion	PAVING OVERHAUL	3,500
Bushwood Lodge, Bush Road	ROOF INSULATION REPLACEMENT	2,000
Cafeteria	ROLLER SHUTTER OVERHAUL (3 No.)	3,500
Cafeteria & Park Office	TOILET REFURBISHMENT (PARK OFFICE)	3,000
Cafeteria and Public Toilets	FLOORING REPLACEMENT (TOILETS)	7,000
Cafeteria and Public Toilets	WINDOWS REPLACEMENT (TOILETS)	15,000
Constabulary Building	CCTV REPLACEMENT	15,000
Deer Shelters and Huts	EXTERNAL DECORATIONS	2,500
Equipment Store, Highgate Wood	LANDLORDS LIGHTING & POWER REWIRE	1,500
Equipment Store, Highgate Wood	EXTERNAL DECORATIONS	3,500
Football Changing Rooms & RSPB Project Centre "The Hive"	FENCING REPLACEMENT	3,500
General	WATER MAINS & DRAINS REPLACEMENT	15,000
General	VENTILATION AND EXTRACTION SYSTEM REPLACEMENT (LODGES)	3,500
General	PATH RESURFACING	25,000
General	FOOTPATH RESURFACING (HOGGING AGGREGATE)	30,000
General	SCORER'S HUT REFURBISHMENT	10,000
General	SURVEY - GENERAL	7,000
General	FENCING OVERHAUL & DECORATIONS	5,000
General	FENCING REPLACEMENT & DECORATION	7,000
General	CORPORATE IMAGE BOARDS REPLACEMENT & DECORATION	6,000
General	FENCING OVERHAUL & REDECORATIONS	25,000
General	KENWOOD NURSERY - WALL REPAIRS	30,000
General	GATES DECORATION	5,000
General	PATH RESURFACING	25,000
General	FOOTPATH RESURFACING	15,000
General	FENCING OVERHAUL	7,000
General	CORPORATE IMAGE BOARDS DECORATION	3,000
General	SURVEY - DRAINAGE	15,000
General	SIGNS REPLACEMENT	20,000

General Infrastructure	MAIN WATER SUPPLY PIPEWORK REPLACEMENT	20,000
General/Infrastructure	FOOTPATH OVERHAUL	40,000
General/Infrastructure	FENCING OVERHAUL	30,000
General/Infrastructure	LODGE GARDEN PAVING & FENCING OVERHAUL	3,500
Golders Hill Park	WATER MAINS AND DRAINS REPLACEMENT	12,000
Handyman's Workshop and Stores	EXTERNAL DECORATIONS	6,000
Heathfield House Complex	DRAINAGE OVERHAUL	30,000
Heathfield House Complex	RADIATORS REPLACEMENT	15,000
Highgate Ponds	ROOF REPLACEMENT	5,000
Highgate Ponds	DRAINAGE OVERHAUL	50,000
Hill Garden 'The Shelter'	STONE STAIRCASE TO SHELTER OVERHAUL	20,000
Hill Garden 'The Shelter'	WALLS RENDERING & REDECORATION	15,000
Hill Garden 'The Shelter'	INTERNAL DECORATIONS	3,500
Kenwood Yard	LIGHTING REPLACEMENT	6,000
Kenwood Yard	SEWAGE PUMPING STATION REPLACEMENT	25,000
Ladies Bathing Pond Building	EXTERNAL DECORATION (LARCH CLADDING)	15,000
Lido Buildings Complex	DECORATIONS (LIDO)	15,000
Lido Buildings Complex	BOOSTER SET REPLACEMENT (POOLSIDE)	5,000
Lido Buildings Complex	FENCE OVERHAUL (STAINLESS STEEL)	2,000
Lido Buildings Complex	PERIMETER WALL REPOINTING OVERHAUL	7,000
Lido Buildings Complex	LANDLORDS LIGHTING & POWER REWIRE	30,000
Meadow Lodge	RADIATORS REPLACEMENT	3,000
Meadow Lodge	KITCHEN REFURBISHMENT	7,000
Meadow Lodge	LANDLORDS LIGHTING & POWER REWIRE	20,000
Mens Bathing Changing Enclosure	SEWAGE PUMP REPLACEMENT	25,000
Mens Bathing Changing Enclosure	EXTERNAL & INTERNAL DECORATIONS	15,000
Mens Bathing Life Buoys	LIGHTING REPLACEMENT	3,000
Mens Bathing Life Buoys	FLOORING REPLACEMENT	6,000
Mens Bathing Life Buoys	INTERNAL DECORATIONS	3,500
Mens Bathing Lifeguards Hut	ROOF REPLACEMENT	3,000
Mens Bathing Lifeguards Hut	ELECTRIC HEATERS & WATER HEATER REPLACEMENT	1,500

Mens Bathing Lifeguards Hut	EXTERNAL & INTERNAL DECORATIONS	3,500
Mens Bathing Pond Toilets	EXTERNAL DECORATIONS	3,000
Mens Bathing Pond Toilets	INTERNAL DECORATIONS	1,500
Mess Room and Stores	ELECTRIC STORAGE HEATING REPLACEMENT	3,000
Millfield Lane Toilets	FLOORING REPLACEMENT	7,000
Mixed Bathing Pond Complex	EXTERNAL DECORATIONS	8,500
Mixed Bathing Pond Complex	INTERNAL DECORATIONS	1,500
Nursery Cottage	SECURITY ALARM REPLACEMENT	6,000
One O'Clock Club Building	ROOF SURVEY	2,500
One O'Clock Club Building	FENCING REPLACEMENT (PERIMETER)	15,000
One O'Clock Club Building	EMERGENCY LIGHTING REPLACEMENT	5,000
One O'Clock Club Building	LIGHTING REPLACEMENT	5,000
One O'Clock Club Building	WINDOWS & DOORS OVERHAUL	6,000
One O'Clock Club Building	CCTV REPLACEMENT	5,000
One O'Clock Club Building	LANDLORDS LIGHTING & POWER REWIRE	7,000
One O'Clock Club Building	TOILET REFURBISHMENT	25,000
Parliament Hill Fields	HOT WATER BOILER REPLACEMENT SINKS	8,500
Parliament Hill Fields	UNDERGROUND FUEL TANK REPLACEMENT - STAFF YARD COMPLEX	72,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - BRICKWORK OVERHAUL & SURVEY	60,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - ENGINEER TO MONITOR TIMBER STRUCTURES	5,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - FENCING & RAILINGS OVERHAUL	25,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - HEALTH & SAFETY WORKS CONTINGENCY	15,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - PAVING OVERHAUL	25,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - REPOINTING	15,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - SECTION 1 GROUND LEVEL WALKWAY OVERHAUL	30,000

Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - STAIRCASE OVERHAUL	30,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA - STRENGTHENING WORKS	15,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	PERGOLA SURVEY & STORES OVERHAUL	15,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	STORE - DECORATIONS TO BELVEDERE STRUCTURE ENTRANCE LOBBY	5,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	TARMAC PATH TO BELVEDERE AREA SURVEY & OVERHAUL	75,000
Pergola Structure (Belvedere Structure and Store), Hill Garden Area	HILL GARDEN BOUNDARY WALL OVERHAUL	15,000
PH-Bandstand	LANDLORDS LIGHTING & POWER REWIRE	3,000
Public Toilets	WINDOWS REPLACEMENT	40,000
Public Toilets and Store	ROLLER SHUTTERS OVERHAUL (MANUAL)	2,000
Queen`s Park	BANDSTAND - FLOORING REPLACEMENT	6,000
Shelter and Garages	LIGHTING REPLACEMENT	3,000
Shelter and Garages	LANDLORDS LIGHTING & POWER REWIRE	5,000
Shelter and Garages	DECORATIONS	2,500
Staff Yard and Changing Rooms	PUMPING STATION SURFACE WATER & PUMPS REPLACEMENT	15,000
Staff Yard and Changing Rooms	RAINWATER GOODS OVERHAUL (CAST IRON)	15,000
Staff Yard and Changing Rooms	WINDOWS REPLACEMENT (BOTHY-HEATH EXTENSION)	6,000
Staff Yard and Changing Rooms	EXTERNAL DECORATIONS	7,000
Staff Yard and Changing Rooms	INTERNAL DECORATIONS (CHANGING ROOMS)	50,500
Staff Yard and Changing Rooms	INTERNAL DECORATIONS	15,000
Staff Yard Building Complex	LIGHTING & SMALL POWER REPLACEMENT	30,000
Staff Yard Building Complex	CCTV REPLACEMENT	15,000
Staff Yard Building Complex	ROLLER SHUTTERS REPLACEMENT (GARAGE)	15,000
Staff Yard Building Complex	TOILET REFUBISHMENT (STAFF BOTHY & OFFICES)	15,000

Staff Yard Building Complex	INTERNAL DECORATIONS	15,000
Staff Yard Complex	LIGHTING REPLACEMENT (STAFF BOTHY)	20,500
Staff Yard Complex	LIGHTING REPLACEMENT (STAFF OFFICE)	25,000
Staff Yard Complex	LIGHTING REPLACEMENT (WORKSHOP/STORES)	25,000
Staff Yard Complex	WINDOWS REPLACEMENT	30,000
Staff Yard Complex	INTERNAL DECORATIONS (MAIN OFFICE/STORES)	5,000
Tennis Booking Hut and Shelter	INTERNAL DECORATIONS	2,000
Tennis Courts and 3 Shelters	FENCING OVERHAUL & REPLACEMENT (PHASE 2)	15,000
Tennis Shelters (3 No.)	DECORATIONS	2,500
The Lodge	RADIATOR REPLACEMENT	5,000
The Lodge	RAINWATER GOODS OVERHAUL	1,500
The Lodge, Kingswood Avenue	KITCHEN REFURBISHMENT	20,000
The Lodge, Kingswood Avenue	RAINWATER GOODS REPLACEMENT	2,500
The Lodge, Kingswood Avenue	WINDOWS REPLACEMENT	20,000
The Pavilion	EXTERNAL DECORATIONS	5,000
The Pavilion	INTERNAL DECORATIONS (EXCLUDES CAFE)	5,000
The Round House East Heath	EXTERNAL DECORATIONS	2,500
Toilet Block, Incl. Mess Room	SEWAGE PUMP/TANK REPLACEMENT	25,000
Traditional Playground Building	RETAINING WALL OVERHAUL	15,000
Traditional Playground Building	WINDOWS OVERHAUL	6,000
Traditional Playground Building	CCTV REPLACEMENT	5,000
Zoo Shelter and Toilets	FLOORING REPLACEMENT	7,000
Zoo Shelter and Toilets	EXTERNAL DECORATIONS	3,000
Zoo Shelter and Toilets	INTERNAL DECORATIONS	2,000

£2,008,000

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Welcome to Hampstead Heath

**Sandy Heath and
Heath Extension:
No projects
scheduled**

**Golders Hill Park:
No projects
scheduled**

**West Heath:
No projects
Scheduled**

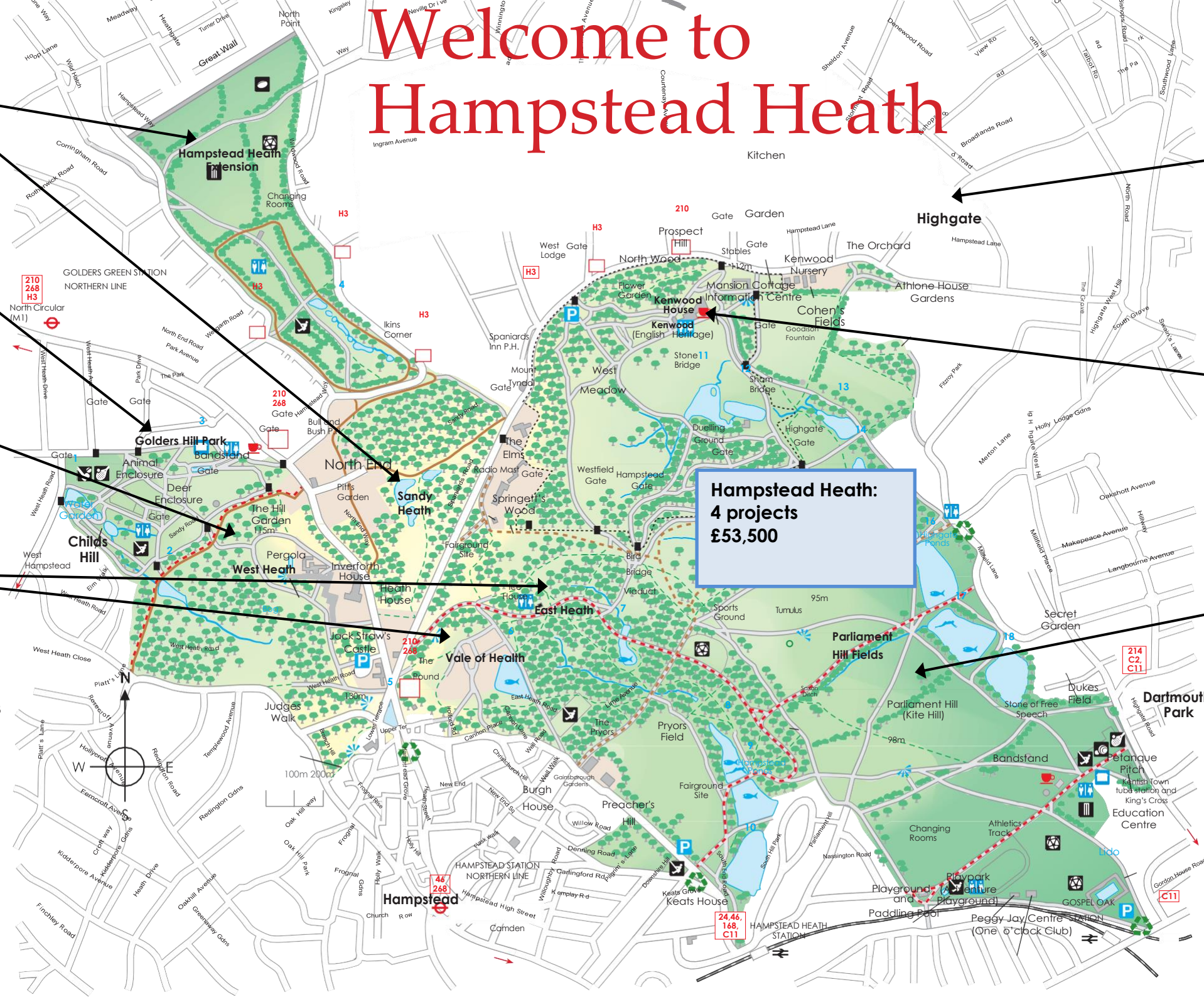
**Vale of Heath and
East Heath:
No projects
scheduled**

**Highgate:
3 projects
£18,500**

**Kenwood:
No projects
scheduled**

**Hampstead Heath:
4 projects
£53,500**

**Parliament Hill Fields:
10 projects
£204,800**



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Green Heritage Site



Committee	Dated:
Hampstead Heath Consultative Committee	06 July 2020
Subject: Superintendent's Update	Public
Report of: Superintendent of Hampstead Heath	For Discussion
Report author: Bob Warnock	

Summary

This report provides an update to Members of the Hampstead Heath Consultative Committee on management and operational activities across the Heath since May 2020.

Recommendations

It is recommended that:

- Members views on the preferred long-term option for waste and recycling are sought.
- Members give feedback on whether the policy position on Cycling, as outlined in paragraph 26 should be reviewed to reflect the urgency represented by Covid-19 in relation to encouraging communities to commute by walking and cycling.

Main Report

Coronavirus Emergency Response and Issues

1. Following the Government announcement on 10 May 2020, the Open Spaces have seen a significant increase in usage as more people are now visiting and staying for longer periods of time. The car parks, tennis courts, athletics track, bowls and croquet have been re-opened, and the cafés are now serving takeaway food. Covid-19 Recovery Plans are being prepared for the other sports and leisure facilities that are currently closed.

Staff

2. On Tuesday 24 March 2020 an Emergency Roster was introduced to co-ordinate our response across the Division and to introduce new lone working and welfare arrangements. The Emergency Roster ensures that we have sufficient staff resource to undertake the Critical and Essential Services we are required to meet our Statutory Obligations to manage the Open Spaces.
3. The workforce has been split into two teams with a mix of early, mid and late shifts operating to provide cover. The majority of staff working on the Open

Spaces are lone working and the Duty Manager and Constabulary are monitoring staff welfare and providing backup in case of emergencies. Meetings with the Managers and Supervisors are being undertaken online using Microsoft Teams.

4. The Constabulary are patrolling in their two specialist vehicles and this is supplemented with Managers in vehicles being equipped with a loudhailers and emergency lights.
5. The challenge across all the Open Spaces is the significant increase in the number of visitors and the public's fatigue with the Covid-19 Regulations, especially during the warmer weather we have experienced significant challenges in relation to large groups gathering, litter, anti-social behaviour, lack of social distancing and cyclists across the wider Heath.

Communications

6. A series of press release have been issued since 24 March setting out the City of London Corporation's response to Covid-19 and urging the public to follow the Governments Guidance around social distancing and travel restrictions.
7. The City Corporation website has been regularly updated with information around facility closures, their subsequent re-opening arrangements and alterations to site closing times as a result of Covid-19.
8. The Director of Open Spaces along with the Chief Executive of the Royal Parks, the Chief Executive of the Lee Valley Regional Park Authority and the Executive Director of the Queen Elizabeth Olympic Park issued a joint letter to Londoners on 3 April. The letter urged the public to follow the Government's Guidance around social distancing to help ensure that the Open Spaces and Parks were able to remain open. A further joint letter was issue on 13 May.
9. The Covid-19 posters at the entrances to all the sites has been regularly refreshed to reflect the Governments Guidance and to improve the clarity of the key messages to visitors. Additional signage has been installed at the smaller entrances on the Heath and at specific areas such as West Heath and Sandy Heath and are targeted to address issues such as cycling and waste.
10. Social Media monitoring remains active seven days a week, with Staff monitoring posts on Twitter and Facebook in order to notify the Duty Managers of issues being highlighted by the public. This allows Staff to target specific problems such as inconsiderate behaviour by visitors and to remind visitors of the Government's Guidance. The social media feeds are also being used to promote messages from the Government and the NHS to help reduce the spread of the virus, as well as to share uplifting images of the sites for those who cannot currently visit.
11. Communication representatives from across the Open Spaces Department are in regular contact with each other and the Marketing Manager for Open Spaces to ensure a consistent approach is taken regarding communication, although messaging is also tailored to fit individual sites where necessary.

Car Parks

12. Following the Government announcement on 10 May the Jack Straws and Lido car parks were reopened for public use on 15 May, with payment accepted by pay-by-phone only. The car park at East Heath re-opened for public pay and display parking on 1 June. The lower fairground site is still being utilised for NHS

parking to support staff working at the Royal Free Hospital. Officers are in discussions with the Royal Free Hospital around their withdrawal from the fairground site by the 4 July 2020.

Waste & Recycling

13. As part of the initial Emergency Response to the Coronavirus pandemic, Staff removed all the litter, recycling and dog waste bins from the Heath and the bins at Golders Hill Park were temporarily covered over. Signage and social media messaging were used to encourage visitors to take their waste home for recycling and disposal. This was broadly successful in the first phase of the lockdown.
14. The Golders Hill Park bins were subsequently made available for use in mid-May taking account of the increase in visitor numbers and the increasing availability of takeaway food being left in the Park.
15. As the lockdown measures have eased there has been a significant increase in the amount of litter left on the Heath. In response, dark green 600L Euro Bins have been placed in strategic locations around Heath. The lids of these bins are currently being left open to encourage visitors to deposit waste in the bins rather than leaving it around the base. (See Appendix 1).
16. Staff have also re-installed the dog waste bins on the Heath, however, the messaging is still for visitors to take their litter and dog waste home for disposal. Staff are emptying the bins more frequently however, on busy days we do not have enough capacity to deal with all of the dog waste and rubbish that is left on the Heath.
17. To provide additional resilience at weekends and mid-week a local contractor has been providing support servicing four of the bin locations. Glass recycling has also been added at these locations. Veolia have continued with collections from Parliament Hill and Kenwood Nursery Yard.
18. The Waste and Recycling Team are finalising training and paperwork for the deployment of a 7.5 tonne waste collection vehicle which will be based at Kenwood Nursery Yard. This will be operational from w/c 22 June.
19. We are extremely grateful to the visitors who have responded positively by taking their litter and dog's waste home for disposal.
20. A number of local community groups and neighbours have been helping with litter picking throughout the lockdown. This is hugely appreciated and we are now reaching out to these people with information and providing plastic bags, gloves and litter pickers.
21. We are currently operating under option 4, which offers a flexible, preemptive approach to waste management, where bins will be deployed according to demand, and thus minimises the waste infrastructure across the Heath.
22. Longer term options for replacing the waste and recycling infrastructure are being developed (see appendix 1). Members views on the preferred long term option are sought.
23. A programme of work will be developed to lay grass grids to ensure the bins are positioned on level ground to reduce manual handling risks. Chestnut paling enclosures planted with ivy and honeysuckle will be constructed to help disguise

the Euro Bins. A trial of chestnut paling was installed outside the Hive earlier in the year.

Cycling

24. The Open Spaces continue to see a huge increase in the number of cyclists unfamiliar with the restrictions on cycling. In particular the increase in unauthorised cycling around Sandy Heath is causing damage to the fragile ecology of this site.
25. Additional 'no cycling' signage has been installed and we are using frequent messaging across social media to ensure visitors are aware that cycling is restricted to the shared use paths. The Constabulary, supported by Rangers and the redeployed Lifeguards, are undertaking patrols to discourage this activity and engage with visitors. Unfortunately, the 'no cycling' signs are being frequently vandalised or removed.
26. The current position in relation to cycling on the Heath is as follows:
 - a) The Public Highway network around the Heath should be adapted and managed to promote safe walking and cycling routes.
 - b) Cycling to the Heath should be encouraged and cycle parking provided at the car parks and facilities e.g. Lido, tennis courts.
 - c) Pedestrians have priority access on the Heath.
 - d) The four shared use paths are maintained to provide safe access for walking and cycling.
 - e) Cyclists must give way to pedestrians at all times, and the maximum speed permitted on the Heath is 12MPH.
 - f) Waymarking of the shared use paths should be clear but unobtrusive.
 - g) Clear signage at appropriate access points where cycling is not permitted.
 - h) Information is readily available to cyclists, along with maps on the entrance signs indicating the shared use paths.
 - i) Engagement with Local Authority Partners and Schools to promote sustainable transport to support children walking and cycling to school. This could include initiatives such as "walking buses and cycle bursts".
 - j) Enforcement action is taken to address breaches of the byelaws, the Constabulary maintain a priority tasking in relation to cyclists. Constables will continue to engage, explain, encourage and enforce the Hampstead Heath byelaws.
 - k) The City Corporation committed to undertaking a review of the cycling provision within the mid-term review of the Hampstead Heath Management Strategy 2018 -2028. This would commence in 2024.
27. The London Borough of Camden are currently seeking feedback on the provisions within the Borough with the aim to "make it easier and safer for people to walk and cycle locally, shop on their local high street, reach their local green spaces, schools and NHS sites, all while maintaining physical distancing". Comments can be made at <https://camdensafetravel.commonplace.is/>.

28. In addition, the Hampstead Transport Partnership, Hampstead Neighbourhood Forum and Councillors for Hampstead Town and Frognal & Fitzjohn's Wards have undertaken an online survey inviting residents and businesses to suggest potential projects to encourage cycling and walking in Hampstead and Frognal & Fitzjohn's. The report makes a number of recommendations in relation to Hampstead Heath and is attached at Appendix 2.
29. The Superintendent seeks Members views and feedback on whether the policy position in paragraph 26 of this report should be reviewed to reflect the urgency represented by Covid-19 in relation to encouraging communities to commute by walking and cycling.

Tennis

30. The tennis courts at Parliament Hill, Golders Hill and Queen's Park were reopened on 16 May. Initially usage was restricted to alternate courts, however all courts are now available to book and use as adequate Social Distancing measures have been put in place and are being observed by those using the courts.

Athletics Track

31. The Athletics Track re-opened in a limited hourly capacity of 50 runners on 6 June. Members of the public must pre-book and pay for sessions before arriving at the facility. Currently the use of long throwing and jumping equipment is not permitted and there is no access to the changing facilities or toilets at present, but this will be kept under review.
32. Since reopening, nearly 1,000 people have used the track by booking online and 36 new season tickets have been purchased.

Bowls & Croquet

33. The Green was re-opened on 6 June; however, the pavilion facilities remain closed. Public pay and play bookings are being managed through the ClubSpark and equipment is not being made available for hire, to is making sure bowls is being played in a safe environment that conforms to Government Guidance

Swimming

34. The swimming facilities remain closed to the public and Officers have drafted Covid-19 recovery plans for the Lido and Bathing Ponds. An update on Swimming is included within the meeting agenda pack.
35. Officers have continued to engage with the Swimming Associations and Swimming Forum, and work is underway to adapt the facilities to allow Social Distancing. An update issued to the Swimming Forum is attached at appendix 3.

Cafés

36. All the on-site cafés closed on 23 March following the Government's announcement to control the spread of Covid-19.
37. The City Corporation is working with the tenants to provide support where possible and Officers have continued to engage with the tenants individually.
38. Café tenants have been written to recently, informing them of the continued support being given by the City Corporation during this challenging time.

39. The Superintendent of Hampstead Heath has received a termination of lease from the tenant of the Golders Hill Park Refreshment House. The lease will expire on the 30th November 2020. Andrew Pazienti, the current tenant, along with his late Uncle, jointly operated from the café for 47 years. A tender for the lease will be completed following outcomes from a user engagement exercise.
40. Following the latest Government update on 10 May, the café proprietors have recommenced their take-away services and ice cream sales having introduced queuing systems and other measures to ensure they can manage Social Distancing and operate safely.

Covid-19 Recovery Plans

Public Toilets

41. A recovery plan for the safe opening of toilet facilities is currently being undertaken. The Superintendent will provide an update at the meeting.

Playgrounds, Trim Trail & Outdoor Gym

42. Recovery plans are being prepared and these facilities. Reopening is likely to be considered within of Step 3 of the Governments Coronavirus Recovery Plan.

Hill Garden & Pergola

43. The Pergola is currently closed due the confined space making 2 m social distancing impossible. The Hill Garden remains closed, staff resources are being deployed to open other facilities and to manage the increased volumes of waste and anti-social behaviour.

Butterfly House

44. It is proposed this facility remains closed and is reviewed later in the year.

Sports pitches & training

45. The Superintendent will provide an update on Club Training arrangements.

Constabulary

46. Throughout the lockdown period a critical and primary role of the Hampstead Heath Constabulary has been to support staff lone working, carrying out welfare checks whilst staff are on duty and when they sign off at the end of their shift. The Heath Constabulary have supported staff with closing procedures and the locking of gates at Golders Hill Park and Highgate Wood.
47. Although restrictions on movement outside have eased, the Hampstead Heath Constabulary continue to engage, explain and encourage visitors to follow the Government's Guidance. Where appropriate, matters are escalated to the Metropolitan Police for them to enforce the Regulations.
48. The Constabulary Manager has continued to liaise with the Metropolitan Police Bronze Inspectors across Brent, Barnet, Camden and Haringey Borough Commands and the Local Authority Borough Emergency Control Centers (BECCS). Early June saw anti-social behaviour and social disorder occur at Parliament Hill Fields. The Metropolitan Police (MPS) were at the location in

response to another incident. An estimate 300 young adults and teenagers were dispersed by Police Officers following the outbreak of small scuffles within the group. A small number of arrests were made by the MPS.

49. Intelligence from the Metropolitan Police suggested the likelihood of public disorder the following week. The MPS had a planned response to this intelligence. This led to a successful operation, deterring and preventing a repeat of the previous weeks events.
50. Constabulary patrols continue to focus on a number of priority issues including; the increase of cycling on non-designated routes across the Heath, anti-social behavior, illegal fishing. Constables have been engaging with visitors and encouraging compliance with the Government Guidance. Following an increase in visitors on the West Heath, targeted patrols are being carried out with the intention of addressing anti-social behavior in this area. The Constabulary Manager is working with partners to engage with West Heath users and encourage responsible use of this area.
51. Unauthorised swimming is currently an issue at the Bathing Ponds and the Vale of Health Pond. The Constables have engaged with the individuals around the dangers of swimming in non-Lifeguards ponds.
52. The Constabulary have been liaising with partners to encourage those sleeping rough on the Heath to take up accommodation with the support of the Camden Routes off the Streets Outreach Team.
53. The Constabulary Manager has introduced an online angling permit, enabling those who want to fish on the Heath to apply for a permit online for a small annual fee. Further work is being carried out to develop a Bivouac permit application process within the same online platform.
54. Data captured is showing an increase in anti-social behavior from visitors to the Heath in recent months. The Constabulary continue to provide much needed coverage from early in the morning until late into the evening, patrolling all areas of the Heath as they provide support to staff, promote responsible behavior and respond to issues and concerns raised by visitors.

Tree Safety & Oak Processionary Moth

55. The Tree Team have continued with scheduled tree inspections across the Tree Risk Sequencing Areas. 22 out of the 31 inspection zones have been completed.
56. The Team have also carried out two drive through inspections after high wind events which have focused on identifying tree damage on perimeters and major paths. The Team are on call to respond to tree hazards identified during these inspections, as well as those reported by Heath Staff and members of the public. These works have included:
 - Making safe and clearing the failed copper beech at the Vale of Health Pond which occurred during high winds on (10/05/2020).
 - Making safe and clearing failed crown section on the Veteran oak at Golders Hill Bandstand (10/05/2020).

57. Oak Processionary Month Caterpillars hatched on the 21 April. Following Forestry Commission guidance, the practice of targeting oak trees in high use/risk areas will be adopted. Spraying was undertaken by a specialist contractor in early and mid-May.
58. The Tree Team have PPE and will continue their own programme of inspection for caterpillars and will be removing processions by portable electric vacuum as they start moving down trunks.
59. The Tree Manager and Trees Team Leader were interviewed on BBC Country File (07/06/2020) describing the effect of OPM at Hampstead Heath and how it is managed, including the increasing impact of parasitoids on the OPM population.
60. Collector App is now in use by Tree Team and volunteers to manage and plot OPM nests across the Division.
61. As of 16/06/2020 the Team have located and plotted eight nests within Golders Hill Park, and 38 nests around the Parliament Hill area. The number of nests will increase until the end of July.

Ecology & Conservation

Monitoring

62. Many of the ecological monitoring tasks have been impacted by a reduction of volunteers and Social Distancing restrictions in place. Limited reptile monitoring has been undertaken but it is hoped that some later season dragonfly and butterfly monitoring may resume.
63. A Heath wide breeding bird survey launched in partnership with the Heath & Hampstead Society has continued to be undertaken by volunteers. Volunteers from the Society have been going out weekly as part of their exercise and recording breeding birds along 8 routes throughout the Heath. The survey has so far been a great success with around 40 breeding bird species being recorded and numerous nest sites of species such as Great Spotted Woodpecker and Sparrowhawk discovered. The survey is continuing and was covered in local and national press articles. Full analysis of the data has not been undertaken, but historic breeding records have been digitized to allow for comparison.
64. The Ecology Team has been working with the Zoological Society of London and some hedgehog monitoring has been initiated on the Heath fringes such as the Fitzroy Allotments. Initial results indicate that there is a good distribution of hedgehogs in adjacent areas to the east of Hampstead Heath. Ten hedgehog nesting boxes constructed by Heath Hands have been placed in locations across the Heath.

Annual Work Programme

65. Grassland management in the 2020/2021 Annual Work Programme (AWP) has been reduced with some of the early cutting regimes impacted by a redirection of staffing resources to other tasks. The majority of AWP tasks have flexible completion dates, although this will of course increase the number of jobs to be completed later in the year which may not be possible. Grassland management cutting maps have been produced for small areas of grassland to be cut in June.

66. Tenders documents are being produced by the City Surveyors Department for the planned desilting of the Golders Hill Park Ponds this autumn. Tenders will include environmental enhancement requirements such as the re-use of sediment for wetland planting.

Ecological impacts

67. An increase in desire lines and erosion has been observed throughout the Heath and off-route cycling has continued. Works to address the impact will need to be included in the revised AWP.
68. Members of London Natural History Society have observed an increase in picnicking and trampling of sites that are particularly sensitive to erosion including a site for a rare spider found at very few places in London. This small area at the Vale of Health may be temporarily enclosed for the protection of this species.

Grounds Maintenance

69. Staff continue to maintain the amenity grassland and the fine turf sports areas, although at a greatly reduced cutting frequency due to the ongoing dry period. Staff have maintained irrigation of newly planted trees and shrubs which were planted in late winter and early spring 2020. Flower border maintenance is ongoing including, weeding, pruning and dead-heading spring and early summer flowering plants.

Contractors & Maintenance

Path Repairs

70. Repairs have been undertaken at the Tumulus path and on the East Heath path between the Fairground site and Hampstead No.1 and No.2 Ponds. In addition, potholes have been filled across the network of paths across the Heath.

Fence Repairs

71. A number of fence repairs have been identified and works are likely to start on site in late-June.

Parliament Hill Toilets

72. Refurbishment works at the toilets ceased in response to Covid-19. The temporary toilets have been removed, however the works on site are not due to be completed until mid-July.

Events

73. Eight Wedding and Civil Ceremonies which were due to take place at the Hill Gardens and Pergola have been postponed. Camden have confirmed that no ceremonies will take place before 30 June.

74. The Leisure and Events Manager continues to liaise with the Showman's Guild in relation to the August Bank Holiday fair. It is currently unclear if the event will be permitted to take place.

Planning

Golders Hill Park - Land at the front of Ivy House

75. There has been an appeal to the Secretary of State because the London Borough of Barnet refused planning permission for the proposed development of the installation of an upgrade of Phase 7 monopole combined with wraparound cabinet at the base, with associated works including the installation of seven telecommunications cabinets. The City Corporation has submitted a written objection to the Planning Inspectorate. The City Corporation is of the view that the proposal will be unduly prominent to the detriment of the townscape and the environs of Golders Hill Park and the wider Heath. It is further of the view the Appellant has ignored opportunities to consider appropriate alternatives in terms of siting and design. The Appeal proposal also raises concerns that it will adversely affect pedestrian comfort and highway safety in the vicinity of the School and Park entrances.
76. On the 12 June 2020 a further objection was submit to the application for Prior Approval (in accordance with Schedule 2, Part 16 A.3(3) of the General Permitted Development Order 2015 (as amended) for the installation of:
- “Proposed 20m Phase 7 monopole c/w wraparound cabinet at base and associated works”.
77. The proposed telecommunication equipment including a 20m tall mast, antennae and 7 cabinets are to be sited in the center of the pavement outside Ivy House 94 - 96 North End Road London NW11 7SX.
78. In accordance with the provisions of Schedule 2, Part 16, A.3(3) of the GPDO, the City Corporation's objection relates to the adverse impact resulting specifically from the 'siting' and 'appearance' of the telecoms equipment proposed.

55 Fitzroy Park

79. Consultants instructed by the London Borough of Camden have prepared a technical note having reviewed the drainage submission for a proposed development at 55 Fitzroy Park. On 6 May the Superintendent and the City Corporation's Consultant Hydrologist participated in a virtual meeting to discuss the outstanding drainage issues. The drainage issues identified during the meeting are being collated to enable the developer to respond.
80. The Superintendent will provide an update at the meeting on the following planning applications:
- Boncara, 35 Templewood
 - Jack Straws Castle
 - Lido Temporary Fence

Volunteering

81. Risk Assessments and Safe System of Work are being updated for volunteering. This will ensure the safety and wellbeing of volunteers and the staff leading the sessions. The number of volunteers per session will have to be reduced, which will mean tasks are undertaken in a more targeted manner. Initially, practical grounds maintenance sessions will be restarted in non-public spaces, alongside litter picking, followed by activities at enclosed gardens like at Keats House and the Hill Garden.
82. Wildlife monitoring (where social distancing is easy to implement) will be phased back alongside the grounds maintenance, but large scale groups, youth, interpretation, and community volunteering activities will be immensely challenging to restart in the short term.
83. There has been an increase in informal volunteering taking place on the Heath, with individuals and groups litter picking. In light of the increased waste and recycling being left on the ground, the work of these volunteers is greatly appreciated.

Dog Walking Code of Conduct

84. A small Working Group has been formed and a virtual meeting is being arranged.

Appendices

- Appendix 1 – Waste & Recycling long term plan & map.
- Appendix 2 – Hampstead Neighbourhood Forum Report on measures to encourage walking and cycling
- Appendix 3 – Swim Forum update -16.6.20

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Hampstead Heath

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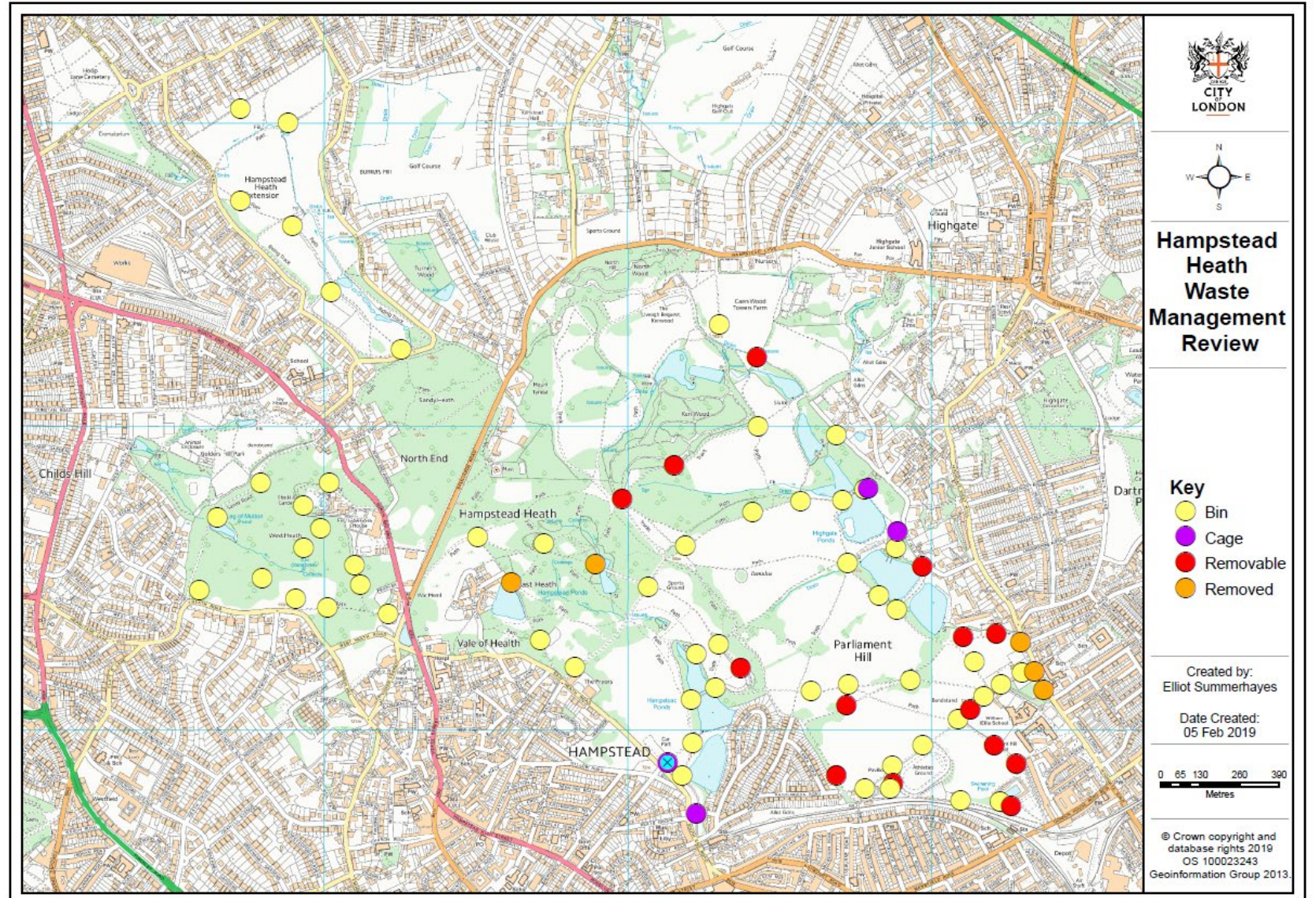




Hampstead Heath

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HAMPSTEAD HEATH EXISTING BINS : VOLUMES.

			FOOTPRINT 0.905m ² per bin	BIN VOLUME 0.63m ³ per bin
YELLOW	CONC RING	56	50.68m ²	35.28m ³
BLUE	CAGE	4	3.62m ²	2.52m ³
RED	'REMOVABLE'	14	12.67m ²	8.82m ³
ORANGE	REMOVED	5	4.5m ²	3.15m ³
79m.			71.47m ²	49.77m ³



Hampstead
Heath

Registered Charity

Waste and Recycling Options – for discussion June 2020

Option	Details	Comments
1	Visitors required to take all litter and waste home for recycling and disposal.	This option was adopted late March 2020 at the start of the Coronavirus lockdown, and proved partially successful. However, following UK Government's partial relaxation of the lockdown measure from 13 May the volume of waste left onsite rapidly increased. At this point it was necessary to reinstate the dog waste bins and deploy Euro Bins.
2	Waste and recycling stations are provided only at Heath facilities including: Cafés, Tennis Courts, Athletics Track, Parliament Hill Fields Lido and the Bathing Ponds.	This option would work well during the winter.
3	Waste and recycling stations are provided at the Heath facilities (option 2) and the main entry/exit points to the Heath e.g. Highgate Road, Nassington Road, South End Green, Cut through lane etc.	This option would accommodate the summer season visitor demand but would necessitate significant number of permanent waste and recycling stations.



Hampstead
Heath

Registered Charity

Waste and Recycling Options – for discussion June 2020

Option	Details	Comments
4	General waste and recycling bins are provided at 9 strategic locations and additional bins go out during busy periods e.g. Dukes Field, Parliament Hill Band Stand and the Lido field.	Improvement on option 3 as it allows for major reduction of waste collection infrastructure in the winter when demand is reduced. During the very busy summer season and when events take place, the Euro bin capacity can be increased temporarily at strategic locations.
5	Waste and recycling stations are provided only at Heath facilities and 20 general waste bins are placed at prominent locations (previously there were 79 locations).	This option increases the number of permanent bin locations. Therefore, increasing the waste infrastructure on the Heath compared to the other options.

1 June 2020





Hampstead Heath

Registered Charity

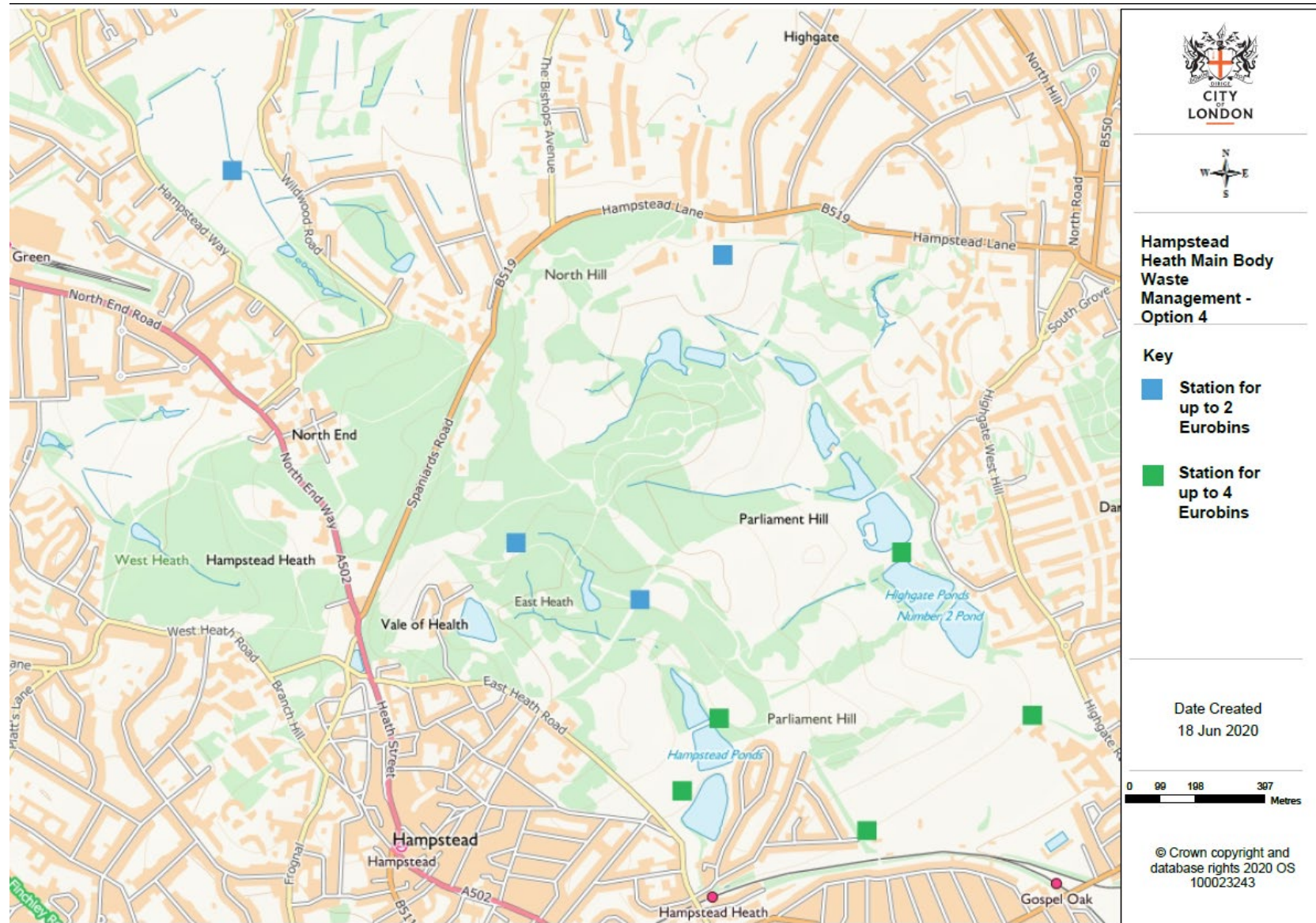
18 June 2020

Due to the wet weather, staff deployed 3 Euro Bins at this location.



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Option 4



18 June 2020

Due to the wet weather, staff deployed 3 Euro Bins at this location.



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Community Engagement on Covid-19 Response

Measures to encourage cycling and walking in Hampstead and Frognal & Fitzjohns

**Prepared in support of Camden's COVID-19 response: enabling
safe travel in Camden (SC/2020/74)**

by

**Hampstead Transport Partnership
Hampstead Neighbourhood Forum
and Councillors
for Hampstead Town and Frognal & Fitzjohns wards**

May 2020

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1. Context and Methodology

1.1. National Context

- The sharp drop in use of public transport as a result of the Covid-19 lockdown is expected to be maintained at least for the rest of 2020. The Department for Transport estimates that government guidance on social distancing will restrict public transport use to between one-tenth and one-fifth of pre-coronavirus levels. This creates a risk that, as lockdown restrictions are eased, the use of motor vehicles could rise to abnormal levels.
- On 9 May, Grant Shapps, Secretary of State for Transport, announced a £250 million 'Emergency Active Travel Fund' to support local councils in taking swift measures to promote walking and cycling. Working with the Mayor of London and Transport for London, Camden Council is accelerating changes to streets so as to encourage walking and cycling and discourage use of cars.
- According to the National Travel Survey, over 40% of urban journeys in the UK in 2017-18 were under two miles. The Department for Transport estimates that a 5% increase in cycling will result in 8 million fewer car journeys, 9 million fewer rail journeys and 13 million fewer bus journeys.

1.2. Camden Response and Local Survey

- Camden Council has initiated a [Covid-19 Response](#) plan and is using delegated powers to progress schemes where there is evidence of demand from local stakeholders.
- With the support of other local organisations and ward councillors, Hampstead Neighbourhood Forum invited residents and businesses in Hampstead Town and Frognal & Fitzjohns wards to suggest potential projects.
- Responses were sought via an online survey between 24 and 31 May 2020. The survey is shown in Appendix [a] below.
- The link to the survey was publicised through channels including:
 - The Forum's website and email to more than 800 supporters
 - Email newsletter from Councillors for Hampstead Town and Frognal & Fitzjohns wards.
 - Distribution by Heath & Hampstead Society
 - "I Love Hampstead" website and newsletter
 - Local organisations belonging to the Hampstead Transport Partnership, including Redington & Frognal Neighbourhood Forum and Green School Runs.
- It was important to identify changes that could be implemented swiftly, offered greatest benefits for the lowest cost, and commanded community support (as solutions will not be subject to traditional consultation exercises). Those responding to the survey were therefore asked to focus on initiatives which they felt met the following five tests, although suggestions on more long-term measures were also invited:
 - can be implemented quickly and cheaply
 - reversible – meaning they can be quickly withdrawn if they cause unforeseen issues (seen as a key factor in securing community support).
 - encourage greater cycling and walking to schools or places of work by those who can (and therefore protect precious public transport resources for those who can't).
 - align with wider strategic priorities for Hampstead as set out in the Camden Transport Strategy, the draft Climate Action Plan, and Clean Air Action Plan and the Hampstead Neighbourhood Plan.
 - there is evidence of widespread community support.

- Suggestions were invited in particular on cycle lanes & Infrastructure, pathways, junctions/crossings, pedestrian and/or cycle only zones, public transport, green/public spaces and traffic volumes.
- Responses were invited through an online survey tool and via email.

1.3. Survey Response

- A total of **226** responses were received of which:
 - 202 were entered on the web survey
 - 24 were received via email.
 - 41 responses were from those who did not live or work inside the NW3 postal area (or who did not include a postcode). These replies were taken into account, but not included in the statistics set out below, which cover those living or working in NW3.
- A single consolidated response was received from members of Hampstead Transport Partnership, including Green School Runs and Redington & Frognal Neighbourhood Forum.

2. Cycling

2.1. Key Conclusions

- 98 comments and suggestions were made on the subject of cycling and cycle infrastructure, more than on any other subject.
- However, views differed. There were 25 objections to unqualified support for cycling, 16 comments expressing unease about cycle lanes, and 22 in favour. A further five comments asked that action to promote walking and cycling should not overlook the needs of the elderly or those with mobility access.
- This compares with only four objections received across all the other areas of the survey, of which two questioned whether any measures in response to the Covid emergency were necessary.
- A number of responses expressed strong support for cycle lanes, arguing that their time had come for the following reasons:
 - they encourage more people to cycle
 - they lead to fewer accidents
 - they make it faster to get into central London
 - they ensure that cyclists struggling up hills are not pressurised by other road users.
- The most popular potential location for a cycle lane was Finchley Road, mentioned in five responses, followed by links between Hampstead and central London (four responses), and Fitzjohn's Avenue, Hampstead High Street, Haverstock Hill and a Hampstead-Highgate route each mentioned in two responses.
- Those expressing scepticism on the use of cycle lanes cited the following reasons:
 - their perceived divisiveness
 - they only catered for established "fast" cyclists
 - creating exclusive areas for some road users reduced the carriageway for others
 - they did not reduce vehicle speeds or improve driver behaviour
 - cycle lanes which stopped and started had the effect of funnelling cyclists suddenly into general traffic, and were potentially dangerous
 - they were inappropriate given the narrow width of many Hampstead streets
 - they were being imposed on local communities without regard for the elderly or those with impaired mobility

- A number of comments expressed a desire for “inclusivity”, through streets which are permeable, open to the needs of all and which encourage mutual respect between the different types of road user.
- However, there was less resistance to the promotion of cycle routes through less busy roads. A number of comments expressed support for better marking of quiet cycle routes to other neighbourhood centres and into central London. Ten comments proposed the establishment of marked or signposted quiet routes for walking and cycling routes to and from Hampstead.
- In general terms the most favoured measures appeared to be those which would encourage a greater number of non-cyclists and “general cyclists” to make greater use of their bikes, rather than those aimed more exclusively at established cyclists.
- The degree of unease from some members of the community on matters of cycling indicates that the message “those who can are asked to walk or cycle on behalf of those who can’t” is not fully appreciated.
- The concern voiced in some responses that the interests of cyclists are being placed ahead of pedestrians perhaps reflects the large numbers of elderly residents in Hampstead. In fact Camden’s Transport Strategy 2019 sets out a road user hierarchy giving priority (in descending order of preference) to pedestrians, cyclists and public transport.

2.2. Lanes to protect cyclists on busy roads

- 12 comments were in favour of cycle lanes on busy roads, with a further 10 keen to see cycle lanes at other locations and/or more widely across the neighbourhood.
- Comments in support of a network of dedicated cycle lanes emphasised their role in promoting safety for all road users and encouraging more people to cycle:

- ✎ “Where the whole road is not designated for cyclists, shared space should be physically separated. This is safer for motorists, who don’t have cyclists in their blind spots. This is safer for cyclists, who won’t have motorists on their tails”
- ✎ “Many people commute on the train to get to work. Camden is notoriously bad for not having a route into town. We need to be able to cycle to work safely. So a route into Tottenham Court Road area and then ideally on into the city. Public transport will be used less due to coronavirus fears and more cars will be an environmental and congestion disaster.”
- ✎ “Please let’s have more physical barriers on the road so cyclists are more protected from cars.”
- ✎ “Clear lanes that run north - south through Camden allowing us to access the excellent cycle superhighways of inner London....for me one running through Kentish Town High Street would be excellent.”
- ✎ “Without continuous cycle lanes that lead all the way into the city, cars will always be a threat to cyclists at some point along their route making cycling a dangerous transport option. This also makes it impossible for children and families to cycle to school.”
- ✎ “Cycling is socially distanced by nature, zero emissions and a valuable form of exercise. It ticks many boxes for many people but is currently too dangerous as there is no truly safe network of cycle lanes.”
- ✎ “Too intimidating to cycle with traffic. More dedicated cycle lanes, more people will use their bikes. Better for environment, healthier for the population.”

- However, other responses questioned the wider benefits of cycle lanes on busy roads, particularly commenting on cycle lanes which stop and restart, funnelling cyclists into general traffic.

- Cycle lanes on busy roads were perceived by some as attractive only to a specific group of established 'fast' cyclists, but were not seen as encouraging more people to cycle overall.

- ✎ "Rather than have cycle lanes on busy roads (for fast cyclists), you should close residential streets to cars (except for access) and create cycle routes that are traffic free (but require slower cycling - but cycling that would work for families/children - ie car free!!) This would massively reduce school traffic and other local traffic."
- ✎ "Fast cycle lanes (on traffic-y roads) will not make families use bikes."
- ✎ "I have cycled in London for many decades, and I have tended to never use cycle lanes, seeing them as death traps, due to their lack of width, their mix of different levels of cyclist, and the stopping and starting nature ... in order to accommodate safely the expected rise in number of cyclists they have to, in effect, be able to accommodate different speeds of cyclists, rather than to expect fast cyclists to slow down behind the frightened ones."
- ✎ "The past cycle ways have not been joined up, so it was not safe. Also, the proposed cycle lanes have been proposed on major roads, such as the Finchley Road - this just pushes motor traffic onto minor roads, which is very unsafe for the pedestrians and cyclists on those minor, residential roads."

- Nevertheless, there was considerable support in other responses for cycle ways for certain important through roads:

- Finchley Road 5 requests
- Hampstead to Highgate 2 requests
- Hampstead to London 4 requests

- The five comments relating to Finchley Road emphasised the threat to cyclists on this extremely busy stretch:

- ✎ Make temporary 24 hour cycle lanes on the important through roads such as the outside lanes of Finchley Road. (Side streets may need peak time flow changes to avoid rat-running). We need to be able to cycle to work safely. So a route into Tottenham Court Road area and then ideally on into the city.
- ✎ Many parents would allow their children to cycle to school in Finchley Rd was safer for them
- ✎ Dedicate one line of Finchley road in each direction to cycling - all day from Fortune Green ; no parking allowed on this lane. Best would be that this lane is not shared with buses or any car. Be particularly careful at Swiss cottage junction as this is currently dangerous.
- ✎ Cycling on Finchley road is very dangerous at the moment as there is no special lane for bikes.

- Two comments highlighted the journey between Hampstead and Highgate and noted that cycling from Highgate to Hampstead's schools would be more attractive if a continuous stretch of cycle lane existed:

- 👉 The cycle lane from Whitestone Pond to the Spaniards Inn works really well. However it does not continue after Spaniards. The pavements are very wide on both sides and could easily accommodate this. It is a busy road to share with cars. Many more parents would therefore allow their children to cycle without the danger of the busy road. The pavements are very quiet at this time. This would significantly reduce car congestion and pollution.
- 👉 Currently good cycle lane part of way from Hampstead to Highgate but not all way especially to allow children to cycle to school.

2.3. *Cycle Lanes on steep hills*

- A number of comments pointed to specific locations in which a short stretch of cycle lane would significantly assist cyclists. A key factor was Hampstead's hilly environment with cyclists struggling up hills with motorists on their tail. Locations highlighted included:
- the hilly parts of Haverstock and Rosslyn Hills
 - Fitzjohn's Avenue
 - North End Way cutting (North of Jack Straw's Castle)

- 👉 Due to the hills around Hampstead it's often problematic with cars getting stuck behind people cycling, causing traffic build up, pollution, etc. Having cycle lanes would ease that burden, make it safer for cyclists and give everyone a better chance of getting where they're going safely

- Two responses suggested introducing cycle lanes on Hampstead High Street, with one suggesting that cycles were diverted along East Heath Road.

2.4. Concern for all road users

- Comments questioning cycling and cycle infrastructure did not generally object to cycling per se, but indicated that cycling was being imposed on local communities without regard for their wishes or the needs of other road users, particularly the elderly and those with impaired mobility. Typical comments:

- ✎ "Cycling should be a chosen mode not a forced one (especially for older citizens)."
- ✎ "There are a lot of elderly and infirm people in this area. Cycling is out of question round here (not least because of steepness of hills) for all but youngest, fittest, most experienced cyclists, so if you don't want us to drive, make the walking easier. But bear in mind we can't all walk much."
- ✎ "For those over 70 it is too late to learn to ride a bike and most of us feel it's also too dangerous at our age, given how much other traffic there is and how dangerously young bikers operate."
- ✎ "I am 76 and able to walk within reason but not carrying shopping; I need to drive to go to Sainsburys or M&S. I find cyclists a hazard when driving and I would request that you consider elderly people such as myself before making too many changes to cycle zones. the assumption always seems to be that people can change to cycling but that is not always the case"

- A number of responses indicated the that greater segregation might lead to a potential "me first" attitude to other road users:

- ✎ "I also feel that where there is a cycling lane, cyclist should be banned from using the road. After all, cars don't have the option of using cycling lanes or pavements, they must stick to the road so why can't cyclists do the same."
- ✎ "Make pedestrians criminally liable for not taking care about cyclists "

2.5. Shared Streets

- By contrast, a number of comments emphasised the challenges of Hampstead's street environment and the need to consider the carriageways as a single shared space:

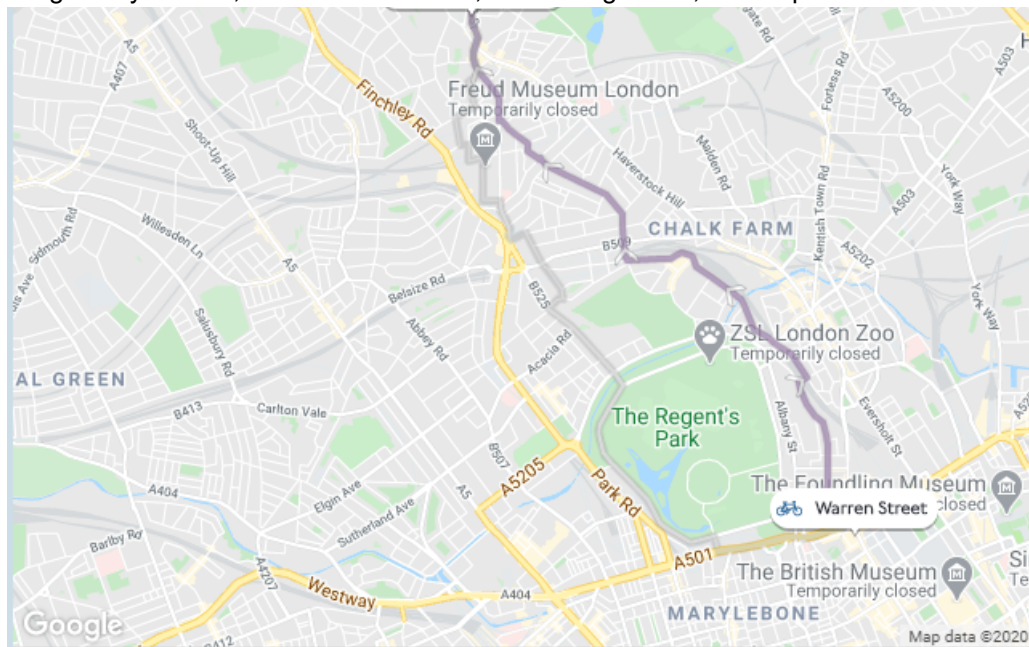
- ✎ "It must be clear that, while pedestrians' have the right of way at all times, the operative word is ~shared'. In my experience, most drivers are much better at ~sharing' than many pedestrians and all too many cyclists."
- ✎ "The needs of cyclists and pedestrians should be seen as one, with the focus being to reduce traffic dominance, provide additional crossing points, widen pavements and improve driver behaviour."

2.6. Better marking of quiet cycle routes

- Better waymarking of quiet cycle routes to and from Hampstead and Central London was supported, and between Hampstead and other local centres. Ten responses favoured this suggestion.
- Cycle lanes on less busy roads were seen as a more attractive way of encouraging all people to cycle. The TfL journey planner was highlighted as a useful source of these routes, but the overall feeling was that these were not properly understood or waymarked:

- ✎ “Many cyclists lack confidence to cycle outside Hampstead because they do not know quiet routes, even though these routes exist and are proposed by TfL journey mapping tools. Marking quiet cycle routes would significantly increase the confidence of new cyclists and would involve minimal infrastructure cost.”
- ✎ “Don't put cycle lanes on major roads, but on parallel roads”.
- ✎ “Marked cycle lines on quiet routes into town (avoiding Chalk Farm Road) and to other destinations used by local residents. This will give people confidence to use less well-known, but much more pleasant cycle routes without constantly having to check maps or apps.
- ✎ “Quiet cycle lanes to be marked in different colours depending on the itinerary (eg the one leading to Soho would be green but the one leading to the City could be red and the one to Notting Hill blue, much like the different colours of different tube lines).”

- Proposed quiet cycle routes included:
 - South End Green to Regents Park
 - via Parkhill road, across Haverstock road to Steele's Road, Primrose Hill.
 - Hampstead to Warren Street
 - via Akenside Road, Belsize Crescent, Belsize Park Gardens, Primrose Hill Road, King Henry's Road, Gloucester Avenue, Park Village East, Stanhope Street.



- Hampstead to Highgate
- South End Green to Kentish Town

2.7. The Problem of Traffic

- A number of responses indicated that provision of cycle infrastructure is less important than measures to reduce overall traffic volumes in the area:

✎ " If we can reduce car traffic cycling is bound to grow"

2.8. Cycling over Hampstead Heath

- Five responses proposed relaxing restrictions on cycling over Hampstead Heath during the Covid emergency, to provide a quieter way to cycle between Hampstead, Highgate and Parliament Hill:

- ✎ "Our daughter cannot cycle through Hampstead Heath to get to Parliament Hill School. It seems absurd that she is forced to cycle through South End Green on roads to do this journey."
- ✎ "whilst cycling should not be allowed everywhere on the heath a greater number of routes would extend safe cycling to people moving across north to central London."
- ✎ "The cycle paths in Hampstead Heath should be much more clearly marked and entry points that allow bikes also clearly marked. Due to my commute I don't cycle in the Heath often but when I do it's not always clear where to go."

3. Cycle Infrastructure

3.1. Key Conclusions

- There was support for the provision of additional cycle hoops and Sheffield stands, not only in neighbourhood centres, but across the area, with 12 responses in favour of this approach, a number commenting on their low cost and flexibility. There was less interest in cycle storage hangars, with only four comments in support.
- Some responses commented on the extent of cycle ownership Hampstead, and identified the lack of local repair and maintenance facilities as a disincentive for residents to use their bikes for local journeys. The possibility of support for local cycle exchange facilities was also suggested as it was felt that some older residents would be happy to give up their cycles to younger users.

3.2. Cycle Storage

- Cycle hoops and Sheffield stands were the preferred solution to cycle parking, with 12 suggestions. Key perceived benefits were:
 - Low cost
 - Small footprint
 - Flexibility of location (on lamp posts, pavements, parking bays)
 - Less intrusive

- One response included a link to a recommended design of cycle hoop which fixes onto any lamp or sign-post:



- ✎ “More hoops for cycles on Hampstead High Street. There is currently one with the 2 same old bikes every day.”
- ✎ “There is a dearth of cycle hoops in Hampstead, this causes cycles to be locked against lamp posts which sometimes are not in the ideal places, as somethings the street is narrow. There should be imagination used in Hampstead village centre, especially north of Hampstead station perhaps side streets or wider parts of the pavements could be used. In the residential areas with lots of flats there should be cycle hoops at regular opportune points, to allow residents to tie their own bikes to them if their block does not have provision”
- ✎ “Cycle hoops in preference to hangars are recommended as [a] they are far cheaper, [b] they are easier to use, [c] they can be installed in many more locations, [d] they are less intrusive. A much more extensive provision of cycle hoops would encourage cycling both to/from neighbourhood centre and to other locations.”

- Recommended locations for cycle hoops were:-

Location	Responses
Back Lane	1
Briardale Gardens	1
Hampstead High Street	3
Heath Street – by Holly Bush Vale	1
Heath Street – by Oriel Place	1
Holly Walk – top of Mount Vernon Steps	1
Rosslyn Hill	1
South End Road	1

- There was less support for cycle hangars, with only four suggestions. No specific locations were proposed.

3.3. Cycle Repair, Maintenance and Exchange

- The importance of local repair, maintenance and exchange facilities was highlighted by some comments

- ✎ “Anecdotal evidence indicates that many residents own cycles, but do not have the confidence to use them as they are in poor condition. In other circumstances residents own cycles which they do not use, but which could be passed on to other users.”
- ✎ “At the moment, I wouldn't even know where to take my bike for maintenance.”
- ✎ Council support (eg through low leases on empty council-owned commercial property and/or leaflet campaign) for start-up cycle maintenance and repair shops

3.4. Hire Bikes

- Two comments proposed extension of the Santander cycle hire scheme to Hampstead, but others recommended more opportunities to hire e-bikes, recognising Hampstead's hilly terrain.
- A number of responses expressed concern that expansion of e-bike hire needed to be accompanied by measures to ensure they were not parked indiscriminately, resulting in a 'free for all'. The following comment was typical of a number received:

- ✎ ““For the moment, people can leave them anywhere, including in front of driveways/gates and people's entrance doors. Recently an elderly resident in my road could not get out of her front door as it was obstructed by a bright orange electric bike and too heavy for her to move.”

- Some comments advocated that this problem was resolved through the use of 'virtual' docking stations, under which bike hire apps would incentivise users to park their bikes at one of a number of locations designated by Camden:

- ✎ “This would help to encourage their use. It would also reduce objections to hired bikes from residents like me who see them as dangerous because they are often left in random places where people, especially those with reduced vision, can fall over them”.
- ✎ “Anecdotal evidence that opposition to bike hire schemes will melt away if cycles are left in appropriate locations and are not strewn on pavements. This measure also enables greater capacity to allow larger numbers of hired bikes to be used in the area.”

4. Traffic Flow and Low Traffic Neighbourhoods

4.1. Key Conclusions

- Responses from all parts of the Hampstead Town and Frognal & Fitzjohns wards pointed to traffic volumes as a major disincentive to walk or cycle. Progress was seen as dependent on its resolution. Particular areas of concern were:
 - through traffic, either routed through Hampstead's streets by satellite navigation systems or attempting to 'rat run' to get to and from Central London faster.
 - issues at and around schools

- A very interesting submission highlighted the interconnected nature of traffic flows across Hampstead, pointing out that Briardale Gardens is used as an entrance for rat runners from the A41, who then go on to cause congestion in other local streets as they use the Hampstead area as a short-cut to central London.
- There was very strong support for the development of a Low Traffic Neighbourhood covering both wards, with no fewer than 57 suggestions on this subject:-
 - 26 recommended pedestrianisation or partial pedestrianisation
 - 15 recommended residents-only streets at certain times of day
 - 3 recommended one-way systems at peak times (tidal flow)
 - 15 recommended one-way systems
- Quick-wins recommended included:
 - Temporary width restrictions through use of hay bales to set-up temporary chicanes.
 - Temporary speed limits
 - Temporary one-way streets (achieved via signage only)
 - Manned drop-off points for parents, away from school streets from which children could be guided to their schools.
 - Park-and-stride facilities, supported by free parking at the East Heath, O2 Centre and Jack Straws Car Parks, and the availability of e-bikes for hire.
 - Increased charges for on-street parking and removal of free parking on Sundays to disincentivise leisure journeys by car to Hampstead
- A number of responses highlighted the difficulty involved in widening footways along upper Heath Street because of the narrow carriageway width and concluded that the only solution was to implement a one-way system with vehicles running northbound along upper Heath Street and southbound only along East Heath Road.
- Two responses recommended bans on large vehicles from Hampstead High Street and Arkwright Road respectively.
- Various responses emphasised the need for careful planning of changes at an area-wide level, to ensure that measures were implemented in a 'joined-up way, ensuring that changes in one street did not have unexpected impacts elsewhere. One response used the example of the East Heath Traffic Calming Zone, introduced approximately 20 years ago, to indicate how careful planning could bring substantial improvements.
- Locations highlighted for attention included:
 - Briardale Gardens (rat running)
 - Lyndhurst Gardens (rat running and school run)
 - Back Lane
 - Grove Place
 - Fitzjohn's Avenue
 - Flask Walk
 - Maresfield Gardens
 - Arkwright Road (rat running and school run)
- The issue of the area's many schools was highlighted in some responses. Proposed solutions fell into two categories:
 - Those seeking to manage existing school run traffic better. Six responses suggested manned drop-off points for parents from which children could be guided to their schools. Another response recommended a one-way system along Nutley Terrace and Maresfield Gardens to reduce the amount of disruption from school traffic.
 - Those seeking to bear down on school run traffic and encourage children to walk or cycle instead.

4.2. Specific Rat Running Problems

- Locations where rat running was identified as a significant problem and where residents have recommended Low Traffic Neighbourhoods, implemented through one-way streets, tidal flows or residents only streets (or a combination of these):

- Lindfield Gardens

👏 The morning rat run down Lindfield to Arkwright is awful. It is often impossible for me and other residents to actually leave home by car during rush hour because Lindfield is blocked by aggressive and ill-mannered car commuters heading down Lindfield towards Arkwright.”

👏 “[Lindfield Gardens] provides a safe link between Finchley Road and Arkwright Road and is often used as a vehicular rat run in morning hours with drivers seeking to "cut the corner" of traffic along Finchley Road. This leads to complete gridlock on the street and effective one-way flow which means that cyclists and local residents cannot move along the road.”

- Langland Gardens and Frogna Lane

👏 “Frogna Lane has become a major through street ever since the turning on to Langland Gardens from Finchley Road was removed. On school days, the traffic jams are very difficult to the point where at times I need to wait 10. minutes to pull out of my driveway. I wonder if it is possible to reinstate the Langland Gardens turn so that the two streets can share the burden of school run traffic.”

- Back Lane and Flask Walk

👏 This area gets a lot of pedestrian traffic during school time and weekend (it's the main drag from the tube to the Heath in many guide books). The pavement is VERY narrow and it's impossible to socially distance without going into the road (the road itself is already one way and very narrow). "Pavementing" the stretch from Lakis Close to Back Lane would enable pedestrians to distance by adding more space, but also reducing the through traffic on other parts of Flask Walk - enabling it to be practical to easily walk in the road down to Well Walk.

- Briardale Gardens

👏 Hampstead's inner streets, including Ferncroft Avenue, Redington Road, Frogna and Church Row are used as through routes: to Swiss Cottage, schools in the Fitzjohn's Avenue area, and to central London. A principal entry route for this traffic is Briardale Gardens, with traffic coming in from the A41 Hendon Way, and Finchley Road. As well as causing congestion and danger to pedestrians and cyclists, this traffic brings high pollution in inner Hampstead streets. Recent traffic restrictions during rush hours at Briardale Gardens continue to be flouted by a significant amount of traffic, allowing Barnet Council to earn about £1.2 million a year from camera-captured fines”.

- Maresfield Gardens and Nutley Terrace

☞ “Normally hundreds of drivers by-pass the Fitzjohn's Avenue traffic by weaving into Nutley Terrace and then right into Maresfield Gardens and then right to Netherhall Gardens in order to re-join Fitzjohn's Avenue.”

- Grove Place

☞ “Grove Place is a very narrow, short one-way street, with no sidewalk on one side and significant risk to pedestrians on the side without pavements when cars are passing through. Except for firetrucks or major housing works, there is no need for traffic on the street, as all other streets can be reached without passing through the short, one-way Grove Place street. Turning it into pedestrian-only - by blocking off access, except where authorization (e.g. major housing works/firetrucks) is obtained - would create a calm pedestrian zone within Hampstead village, for children to play. This is, in essence, cost free (one could simply put a road block on one side of the street). In the longer-term, the street pavement could be extended and, e.g. park benches added to create a calm, pedestrian sitting area within Hampstead Village.”

4.3. Schools

- Proposed solutions fell into two categories:
 - Those seeking to manage existing school run traffic better.
 - Those seeking to bear down on school run traffic and encourage children to walk or cycle instead.
- A number of responses recommended manned school drop-off areas, from which children could be escorted to school by teaching staff. Park and Stride facilities (see below) were seen as a possible way to deliver this:

☞ “On Fitzjohn's Avenue, NW3, west side, have a drop off bay outside each school with a member of school staff at the kerbside and another at the school gate so that those driving children to school do not leave the car and move on within a few seconds. Trial this first and if it works, formulate a similar plan for pick-up, using a tracking app so that the school can see when a pupil's car is approaching.”

☞ If I could drive up one street, pause to let child out - who can then walk herself the last bit (if it is safe) and drive on to work that would be great. We live too far away (7 miles and it's too far to walk to school - which is 10 mins walk from work) so if we are to avoid public transport I must drive

- Two responses recommended one-way systems to reduce congestion on surrounding roads, particularly Nutley Terrace and Maresfield Gardens:

👏 I think making Nutley Terrace on the school side one way so if you are going up Fitzjohn's Avenue you can turn left and then left again into Maresfield and then pick up outside the school is very important as when the nights close in and the girls finish late parents need to be able to pick up outside as it isn't safe (especially not for the younger girls) to have to walk far). By making it one way so they go out from Maresfield onto Fitzjohn's Avenue the flow and pick up works well allowing a lot of people to be picked up fast. If it is one way the pavements can be widened and cycle lanes created.

👏 Parents driving both ways down Nutley Terrace, and into the dead end of Netherhall Gardens, prevents the traffic moving freely as the roads are not wide enough to allow cars to travel in both directions down either road.

- Other responses sought to reduce traffic volumes in the area around schools overall:

👏 "The area is plagued by school run traffic and this will only worsen as schools return and parents are reluctant to use public transport. In addition, heavy goods vehicles should be discouraged from using our narrow, residential roads - this will make them much safer for pedestrians and cyclists, in particular children - as will enforcing speed restrictions effectively. "

👏 "Ban parents of kids at schools in Netherhall and Maresfield Gardens from bringing cars into these roads. (Enough suggestions have been made over the years - school buses; parking in O2 car park and walking them up from there etc). Stop penalising residents who need to use their cars to get about!"

4.4. *Low Traffic Neighbourhood*

- Some comments pointed out that work to reduce rat running needed to be implemented carefully and in a joined-up way, because of the potential impact on other streets.
- The search for area-wide solutions aligns with plans for Low Traffic Neighbourhoods currently being progressed by TfL and Camden.

👏 "Let's be realistic in Hampstead. The roads are mostly narrow. The pavements are mostly narrow. Roads cannot be widened to accommodate new cycle lanes while also widening pavements. Let's be realistic about the impact of changes on other residential streets. Do not push problems from one area to another. "

👏 "Realism is important as is the knock on impact on any changes whether short term or permanent. Trucks, coaches, buses, trade vehicles still need to travel from one place to another. Limiting certain roads will push these larger vehicles into roads they are not suited for."

👏 "Whatever you do, please ensure that buses are not accidental victims in attempts to slow down or lessen car traffic. By making traffic go more slowly, you may aim to reduce the number of cars, but bus passengers suffer more."

- One response pointed to the success of the East Heath Zone, a Low Traffic Neighbourhood between Hampstead High Street and East Heath Road, which was implemented around 20 years ago through the use of one-way streets.
- Suggestions on how to create additional Low Traffic Neighbourhoods included:
 - One way roads, designed to frustrate rat running
 - One way roads timed to prohibit rat running at certain times (tidal flow)
 - Roads closed to through traffic
 - Shared road schemes (as used at Exhibition Road, Kensington)

4.5. Park and Stride

- Park and stride was strongly supported with six responses suggesting various options including use of the East Heath Road, Jack Straws Castle and O2 Car Parks.

4.6. Parking

- A number of parking-related solutions were recommended to discourage car use, particularly for leisure purposes:
- Some responses recommended raising charges for on-street parking (paid bays) and extending parking controls in the CA-H area to Sundays on the basis that the current system incentivises car travel by offering free parking across Hampstead for those wishing to drive in on Sunday.
- By contrast, one response recommended 20 minute free parking for residents in neighbourhood centres to support local traders.

- 👤 “Many people will be wanting to visit Hampstead Heath in the summer months but unwilling to take public transport due to risk of Covid 19. They may therefore be tempted to drive here instead. We should discourage this as far as possible and significantly higher car parking charges will discourage car travel into this area and encourage more visits by foot and bicycle.”
- 👤 “I would suggest we significantly increase car parking charges for all Hampstead Streets and car parks in the area (including Heath car parks) to discourage people from driving to this area to visit the Heath and Hampstead village etc. Hopefully they will walk or cycle to visit the area instead.”

4.7. The Elderly those with impaired mobility

- There was concern that the needs of the elderly and those with impaired mobility should be taken into account and that access to neighbourhood centres by car should not be restricted:

- 👤 “There is no mention of provision for the disabled and their needs must be taken into account (eg an absolute ban on cars puts many areas out of the reach of the disabled).”
- 👤 “Ensure that people who cannot cycle or walk far like the over 70's can use public transport to get to their destinations otherwise you will permanently exclude them!”

4.8. Electric Vehicles

- Only two responses were received on electric vehicles (other than delivery vehicles) with views differing on their value:

- ✎ “This Pandemic should not be an excuse to ban all private transport in favour of the 5G driverless car that only the rich can afford.”
- ✎ “Car is safest way to travel and with increased number of electric vehicles, pollution is not an issue any more”

4.9. Temporary Width Restrictions

- The use of temporary width restrictions, implemented via the use of hay bales was suggested to reduce speeding and frustrate rat running near the junction of Redington Road and Redington Gardens.

4.10. SUVs and large vehicles

- A number of responses mentioned the problems associated with large vehicles.
- Two responses recommended restrictions on large vehicles entering Arkwright Road and Hampstead High Street respectively.
- One response recommended higher parking permit charges for SUV vehicles.

5. Public Transport

5.1. Key Conclusions

- Suggestions on public transport fell into two categories:-
 - Concern that public transport was being marginalised.
 - Suggestions to improve bus services at “very local level” and therefore encourage those who could not work or cycle to travel by bus for short journeys rather than by car.

5.2. Electric Hoppa Buses

- Hoppa buses were proposed in nine responses and were seen as an important way of providing access for the elderly and those with impaired mobility.
- One comment pointed out that at the moment someone decides to use their car, parking problems in Hampstead create a perverse incentive for them to travel further, to a more remote centre such as Brent Cross, where parking is more straightforward.

- ✎ “Please consider a small electric bus to do a circular tour around Hampstead. As someone who is now elderly I am finding the hills a big challenge so I find that I now rarely go up to our lovely High street and the Heath.”
- ✎ “Establish a shuttle service into the village from external car parks such as the one at East Heath/Downshire. This would allow school pupils or other visitors with impaired mobility who cannot use the current bus service routes through the centre of Hampstead Village (Heath Street/Hampstead High Street) to access the village which should be open to pedestrians and bikes alongside the current bus services only.
- ✎ “A small, single decker hoppa type bus would encourage more shopper to use the local stores and amenities.

5.3. Orbital Bus Routes

- One reply highlighted the need for an improved bus service between Hampstead and Highgate to provide a realistic alternative to car travel.

“You need to put on more frequent and better timed service for the 603 bus for when school children go back. The timings from Hampstead are currently inconvenient for school children. My children were taking the 268 which was extremely crowded and I will not let them take this in the foreseeable future the bus route at school times between Hampstead and Highgate needs to be resolved asap”

5.4. Public Transport Service Levels

- A number of responses expressed concern that levels of public transport should not be permanently degraded as a result of the Covid emergency.

“We must not give up on public transport just because we wish people would walk and cycle more. Public transport is the lifeblood of large cities and we should put as much emphasis on it as we do on the other forms of transport. By all means take steps to reduce/remove car use, but public transport remains critical.”

“Because the Hampstead area is so hilly, public transport will be the only real solution to car congestion, school run, etc. Even in the latter stages of lockdown, there have been bottlenecks of traffic at Whitestone Pond. Realistically, no amount of walking or cycling will solve this problem. Stimulating safe public transport use is the only real answer.”

6. Pavements and Footpaths

6.1. Key Conclusions

- Widening of pavements was strongly supported:
 - Seven suggestions were made to widen pavements directly
 - 14 suggestions were made of locations where parking bays could be removed to widen pavements and/or improve safety for cyclists.
 - One suggestion was made to remove central refuges along Fitzjohn's Avenue to allow pavements to be widened and the overall carriageway to be reduced.
- The use of one-way systems on pavements was recommended in seven responses.
- A further five responses suggested enforcement measures to remove obstacles from pavements, highlighting forecourt extensions and pavement tables as a cause of concern.
- The deployment of street wardens to help control pedestrian flows at neighbourhood centres was mentioned.

6.2. Pavement Widening

- Widening of pavements was supported with a total of 21 responses in favour of widening pavements directly or removing parking bays to make it easier for pedestrians to pass one another.

- ✎ “The roads dominate the residential and high street areas. To reduce pollution, walking should be encouraged and wider pavements make it more pleasant.”
- ✎ “Even before lockdown, as a pedestrian it had become quite difficult to negotiate the narrower pavements in Hampstead because of the cyclists riding on the pavement, and also the increasing number of scooters etc. During lockdown it has become impossible to maintain the required physical distancing. If we are to be encouraged to walk more, we need more safe space on the pavements, especially for those who are elderly and disabled but who would still choose to walk.”

- The following specific locations were highlighted as in need of attention:

Location	No. of suggestions
College Crescent (outside Richer Sounds)	1 (from NW8)
Frognaal (above Redington Road)	1
Frognaal Lane (Eastern End, approaching Frognaal)	2
Hampstead Underground Junction	1
Heath Street Upper (Hampstead Baptist Church)	1
New End (adjacent to Woodlands Restaurant)	1
Pond Street (outside Royal Free Hospital)	1
South End Road	1

6.3. One-way Controls

- The difficulty of maintaining social distancing in neighbourhood centres was highlighted in seven responses, of which the following is typical:

- ✎ Pedestrians can control the distance from people in front of them walking in the same direction, but not from people approaching, so a central 'no entry' space would help to separate them.”

6.4. Pavement Restrictions and Obstacles

- The problem of obstacles and forecourt extensions restricting pavement space was raised in five responses.

- ✎ “One short and long term solution that would make using the pavements easier, for pedestrians, would be to limit the extent of pavement cafe’s on our already cluttered pavements. I (as a blind person trying to negotiate the constantly shifting obstacle course of tables, chairs, people and Jump bikes, have found it much easier to get around since places have been closed.”
- ✎ The majority of Hampstead's pathways are narrow. There is still a large amount of rubbish dumping and littering on pavements. Also bicycles are frequently left lying on pavements, with no regard for pedestrians having to negotiate their way past these. Stricter enforcement is long overdue.”
- ✎ “In normal circumstances (forecourt extension) creates a wonderfully vibrant atmosphere but now, if we are serious about physical distancing, then for the safety of visitors, residents and shopkeepers, these forecourt extensions need to be prevented by rescinding any licences or permissions for them when shops re open until physical distancing is no longer required. All these forecourt additions can reduce the space in the centre for people to pass through to shoulder width. This is particularly acute at weekends and holidays especially on sunny days when this route attracts a large number of visitors being a route leading to Hampstead”

- The challenge of maintaining social distancing in Hampstead's narrow lanes was seen as a significant issue by those raising the problem. One forwarded a picture to illustrate this:



6.5. Removal of Parking Bays

- The following locations were highlighted as those where removal or parking bays could overcome significant bottlenecks which prevent effective social distancing:

Location	No. of suggestions
Arkwright Road (adjacent to St. Anthony's School)	3
Ellerdale Road	1
Fitzjohns Avenue (Arkwright Road to Heath Street)	8
Heath Street Lower	4
South End Road (between Hampstead Heath Station & the heath)	1

6.6. The Problem of upper Heath Street

- The vexed issue of the upper part of Heath Street between Hampstead Underground Station and The Mount Square was raised in a number of responses. The narrow pavements make social distancing very difficult and high traffic volumes along this narrow stretch of road make it impossible for pedestrians to step off the pavement.

“This is an exceptionally narrow street which is completely unsuited to the high volume of through traffic - often large lorries and buses - producing dense emissions. The pavements are very narrow making social distancing impossible without walking in an exceptionally busy road.”

- The narrow carriageway suggested some possible solutions:
 - Divert one lane of motor traffic elsewhere
 - Divert pedestrians and cycles elsewhere

7. Junctions and Crossings

7.1. Key Conclusions

- There was support for additional crossing points, with eight requests for new zebra crossings on local roads and three requests for crossing points on the Finchley Road.
- One response recommended moving vehicle stop lines at the junction of Arkwright Road and Fitzjohn's Avenue back by the length of two cars to provide more space for pedestrians and school children to cross at busy times whilst observing social distancing.
- Re-phasing of traffic lights to allow more time for pedestrians to cross, and hence reduce 'bunching' on pavements was also recommended.
- One suggestion proposed manned crossing points at busy junctions to aid social distancing
- Reduced speed limits of 10mph were proposed for Heath Street and Hampstead High Street. A reduced speed limit of 20mph was proposed for Finchley Road.

7.2. Zebra Crossings

- Demand was shown for additional zebra crossing points at the following locations:

Location	Number of suggestions
East Heath Road (Holford Road)	1
Frognal (Frognal Lane)	2
Heath Street (Oriol Place – conversion of existing crossing)	3
Heath Street Upper	1
Heath Street Upper/The Mount	1

7.3. Other Crossings

- Three comments highlighted difficulties experienced by pedestrians trying to cross Finchley Road at the junction with Arkwright Road (passengers leaving Finchley Road & Frognal Overground Station) and at the junction with Frognal Lane.
- The issue at Finchley Road and Frognal Station is confirmed by evidence of the number of entries and exits, which rose by over 1,400,000 in the 10 years between 2008 and 2019.

Year	Entries & Exits
2008/9	632,978
2018/9	2,155,436

Source – London Data Store

7.4. Re-phased Traffic Lights

- Two suggestions were made to re-phase traffic lights at Hampstead Underground Station to avoid bunching of pedestrians.

7.5. Reduced Speed Limits

- To reduce traffic dominance further a reduced speed limit of 10mph was proposed for Hampstead High Street and Heath Street and a reduced limit of 20mph was proposed for Finchley Road.

8. Other Proposals

8.1. Delivery Services

- A number of responses emphasised the importance of developing local delivery services to reduce the need for residents with impaired mobility to resort to their cars to drive to neighbourhood centres to shop.
- The need for a more efficient means of conveying goods for the “last mile” to reduce the proliferation of delivery vans from outside the area was mentioned in one response.

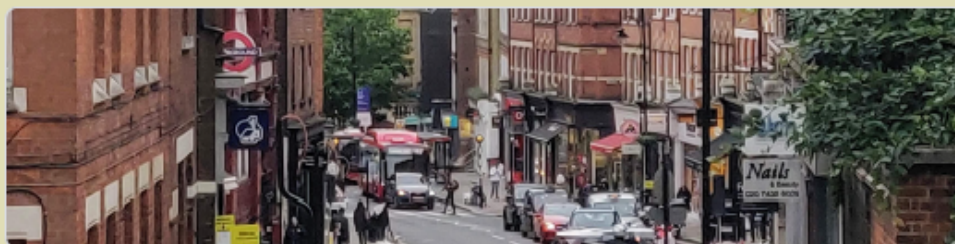
8.2. Road Reclassification

- One response followed the Hampstead Neighbourhood Plan in recommending reclassification of the A502 (Hampstead High Street and Upper Heath Street to a ‘B’ road and the B511 (Fitzjohn’s Avenue) to unclassified road.
- It was noted that grading of roads affects the algorithm used by satellite systems and leads to oversized vehicles using these roads when trunk routes would be more appropriate.

9. Appendix [a] - Survey

6/4/2020

Hampstead and Frognal COVID-19 transport response - deadline 31 May 2020



Hampstead and Frognal COVID-19 transport response - deadline 31 May 2020

This survey invites your ideas to improve cycling and walking in the Hampstead and Frognal area as lockdown restrictions begin to be lifted. It is an initiative by local Councillors, Hampstead Transport Partnership and Hampstead Neighbourhood Forum. We are seeking suggestions from residents and businesses across the wards of Hampstead Town and Frognal and Fitzjohns.

The gradual easing of the lockdown creates the need for safe, socially-distanced transport. Since the use of public transport is still discouraged unless really necessary, the transport response to the COVID-19 epidemic will need to focus on ways to encourage walking and cycling. This will help to ensure that our public transport network does not become overwhelmed. Initially, we are seeking ideas for short-term solutions to feed into Camden Council's COVID-19 transport planning process.

This is urgent. We are seeking ideas that meet the following criteria:

- Those which can be set up quickly and/or without major investment
- Reversible schemes
- Ideas which directly encourage walking and/ or cycling
- Those which would support long-term pre-existing plans (e.g. Camden Transport Strategy, Hampstead Neighbourhood Plan, RedFrog Neighbourhood Plan, etc.)
- Ideas known to have widespread local support

For examples of what other cities are doing, click <https://bit.ly/CovidTransportResponses>

If your ideas require more time and resources, please use this opportunity to share your suggestions with us for future planning.

Please follow the prompts below. The deadline is Sunday, 31 May. Thank you.

***Required**

https://docs.google.com/forms/d/e/1FAIpQLSerLemR9_ljRKdRsbGvuZwtaBI8T-bTl6pOPJHB60gsKEkg/viewform?vc=0&c=0&w=1

1/2

What is the nature of your suggestion? Please choose one (you can come back to this page if you have other ideas). *

- ☐ Pathways
- ☐ Cycle lane(s)
- ☐ Cycle infrastructure (cycle hoops, storage, repair shops)
- ☐ Junctions/crossings
- ☐ Car traffic flow (excl. junctions/crossings)
- ☐ Pedestrian and/or cycle zones
- ☐ Green/public spaces
- ☐ Public transport
- ☐ Other

Next

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10. Appendix [b] - Suggestions by Category

Recommendation	No. of suggestions
Cycle Infrastructure	29
Cycle Hangars	4
Cycle Hoops	12
Cycle Parking	1
Cycle Repair and Maintenance Shops	3
Extend Santander Cycle Hire to Hampstead	1
Higher penalties for bike theft	1
Oppose hire bikes left on pavements	2
Subsidise electric bikes	1
Virtual docking stations for hire bikes	4
Cycling	70
Allow electric cycles and scooters to park on pavements.	1
Cycle lanes on important through roads	12
Cycle training and awareness courses in schools.	1
Designated cycle tracks on pathways	1
Designated quiet cycle/walking routes to and from Hampstead	10
Divert cycles from Hampstead High Street to East Heath Road	1
Enforcement measures to prohibit unsafe cycling	3
Extra Designated cycle paths on Hampstead Heath	5
Give cyclists priority over pedestrians	1
Oppose Cycle Lanes	16
Oppose cycling on pavements and paths	7
Promote CS11	1
Remove speed humps	1
Safe Cycle Lanes	8
Safe Cycle Lanes - segregated with barriers	2
Delivery Vehicles	5
Business Rate Reductions - businesses offering free local delivery.	1
Consolidate Van Deliveries	1
Electric delivery vehicles operating from hubs around M25	1
Improve access by delivery and service vehicles (to reduce journeys)	2
Green and Public Spaces	1
Replace larger trees with flowering trees	1
Junctions/Crossings	19
Blue light for cycles alongside traffic lights	1
Manned junctions/Lollipop Assistance	1
New Pedestrian Crossing	3
New Zebra Crossing	8
Re-phase traffic lights to improve vehicle flow.	1
Re-phase traffic lights to prioritise cyclists	1
Re-phase traffic lights to prioritise pedestrians	3
Vehicle stop lines 10 metres before junction to promote social distancing at pedestrian crossing.	1
Other	12
Avoid temporary measures	1
Consider disabled and infirm	5
Enforcement against engine idling	1
Make no changes	1
More shops for the 30-40 age group.	1

Recommendation	No. of suggestions
Obstruct cars in every way	1
Tax high emission vehicles	1
Work only in the service of God.	1
Parking	6
20 Minute Free Parking	1
Extend residents parking to Sundays	1
Higher parking charges to discourage car travel from outside the area.	2
One car permit per household	1
Oppose removal of parking spaces	1
Pathways	45
Better street lighting	1
Enforcement measures to remove obstacles on pavements and temporarily remove forecourt extensions.	5
Improve pavement surfaces	1
More street benches	2
One-way only paths & pavements	7
Oppose widening pavement - social distancing won't last forever.	1
Relocate Bus Stop to promote social distancing.	1
Remove central islands to widen pavements	1
Remove parking spaces to widen pavements and increase safety for cyclists.	14
Specified times for jogging	1
Street lighting improvements	1
Street Wardens	2
Wayfinder Signs and Maps	1
Widen pavement - existing pavement too narrow to permit social distancing	7
Pedestrian/Cycle Only Zones	35
Car Free Sundays	1
Emphasise shared use of streets	1
More green spaces	1
Pedestrianise Entire Streets	27
Priority to cyclists and pedestrians	2
Segregate e-bikes and conventional bikes	1
Shared surface zone	1
Speed limit - 5mph	1
Public Transport	18
Convert buses to diesel	1
Dial-a-ride	1
Hoppa Buses	9
Improve Public Transport	2
More buses	2
New Bus Route	1
Restore full public transport service	1
Trams	1
Schools	5
No new schools	1
School drop-off locations with guided walking to schools.	2
No stopping zones outside schools	2
Traffic Flow	60
Ban large vehicles.	2
Car Pooling	1
Congestion Charge	3
Downgrade A road up Heath Street and B road up Fitzjohns Avenue	1

Recommendation	No. of suggestions
Enforcement - Speed Cameras	2
Higher taxes on SUVs	1
One Way Streets to allow more space for pedestrians and cyclists.	7
One Way Streets to frustrate rat running	4
One Way System Heath Street East Heath Road	4
One-way streets at peak times (tidal flow)	3
Park and Stride	6
Remove existing street restrictions - impact on surrounding streets	2
Residents only traffic during peak hours	15
Speed humps	1
Speed Limit - 10mph	1
Speed Limit - 20mph	1
Support private cars	4
Width restrictions	1
Hay Bale Chicane	1
Grand Total	305

Appendix [c] - Suggestions Mentioning a Specific Location

Recommendation	No. of suggestions
Cycle Infrastructure	
Cycle Hoops	
Back Lane	1
Briardale Gardens	1
Hampstead High Street	3
Heath Street	1
Heath Street Lower	1
Mount Vernon	1
Oriel Place	1
Rosslyn Hill	1
South End Road	1
Cycling	
Cycle lanes on important through roads	
Connect Hampstead to C6 Cycle Route	1
Finchley Road	4
Fleet Road	1
Hampstead High Street	1
Hampstead to Highgate	2
Hampstead to Kentish Town	1
Haverstock Hill	1
Designated quiet cycle/walking routes to and from Hampstead	
Hampstead to London	2
Hampstead to Warren Street	1
South End Green to Regents Park	1
Divert cycles from Hampstead High Street to East Heath Road	
Hampstead High Street	1
Extra Designated cycle paths on Hampstead Heath	
Hampstead Heath Pathways	5
Oppose cycling on pavements and paths	
Shepherds Walk	1
Spring Walk	1
Promote CS11	
CS11	1
Safe Cycle Lanes	
Fitzjohns Avenue	1
Hampstead High Street	1
Haverstock Hill	1
Rosslyn Hill	1
Junctions/Crossings	
Blue light for cycles alongside traffic lights	
Swiss Cottage	1
Manned junctions/Lollipop Assistance	
Fitzjohn's Avenue	1
Rosslyn Hill	1
New Pedestrian Crossing	
Finchley Road (Finchley Road and Frognal Station)	2
Frognal (Frognal Lane)	1
New Zebra Crossing	
East Heath Road (Holford Road)	1

Recommendation	No. of suggestions
Frognal (Frognal Lane)	2
Heath Street (Oriel Place)	3
Heath Street Upper	1
Heath Street Upper/The Mount	1
Re-phase traffic lights to improve vehicle flow.	
Finchley Road and Arkwright Road	1
Re-phase traffic lights to prioritise pedestrians	
Hampstead Underground Junction	2
Vehicle stop lines 10 metres before junction to promote social distancing at pedestrian crossing.	
Fitzjohn's Avenue/Arkwright Road	1
Parking	
20 Minute Free Parking	
Hampstead High Street	1
South-end Green	1
Pathways	
Enforcement measures to remove obstacles on pavements and temporarily remove forecourt extensions.	
Flask Walk	1
Hampstead High Street	3
South End Road	1
One-way only paths & pavements	
Hampstead High Street	1
Heath Street (throughout)	1
South End Road	1
Relocate Bus Stop to promote social distancing.	
M&S South End Green	1
Remove central islands to widen pavements	
Fitzjohn's Avenue	1
Remove parking spaces to widen pavements and increase safety for cyclists.	
Arkwright Road	3
Ellerdale Road	1
Fitzjohns Avenue	7
Heath Street Lower	4
South End Road (entrance to heath)	1
Wayfinder Signs and Maps	
Hampstead High Street	1
Widen pavement - existing pavement too narrow to permit social distancing	
Frognal (above Redington Road)	1
Frognal Lane (Eastern End)	2
Hampstead Underground Junction	1
Heath Street Upper	1
New End	1
Pond Street	1
South End Road	1
Pedestrian/Cycle Only Zones	
Car Free Sundays	
Hampstead High Street	1
South End Road	1
Pedestrianise Entire Streets	
Back Lane	2
Branch Hill	1

Recommendation	No. of suggestions
Flask Walk	2
Fleet Road	1
Grove Place	1
Hampstead Grove	1
Hampstead High Street	6
Hampstead to Highgate	1
Hampstead to Kings Cross	1
Hampstead Underground Junction	1
Heath Street	2
Heath Street Lower	1
Heath Street Upper	1
Holly Hill	1
Holly Walk	1
New End	1
Perrins Lane	1
South End Road	1
The Mount	1
Well Walk	1
Windmill Hill	1
Shared surface zone	
Hampstead High Street	1
Heath Street	1
Public Transport	
Hoppa Buses	
East Heath Road	1
Fitzjohns Avenue	1
More buses	
Route C11	1
New Bus Route	
Hampstead to Highgate	1
Restore full public transport service	
Chalk Farm Station	1
Swiss Cottage Station	1
Schools	
No stopping zones outside schools	
Heathside School	1
UCS Junior School	1
Traffic Flow	
Ban large vehicles.	
Arkwright Road	1
Hampstead High Street	1
Downgrade A road up Heath Street and B road up Fitzjohns Avenue	
Fitzjohns Avenue	1
Heath Street Upper	1
Enforcement - Speed Cameras	
Arkwright Road	1
Fitzjohns Avenue	1
Redington Road	1
Hay Bale Chicane	
Redington Road/Redington Gardens	1
One Way Streets to allow more space for pedestrians and cyclists.	
Heath Street Upper (Northbound)	2

Recommendation	No. of suggestions
East Heath Road (Southbound)	
Lindfield Gardens	1
Pond Street	1
South End Road	1
One Way Streets to frustrate rat running	
Arkwright Road	1
Briardale Gardens	2
Frognal (Arkwright Road to Finchley Road)	1
Lindfield Gardens	1
One Way System Heath Street East Heath Road	
Heath Street Upper	
East Heath Road	4
One-way streets at peak times (tidal flow)	
Arkwright Road	2
Frognal Lane	2
Heath Drive	3
Maresfield Gardens	1
Nutley Terrace	1
Park and Stride	
East Heath Road Car Park	6
Jack Straws Castle Car Park	2
O2 Car Park	3
Remove existing street restrictions - impact on surrounding streets	
Arkwright Road	1
Frognal Lane	1
Langland Gardens	1
Netherhall Gardens	1
Residents only traffic during peak hours	
Arkwright Road	1
Branch Hill	1
Church Row	1
Fitzjohns Avenue	3
Flask Walk	1
Frognal	1
Gayton Road	1
Hampstead High Street	1
Hampstead Village	1
Heath Street	1
Holly Hill	1
Lindfield Gardens	1
Lyndhurst Gardens	1
Maresfield Gardens	2
Netherhall Gardens	1
Well Walk	1
Speed humps	
Fitzjohns Avenue	1
Hampstead High Street	1
Rosslyn Hill	1
Speed Limit - 10mph	
Hampstead High Street	1
Heath Street Upper	1
Speed Limit - 20mph	

Recommendation	No. of suggestions
Finchley Road	1
Width restrictions	
Arkwright Road	1
Fitzjohns Avenue	1
Grand Total	208

Swim Forum update 16 June 2020

Thank you for your ongoing support through what continues to be a challenging time for us all.

The Swimming facilities remain closed, and although frustrating, this is really important to ensure the safety of our staff and visitors.

We are continuing to put plans in place to allow us to safely reopen the swimming facilities, once the Government has announced we are moving into Step 3 of the Coronavirus Recovery Strategy.

When we do reopen, there will be a limited number of swimming sessions and tickets available each day. We will keep the number of swimming sessions and the number of tickets under review and we will add more sessions and tickets, if it's safe to do so.

Online Booking and Payment

Taking onboard feedback, we have now commissioned a Company to provide and manage an online booking and payment system.

At this stage the number of swimming sessions per day and the number of spaces available in each session have been based on conservative estimates to maintain social distancing at each facility. If it is appropriate these can be adjusted once the arrangements have been fully tested. The booking system will have flexibility to change both the sessions and to increase the number of tickets available.

The system should be ready for testing in late June and we will welcome your assistance with a trial run at each facility.

When we launch the online booking system, to enable as many people to swim as possible we are proposing the system is programmed to allow swimming sessions to be booked 7 days in advanced. Tickets will go live at 8pm and will be available for purchase until 5 minutes before the session starts (pending availability).

The system will restrict the number of sessions booked by an individual swimmer to 3 swims in 7 days and measures will be introduced to prevent abuse of the booking system.

Charges & Concessions

On 3 June 2020, Members of the Hampstead Heath, Highgate Wood and Queen's Park Committee agreed the charges for swimming during the Covid-19 Recovery Phase.

A session at the Bathing Ponds is £4 for an adult and £2.40 for a concession.

A session at the Parliament Hill Fields Lido is £4 for an adult and £2.40 for a concession.

The free morning swim for under 16's and over 60's will be suspended whilst the Covid-19 session booking arrangements are in place.

Family only sessions at the Lido

We also propose to introduce family only swimming sessions during the middle of the day at the Lido. A ratio of 1 adult to 2 children aged 5-15yrs and 1 adult to 1 child aged under 5 is proposed.

The shallow end will be sectioned off for families. The deep end will have 4 swimming lanes across the width of the pool for lane swimming.

Covid-19 Secure Swimming Recovery Plans

One-way systems, signage and operating arrangements are currently being developed and discussed at site meetings with the Swimming Associations.

Highgate Men's Bathing Pond

Work has commenced to provide a new temporary level entrance to the facility, a section of narrow path is being widened and a new wet access to the Pond from the changing compound is being installed. The sunbathing partition has been partially removed to alleviate pinch points and the railings outside the Lifeguard Observation Hut adjusted to create a better flow towards the jetty. Some maintenance works are also being undertaken in relation to the paths and toilets. No children under the age of 16 will be permitted to use the facility whilst these temporary measures are in place.

The diving board has been removed and a specialist contractor is being sourced to repair, service and reinstall the board. The use of the board will be subject to operational assessment.

Risk Assessments are being updated in relation to the use of the showers and toilets.

Hampstead Mixed Bathing Pond

The main work at the Mixed Pond is to establish a new temporary exit from the Pond to avoid congestion on the jetty. This involves adding a ladder to the timber Lifeguarding jetty. The majority of the work at the Mixed Pond is maintenance and repairs following damage incurred during the lockdown. Space will be made at the entrance gate for a member of staff to be able to manage the entry of swimmers for each session at a safe distance.

No children under the age of 16 will be permitted to use the facility whilst these temporary measures are in place.

Risk Assessments are being updated in relation to the use of the showers and toilets.

Kenwood Ladies' Bathing Pond

There are a number of maintenance issues in relation to the observation hut shutter and the repair of the accessible shower, which are being progressed. The internal changing area has been varnished and grouting repairs completed in the showers. The red and yellow lines on the main deck have been repainted to mark the safe diving zones.

No children under the age of 16 will be permitted to use the facility whilst these temporary measures are in place.

Risk Assessments are being updated in relation to the use of the outdoor showers and toilets.

Parliament Hill Fields Lido

The boiler replacement in the female showers is underway, the new boiler has a greater capacity and is more energy efficient. Terrace repairs are underway, and the aerator has been repaired and repainted.

The Planning Application for the temporary boundary fence is being considered by the Camden Planning Officer.

Risk Assessments are being updated in relation to the use of the poolside showers and toilets.

Possible Swimming start date

Subject to Government guidance, we are working towards Monday 6 July. This will comprise of a phased reopening to fully test the arrangements. Should this coincide with extreme weather (heat wave) the number of sessions each day will be kept under review. There is a risk of the swimming facilities being overwhelmed which would put both our staff and swimmers at risk, and may result in closing/cancelling swimming sessions

Swimming area

We have received feedback around the advantages of using the larger summer swimming areas. We are still considering what would be appropriate as each facility, and must make our decision in line with the guidance from the RLSS, who recommend historical rescue data is analysed to establish where interventions are known to be prevalent and to remove high risk sessions.

Further guidance has now been issued by Swim England which will inform the review of the Risk Assessments and Safe Systems of Work. The size of the available swimming areas will be determined through this process.

Communications

Clear communication with swimmers who wish to use the facilities is crucial. We will also utilise our digital communication channels – the website and our social media feeds to

inform people of our plans to reopen, how they can access the swimming facilities and what measures are in place to ensure the facilities can operate safely. We will also email all season ticket holders with an update. Our Media Team is preparing a press release so the local media will be fully briefed on the plans.

Signs are being prepared for all of the facilities to ensure people can use them safely while maintaining social distancing.

Season Tickets

The sale of season tickets was suspended in March when the swimming facilities closed due to Government Guidance. The sale and use of season tickets will remain suspended whilst these Covid-19 secure measures are in place.

When the facilities re-open in July (to be confirmed) all swimmers will be required to book and pay for a session using the online system.

This is to allow all swimmers an equal opportunity to swim. Once we move back into a usual service and the season tickets are unfrozen, we will extend the period they are valid by the amount of time that swimmers have been unable to use their season ticket due to the lockdown. We also appreciate that some season ticket holders may wish to receive a refund for portion of time they were not able to swim.

When an online booking and payment system is no longer required we will be introducing contactless payments and the Heath App. Season ticket holders will be issued with a wristband, to replace the current card system. Where extensions are required, these will be validated via the wristband. The cost of the season tickets will be subject to our annual review process which will commence in the Autumn.

The Heath's Support Team have been responding to enquiries regarding season tickets and a further update will be prepared and issued to all season ticket holders week commencing 22 June 2020. This will explain the proposed arrangements during the recovery phase and to set out the options on an extension or refund.

Access Arrangements

Access Hoists are available for use at the Lido and Kenwood Ladies' Bathing Pond. If required, Staff will be available to assist any swimmers with specific access requirements. We propose to include a section within the booking system so that swimmers can indicate if they require assistance ahead of arriving for the session.

Assistance with booking a swimming session

The Parliament Hill Office is open daily between 08.30-12.30 and 13.30-16.30. Staff will be able to assist swimmers who do not have access to the internet with making a booking.

Site visits

Paul Maskell and Paul Jeal will be pleased to arrange visits to the facilities to discuss the Recovery Plans. Please contact Paul Maskell paul.maskell@cityoflondon.gov.uk to arrange a visit.

Monitoring and Review

The Swimming Recovery Plans have been designed to allow flexibility to enable us to adapt our response at each facility. We welcome your feedback during the implementation phase, and we will setup a virtual Swimming Forum for mid-July to discuss changes and improvements.

You can also stay up to date with the ongoing changes on the Hampstead Heath website:

<https://www.cityoflondon.gov.uk/things-to-do/green-spaces/hampstead-heath/swimming/Pages/default.aspx>

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Committee	Dated:
Hampstead Heath, Highgate Wood and Queen's Park Committee – For Decision	3 June 2020
Hampstead Heath Consultative Committee – For Information	6 July 2020
Subject: Hampstead Heath Swimming Covid-19 Temporary Arrangements	Public
Report of: Director of Open Spaces	For Decision/ Information
Report author: Bob Warnock, Superintendent of Hampstead Heath	

Summary

This report sets out the short-term arrangements to adapt the swimming facilities in response to Covid-19, in order to introduce and maintain Social Distancing measures and to ensure the safety, health and wellbeing of Staff and visitors.

The report also provides an update on the actions taken to implement the outcomes of the Swimming Review 2020.

Recommendations

It is recommended that:

- Members of the Hampstead Heath, Highgate Wood & Queen's Park Committee agree the temporary arrangements relating to online booking and session swimming as set out in paragraphs 13-17.
- Members of the Hampstead Heath, Highgate Wood & Queen's Park Committee agree the temporary arrangements around introducing additional control measures as set out in paragraphs 18-21.
- Members of the Hampstead Heath, Highgate Wood & Queen's Park Committee agree the temporary arrangements around charges and concessions as set out in paragraphs 22-28.
- Members of the Hampstead Heath Consultative Committee note the report.

Current Position

1. Following advice from the Director of Public Health due to the outbreak of COVID-19, the swimming facilities closed on Sunday 22 March 2020.
2. Throughout the lockdown the Lifeguards have been maintaining a presence at the swimming facilities to prevent unauthorised access and to undertake maintenance tasks, which include:

Lido

- Maintaining the plant room and chemical dosing system.
- Cleaning filters and carrying out regular water quality tests in order to maintain pool water standards.
- Summer Season preparations - jet washing the pool surrounds, painting exterior walls and maintain the benches.
- Assisting contractors who are carrying out essential work such as servicing of Lido plant and paddling pool.

Bathing Ponds

- Summer Season preparations - jet washing decks, cutting back vegetation, deep cleaning of the changing areas, repairing the wooden rowing boats, cleaning life rings and the limit line floats.
 - Patrolling the areas around the facilities to provide support to the Rangers and Keepers.
 - Repairs to perimeter fences. Staff have undertaken localised repairs and a Contractor will undertake further repairs in mid-June.
3. Staff from the Heath's Conservation Team completed repair works to the Kenwood Ladies' Bathing Pond dam in early May. These works were agreed with the Panel Engineer and were supervised by the City of London Corporation's Engineer.
 4. Eight Fixed Term Contract Lifeguards started on Friday, 1 May 2020. This is critical to ensure correct resources are in place for opening the facilities once it is appropriate to do so. Currently, the Fixed Term Contract Lifeguards, the casual Lifeguards and Basket Room Staff are supporting the wider Heath Team and the Highgate Wood Team by engaging with visitors around the Government's guidance and undertaking patrols and helping with waste management across the sites.
 5. The Swimming Facilities Supervisor has updated the Risk Assessments and Safe Systems of Work for the Bathing Ponds and Lido in line with the outcome from the Swimming Review. The Risk Assessments and Safe Systems of Work will be further updated in response to the latest advice in relation to Covid-19.
 6. All Lifeguards have been continuing their regular training using the Royal Life Saving Society (RLSS) online sessions. The Lifeguards have been maintaining fitness levels by individually swimming at the Lido (no team sessions). The Lifeguards have been provided with a copy of the new Open Water Lifeguard manual and are working towards achieving this qualification once the RLSS restart their assessment process.
 7. New rescue equipment has been purchased and the Lifeguards have been using this equipment at the Lido as part of their training. The equipment includes Kayaks, Stand Up Paddle boards and Surf Rescue boards.
 8. Safety signage is being updated to address a number of issues that were raised during the Swimming Review. New entry signage is also being prepared to complement the new payment messaging.

Covid-19 Swimming Facilities Recovery Plans

9. All the swimming facilities on Hampstead Heath are designated as outdoor Swimming Pools, as they have Lifeguards, changing rooms, toilets, showers etc. Due to this they will remain closed until the Government announces that we are moving into Step 3 of the Coronavirus Recovery Strategy. It is anticipated that this will be in early July 2020. However, Officers will need to ensure that the proposals for opening the facilities comply with the Government Guidance, therefore it is likely the facilities will open no earlier than 6 July.
10. Consequently, Officers are seeking Members support to introduce short-term arrangements to adapt the swimming facilities in response to Covid-19, in order to introduce and maintain Social Distancing measures and to ensure the safety, health and wellbeing of Staff and visitors. An outline of the works required are set out within appendix 1.
11. Draft proposals for adapting the swimming facilities were discussed with the Hampstead Heath Consultative Committee on the 18 May 2020. Following the HHCC meeting, a series of virtual meetings with the Swimming Associations were arranged. These have proved helpful in preparing this report and Officers will continue to engage with the Swimming Association's as the temporary works are designed and implemented. Notable temporary changes at the facilities will include:
 - Installing Covid-19 site specific signage, temporary barriers and other temporary measures to maintain Social Distancing, such as one-way systems. These will need to be tailored to each of the swimming facilities.
 - At the Highgate Men's Bathing Pond this will involve establishing a new entrance into the facility; a new entrance to the changing compound; removal of the partition to the sunbathing area to extend the changing space to increase the capacity of the facility. Repurpose of the building used by the Lifebuoys as a changing space, allowing for the provision of additional welfare space for the Lifeguards and to allow for social distancing of our staff in their workplace.
 - At the Hampstead Mixed Pond this will require establishing a new exit from the pond with a ladder installed on the timber Lifeguarding jetty to create a one-way system avoiding congestion on the existing jetty.
 - At the Kenwood Ladies' Bathing Pond the back gate will remain closed and entry and exit managed via Millfield Lane.
 - The Lido will be lane swimming only and the paddling pool and slide will be closed.
12. There are a range of temporary measures which Members are asked to consider in relation to:
 - Online booking and session swimming
 - Additional control measures
 - Charges and concessions

Online Booking & Session Swimming

13. In order to manage the number of swimmers at each facility it is proposed to introduce session swimming administered through an online booking and payment system. A limit will be placed on the number of swimmers available to book per session.
14. The option to use cash to pay for swimming on the Heath will be withdrawn and all payments will be made online.
15. Due to the time constraints and taking account of advice from the IT Director, Officers are seeking to partner with an existing online booking provider for the short term until the Heath App has been fully developed. Whilst a number of options are being explored, it is likely that a percentage of the income generated via the online booking will be retained by the provider for this short-term solution.
16. It is proposed that the online sessions will be non-refundable, except where sessions have been cancelled.
17. These short-term temporary arrangements will be kept under review and discussed with the Swimming Associations.

Additional Control Measures

18. The RLSS Guidance (appendix 2) recommends historical rescue data is analysed to establish where interventions are known to be prevalent and to remove high risk sessions. At the Swimming Facilities the incidents of children requiring Lifeguard assistance are historically high. Consequently, to reduce this risk Officers propose to suspend swimming for under 16's at the Bathing Ponds.
19. Therefore, to provide swimming opportunities for children under 16's it is proposed that family only sessions are introduced at the Lido and administered through the online booking system.
20. Taking account of the learning from the Serpentine Swimming Club, the number of swimming sessions will initially be limited to ensure the facilities are operating safely. The number of sessions would be increased if Officers considered it was safe to do so.
21. Officers will need to retain flexibility to close the swimming facilities if necessary, to protect staff, avoid crowding and to ensure Social Distancing.

Charges and Concessions

22. Season Ticket holders have been unable to use their tickets since swimming was suspended in late March. Officers propose to honour the period of time for which a Season Ticket was valid, but unable to be used. Once the temporary Covid-19 swimming restrictions have ended, and usual operating arrangements have resumed, extensions will be applied to Season Tickets.
23. In order to have an online booking system operating from July, Officers propose to delay the introduction of the free morning swim Season Ticket for under 16's and over 60's. However, these groups will be eligible for the concession rate when booking.

24. Officers propose that the day ticket charges for the Bathing Pond, as agreed by Members at their March 2020 meeting be applied to the sessions. In addition Officers propose the morning swim charges for the Lido are applied to sessions booked at this facility, however, the Concessionary rate be adjusted to align with the Ponds as the rounding due to cash handling is not currently applicable to this charge.
 - Adult Session Charge - £4.00
 - Concession Session Charge - £2.40
25. Concessions rates continue to apply to the following:
 - Freedom Pass
 - Disabled Card
 - Job Seekers Allowance
 - Students
 - Under 16's
26. Whilst we acknowledge the swim session at the Lido is slightly longer, this accounts for the additional time required to safely admit the swimmers to the facility.
27. The approach to levy the same charges at the Lido and Bathing Ponds will encourage swimmers to book at the facility most suited to their swimming ability.
28. The Parliament Hill Office will be staffed to assist swimmers with making online booking and payment. Staff will also be able to assist swimmers with additional access requirements.

Contactless Payment Technology

29. Whilst it is proposed to move to online booking in the short term, the long-term intention remains to implement contactless payment as agreed the Management Committee decision of 11 March 2020.
30. Contactless payment arrangements are being progressed and Officers have been working with Lloyds Bank to procure contactless payment devices, wristband season tickets and the development of a Heath App. The current timeline for developing the Heath App is eight weeks.
31. The Heath App will enable payments to be made, wristbands to be activated and managed and will also provide the opportunity to message season ticket holders to provide a range information, such as closures and renewal alerts. It will also be possible to expand the Heath App to include the Athletics Track as a second phase of the implementation programme.
32. Radio frequency data identification (RFDI) enabled wristbands will be used for both season ticket holders and will be an option for day visitors.
33. The provision of small lockers is being investigated. These would enable safe storage of personal effects such as phones, cards and wallets. The RFDI wristband could be used to unlock the locker, avoiding issues with lost keys.

34. The option to facilitate online booking via the Heath App is also being explored. This would be more cost effective and add functionality to the online booking capability. At this stage it is not clear how long these arrangements will be required to operate. Officers will continue to engage with the Swimming Associations throughout this process.

Cyclical Works

35. Officers are working with colleagues from the City Surveyor's Department to progress works on the replacement hot water boiler for the Ladies' showers at the Lido. Works are scheduled to commence on 8 June 2020 for a period of 3 weeks.
36. The project to upgrade the 3-phase electrical cabling to the Mixed Pond is a funded project within the Cyclical Work Programme. We are discussing with the City Surveyors Department the timescales for the works. Funding bids for new fencing, sewerage pumps and control gear have been submitted for the 2021/22 Cyclical Work Programme bid process.

Capital Project

37. To implement the works identified during the Swimming Review in conjunction with the Superintendent, the City Surveyors Department have appointed a firm of Project Management Consultants and Cost Consultants to support the development of the Capital Project.
38. The works across the three Bathing Ponds and the Parliament Hill Fields Lido have been scoped in accordance with the outcomes of the Swimming Review to inform the development of a Capital Project Gateway Report for stages 1 & 2. The draft high-level programme is attached at appendix 3.
39. The Project will include the access works at the Highgate Men's Bathing Pond, the back gate and adaptations to the accessible toilet at the Kenwood Ladies' Bathing Pond, a review of the facilities at the Hampstead Mixed Pond and a review of the vacant space at the Parliament Hill Fields Lido and improvements to security and waste management.
40. The Gateway 2 Report will be discussed with Members of the Swimming Forum, Sports Advisory Forum, Hampstead Heath Consultative Committee before being presented to the Hampstead Heath, Highgate Wood and Queen's Park Committee.

Finance

41. Covid-19 is having a significant impact on the Heath Local Risk Budget, particularly in relation to a reduction in income from car parking, events, filming, leases, licences, sports bookings and swimming. In addition, expenditure has increased on signage, waste collection, disposal and staff costs. Extensive cost control measures have been introduced to manage the impact on the Local Risk budget.

42. The adaptations to the facilities in accordance with the Covid-19 recovery plans will be funded through the Superintendents Local Risk Budgets. Along with the works to introduce contactless payment technology.
43. During the Swimming Review concerns were raised with respect to the financial accessibility of the facilities. Investigations into a Support Fund have commenced and an initial meeting with the City Bridge Trust has taken place. Further work on this aspect are being prioritised.
44. A Capital Bid will be submitted to seek funding for the Capital Works identified from the Swimming Review.

Risk

45. There is a risk that the demand for access to swimming results in crowds gathering at the facilities. To mitigate this, sessions will be introduced and may initially be restricted to weekdays and early mornings. When periods of exceptionally hot weather are forecast it may be necessary to close the facilities to reduce the likelihood of crowds developing leading to a breakdown in Social Distancing measures and social disorder.
46. There is a risk that the Social Distancing measures and online booking arrangements will not be in place to facilitate an anticipated July opening, subject to Government Guidance. Officers have developed a Project Plan to coordinate the implementation of the works discussed in this report.
47. Unauthorised swimming at the Bathing facilities and the non-lifeguarded Ponds is a significant concern. Staff continue to undertake patrols around the ponds and barrier tape and signage has been deployed to discourage unauthorised swimming.
48. The Risk Assessments and Safe Systems of Work will be updated to reflect the revised temporary operating arrangements.

Communications

49. A Communications Plan is being drafted. This will outline the steps that the City Corporation will take to provide clear messaging to swimmers around the changes to the swimming facilities and the requirement to book a session online in advanced of arriving at the facilities.
50. The Communications Plan will communicate elements of the Recovery Plan to the media, Heath swimmers and visitors, Londoners and other key external and internal stakeholders, explain the new arrangements for opening safely while Covid-19 is still a risk and provide clear messaging on the entry system, online booking and payments and how people can access the Bathing Ponds and Lido.

Conclusion

51. Due to Covid-19, Officers are developing plans to introduce short term arrangements to enable the swimming facilities to reopen, in-line with Government Guidance. These arrangements will be kept under review taking account of RLSS Guidance, feedback from swimmers and Staff. A further report will be prepared in due course to review the effectiveness of the short term arrangements and consider how the facilities will be managed in the long term once Social Distancing measures are relaxed.

Appendices

- Appendix 1 – Draft Swimming Facilities Covid-19 Recovery Plans
- Appendix 2 – RLSS Guidance
- Appendix 3 – Draft High-level Programme

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Appendix 1 - Draft Swimming Facilities Covid-19 Recovery Plans

Introduction

1. In line with Government Guidance on COVID-19, the Bathing Ponds and Lido currently remain closed. The City of London Corporation is keeping the situation under review and will reopen as soon as it is safe to do so. This will be done in consultation with Swimming Associations and other key stakeholders.
2. Early indications are swimming facilities may be able to open under “Step 3” of the Governments Strategy which could be introduced from 4 July 2020 at the earliest.

Planning for Summer 2020 opening

3. The Superintendent has started to prepare Recovery Plans for the Hampstead Heath Swimming Facilities.
4. Lifeguard training and fitness training is continuing, with adaptations to maintain Social Distancing. This is essential to ensure the Team are ready to resume their duties. All Full Time and Fixed Term Contract Lifeguards have completed the Royal Life Saving Society (RLSS) online training modules and have been allocated Open Water Lifeguard manuals in preparation for the qualification assessment.
5. RLSS advice will be critical in terms of performing rescues, resuscitation and Lifeguard safety. The following website is being monitored <https://www.rlss.org.uk/pages/category/rlss-uk-guidance-for-operating-during-covid-19>
6. Lifeguards as first responders may have close contact with individuals with potential Coronavirus infection (COVID-19). As part of their normal roles, they may be required to provide immediate assistance requiring close contact until further medical assistance arrives.
7. In the current situation of sustained community transmission of COVID-19 in the UK, Social Distancing, the strict application of safe working practices and, where Social Distancing cannot be maintained, the use of Personal Protective Equipment (PPE) will be determined through Risk Assessments.
8. Understandably, there is a degree of anxiety amongst the Lifeguards and Rangers around their safety when undertaking their duties. Covid-19 Secure Workplace Risk Assessments have been prepared and are being discussed with staff and the recognised Trade Unions.
9. Maintenance and repairs are ongoing to ensure the facilities remain operational. The repairs to the accessible shower at Kenwood Ladies’ Bathing Pond are a priority along with the boiler replacement and terracing repairs at the Parliament Hill Fields Lido.

10. The Superintendent will continue to liaise with the Director of Open Spaces, the Director of Health, RLSS, Swim England and other outdoor swimming venues to develop suitable control measures to help control the risk of spreading Coronavirus.
11. In the short term it is proposed to use an online booking website to manage session booking and payment. In due course the intention would be to move the online booking onto the Hampstead Heath App which is currently in development. At this stage contactless payments could be introduced and integrated with season ticket wristbands. The Parliament Hill Information Office staff will be able to assist with making bookings and payments, for those who do not have on-line access.
12. The use of toilets, showers and indoor changing spaces will need to be carefully risk assessed. Currently, the Hampstead Heath Team do not have a sustainable supply of the PPE Public Health England recommend for toilet cleaning e.g. the use of disposal aprons and face masks.
13. Communications setting out the new operating arrangements will need developing and promoting through the Swimming Associations, press, website, social media and signage on site to ensure visitors are aware of the changes to the swimming arrangements to comply with Social Distancing and Lifeguard safety. A proactive social media campaign will be used to remind swimmers of the requirements to book and pay in advanced before arriving at the facilities. This will be particularly important leading up to periods of hot sunny weather.
14. These draft proposals have been discussed with the Swimming Associations and the Hampstead Heath Consultative Committee.

Parliament Hill Fields Lido - Draft Proposals

15. Move to online booking only to limit the number of swimmers using the facility and to eliminate cash handling. A range of booking limitations will be necessary to prevent block bookings by individuals and to ensure as many people as possible have an opportunity to swim.
16. Introduce timed swimming sessions. This will prevent overcrowding and allow Social Distancing measures to be introduced at the facility. It will relieve pressure on use of the toilets, changing areas as well as swimmers Social Distancing in and out of the water.
 - Session 1 – 07.00 – 08.30
 - Session 2 – 09.30 – 11.00
 - Session 3 – 12.00 – 13.30
 - Session 4 – 14.30 – 16.00
 - Session 5 – 17.00 – 18.30
17. An hour has been programmed between the swimming sessions to facilitate cleaning and preparing the Lido for the next session. This needs to be trialled, as it may be possible to reduce this time and add a further swimming session.

18. It is proposed that each session could facilitate 100 swimmers. This would need to be kept under review. The number of swimmers permitted access for the session would be able to use their time allocation for both swimming and sunbathing within the facility, whilst respecting the Social Distancing requirements.
19. Consideration will be given to providing family sessions where a ratio of 1 adult per 2 children from the same household may swim together. The children will also need to be competent swimmers.
20. To ensure the Social Distancing measures, it is proposed to introduce a flow system at the facility:
 - A. Entrance queue – 2m spacing markers on ground along entrance ramp and path. Barriers erected along path. A member of staff would hold the queue at the bottom of entrance ramp until the entry kiosk is clear then allow the next customer to move forward.
 - B. One-way system – Arrows on floor. From foyer to the changing rooms, use middle door to access poolside, swim in lanes, exit pool and use the poolside showers, use the main poolside opening to again access to and changing, use exit turnstiles at end of the changing rooms. The internal showers and toilets will remain closed. The four outdoor showers will be available for swimmers to use. Subject to securing sufficient supplies of PPE the poolside toilets could be opened.
 - C. Additional staff required to manage one-way flow in changing areas/toilets. Metal barriers with signage attached to help with flow routes and messaging to swimmers.
21. Introduction of Social Distancing to Swimming:
 - A. Lane swimming only. Proposed 20 swimmers in each lane swimming in one direction, at least 4m apart to maintain distancing. No stopping at each end.
 - B. 5 x lanes available. Lanes are 5m wide.
 - C. Lanes marked for different swimming abilities.
 - D. The beginner's lane would be divided at the 1m depth mark to provide 1/3 of the lane for shallow end, one direction swimming. The remaining 2/3 would be available for beginners.
 - E. Close children's slide.
 - F. Close the paddling pool.
 - G. Close the Sauna.
22. Poolside:
 - A. Sunbathing – if Social Distancing permits.
 - B. Café – proposed to limit the offer to teas/coffees and snacks served from door. No access to inside or seating outside.
 - C. Waste & recycling to be introduced.
 - D. Swimmers will be encouraged to use the poolside for changing to alleviate the pressure on the changing rooms.

23. Cleaning/hygiene – Staff will be briefed on how to use PPE including decontamination and disposal. The gap between sessions will provide time for cleaning to be carried out.
24. Security/Stewards – Additional staff/security need to be used outside building to manage queue, stop people climbing the perimeter wall and gaining unauthorised entry. Also, to help manage visitors who have not purchased a session ticket online.
25. The Planning Application for the external temporary fence has been submitted and the Planning Case Officer has requested additional information from the Designing Out Crime Officer (MET Police). To support the application for listed Building Consent a heritage statement is also being prepared.
26. Information – new signage installed on site to ensure visitors are aware of the changes to the swimming arrangements to maintain Social Distancing and Lifeguard safety.
27. Drinking water fountains will not be accessible.

Highgate Men's Bathing Pond – Draft Proposals

28. Move to online booking only to limit the number of swimmers using the facility and to eliminate cash handling. A range of booking limitations will be necessary to prevent block bookings by individuals and to ensure as many people as possible have an opportunity to swim.
29. Introduce timed swimming sessions. This will prevent overcrowding and allow Social Distancing measures to be introduced at the facility. It will relieve pressure on use of toilets, changing areas as well as swimmers distancing in and out of water.
 - Session 1 - 07.00 - 08.00
 - Session 2 - 08.30 - 09.30
 - Session 3 - 10.00 - 11.00
 - Session 4 – 11.30 - 12.30
 - Session 5 – 13.00 - 14.00
 - Session 6 – 14.30 - 15.30
 - Session 7 – 16.00 - 17.00
 - Session 8 – 17.30 - 18.30
30. It is proposed that each session could facilitate 30 swimmers. This would need to be kept under review.
31. 30 minutes has been programmed between the swimming sessions to facilitate cleaning and preparing the facility for the next session. This needs to be trialled, as it may be possible to reduce this time and add a further swimming session.
32. Introduce a flow system to ensure social distancing at the facility:
 - A. Entrance queue – 2m spacing markers on ground.

- B. Install a new temporary level entrance to maintain Social Distancing. This would allow the existing entrance to be used as an emergency exit from the changing compound. A simple timber open shelter will be necessary to provide a safe environment for the staff managing the entrance to the facility.
 - C. A system will need developing to manage entry and exit from the Pond to maintain Social Distancing. This would involve creating a new doorway onto pondside from the changing room to alleviate congestion.
- 33. Introduction of Social Distancing to Swimming:
 - A. One-way swimming arrangement will be introduced with swimmers exiting the pond from the Lifebuoys jetty.
 - B. No access to the diving board.
- 34. No Sunbathing – Utilise the current sunbathing area to provide additional space for changing thus increasing the capacity of the facility. To alleviate the pinch points the partition between the sunbathing and main changing area will be removed. This will open up the area and reduce the congestion.
- 35. Resuscitation and first aid – Guidance from the RLSS has been received.
- 36. Cleaning/hygiene – Staff will be briefed on how to use PPE including decontamination and disposal. The gap between sessions will provide time for cleaning to be carried out.
- 37. Security/Stewards – Ranger staff to manage queue and manage visitors who haven't purchased a session ticket online.
- 38. Subject to securing sufficient supplies of PPE the toilets could be opened.
- 39. Social Distancing measures to be in place for use of the shower.
- 40. Information – new signage installed on site to ensure visitors are aware of the changes to the swimming arrangements to maintain Social Distancing and Lifeguard safety.
- 41. It is proposed to repurpose of the building used by the Lifebuoys as a changing space for the Lifeguards to provide additional welfare space and to allow for social distancing of our staff in their workplace.
- 42. Swimming for Children aged 8-15 is suspended.
- 43. Drinking water fountains will not be accessible.

Kenwood Ladies' Bathing Pond – Draft Proposals

- 44. Move to online booking only to limit the number of swimmers using the facility and to eliminate cash handling. A range of booking limitations will be necessary

to prevent block bookings by individuals and to ensure as many people as possible have an opportunity to swim.

45. Introduce timed swimming sessions. This will prevent overcrowding and allow Social Distancing measures to be introduced at the facility. It will relieve pressure on use of toilets, changing areas as well as swimmers distancing in and out of water.
 - Session 1 - 07.00 - 08.00
 - Session 2 - 08.30 - 09.30
 - Session 3 - 10.00 - 11.00
 - Session 4 – 11.30 - 12.30
 - Session 5 – 13.00 - 14.00
 - Session 6 – 14.30 - 15.30
 - Session 7 – 16.00 - 17.00
 - Session 8 – 17.30 - 18.30
46. It is proposed that each session could facilitate 30 swimmers. This would need to be kept under review. The number of swimmers permitted access for the session would be able to use their time allocation for both swimming and sunbathing within the facility, whilst respecting the Social Distancing requirements. The changing rooms and indoor showers will remain closed. Social Distancing measures to be in place for use of the outside shower.
47. 30 minutes has been programmed between the swimming sessions to facilitate cleaning and preparing the facility for the next session. This needs to be trialled, as it may be possible to reduce this time and add a further swimming session.
48. Introduce a flow system to ensure Social Distancing at the facility:
 - A. Entrance queue – 2m spacing markers on ground.
 - B. Use the Millfield Lane for entry and exit. Temporary fencing will be used along access path to separate the entry and exit flows. This would require the back gate to remain closed. A simple timber open shelter will be necessary to provide a safe environment for the staff managing the entrance to the facility.
49. Introduction of Social Distancing to swimming:
 - A. One-way swimming anti clockwise.
50. Consider the use of the Meadows. Lower meadow could be used for changing.
51. Resuscitation and first aid – Guidance from the RLSS has been received.
52. Cleaning/hygiene – Staff will be briefed on how to use PPE including decontamination and disposal. The gap between sessions will provide time for cleaning to be carried out.
53. Security/Stewards – Ranger staff to manage queue and manage visitors who haven't purchased a session ticket online.
54. Subject to securing sufficient supplies of PPE the toilets could be opened.

55. Information – new signage installed on site to ensure visitors are aware of the changes to the swimming arrangements to maintain Social Distancing and Lifeguard safety.
56. Swimming for Children aged 8-15 is suspended
57. Drinking water fountains will not be accessible.

Hampstead Mixed Bathing Pond – Draft Proposals

58. Move to online booking only to limit the number of swimmers using the facility and to eliminate cash handling. A range of booking limitations will be necessary to prevent block bookings by individuals and to ensure as many people as possible have an opportunity to swim.
59. Introduce timed swimming sessions. This will prevent overcrowding and allow Social Distancing measures to be introduced at the facility. It will relieve pressure on use of toilets, changing areas as well as swimmers distancing in and out of water.
 - Session 1 - 07.00 - 08.00
 - Session 2 - 08.30 - 09.30
 - Session 3 - 10.00 - 11.00
 - Session 4 – 11.30 - 12.30
 - Session 5 – 13.00 - 14.00
 - Session 6 – 14.30 - 15.30
 - Session 7 – 16.00 - 17.00
 - Session 8 – 17.30 - 18.30
60. It is proposed that each session could facilitate 20 swimmers. This would need to be kept under review. This is feasibly the most challenging facility to adapt to accommodate Social Distancing. The number of swimmers permitted access for the session would be able to use their time allocation for both swimming and sunbathing within the facility, whilst respecting the Social Distancing requirements.
61. 30 minutes has been programmed between the swimming sessions to facilitate cleaning and preparing the facility for the next session. This needs to be trialled, as it may be possible to reduce this time and add a further swimming session.
62. Introduce a flow system to ensure Social Distancing the facility:
 - A. Entrance queue – 2m spacing markers on ground.
 - B. A simple timber open shelter will be necessary to provide a safe environment for the staff managing the entrance to the facility.
63. Introduction of Social Distancing to Swimming:

- A. One-way swimming arrangement will be implemented, and the timber Lifeguarding jetty will be adapted with the addition of a ladder to provide the exit arrangement from the Pond.
 - B. Sunbathing – if Social Distancing permits, within the session time.
- 64. Resuscitation and first aid – Guidance from the RLSS has been received.
 - 65. Cleaning/hygiene – Staff will be briefed on how to use PPE including decontamination and disposal. The gap between sessions will provide time for cleaning to be carried out.
 - 66. Security/Stewards – Ranger staff to manage queue and manage visitors who haven't purchased a session ticket online.
 - 67. Information – new signage installed on site to ensure visitors are aware of the changes to the swimming arrangements to maintain Social Distancing and Lifeguard safety.
 - 68. Swimming for Children aged 8-15 is suspended
 - 69. Drinking water fountains will not be accessible.

GUIDANCE FOR OPEN WATER SWIMMING OPERATORS

Managing Lifeguards during COVID-19

Version 1.1 June 2020



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1. Introduction

The following guidance has been created to support Operators to manage safety at open water venues, lifeguards and training during the period of COVID-19. It is intended to be implemented in line with the Governments guidelines '[Guidance for providers of outdoor facilities on the phased return of sport and recreation in England](#)'.

RLSS UK suggests that the following guidance is considered when reviewing risk assessments and developing revised operating procedures. The measures suggested in this guidance document may not be appropriate for all venues and/or situations and should be considered as part of the wider plan to protect staff, customers and third parties.

The guidance is not exhaustive to all aspects of open water swimming activities and further guidance has been issued by Swim England, British Triathlon (links can be found in section 7).

It is important for employers, employees, volunteers, and members of the public to understand that no PPE or other protective measures can provide 100% protection from infection with, or transmission of, a virus.

Please note, this is an ever-changing environment and this guidance will be updated regularly following changes to guidance from the Government, please ensure you have the most recent version.

Should you have any questions please do not hesitate to contact us by e-mail info@rlss.org.uk or **0300 3230 096**.

2. About COVID-19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus. The best way to prevent and slow down transmission is to be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

There are two common routes people could become infected:

1. Secretions can be directly transferred into the mouths or noses of people who are nearby or possibly could be inhaled into the lungs.
2. It is possible that someone may become infected by touching a person, a surface or object that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as shaking hands or touching door handles and then touching their own face).

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

With the rapidly changing nature of the COVID-19 outbreak, information and advice from the Government can change quickly. For all the latest Government information on COVID-19 and the measures the Government, and devolved Governments, are taking, please visit the relevant Government's website.

Employers have a responsibility to educate, install and maintain systems of work which reduce the likelihood of infection in the workplace. The provisions of the Health and Safety at Work Act 1974 and the associated regulations require employers to consider COVID-19 as they would any other hazard in their risk assessments and controls. Employers should invest time with lifeguard educators to assist them to understand the risks presented by COVID-19 and ensure they have sufficient knowledge to convey safety information effectively to lifeguards.

3. Guidance

Where possible, all contact with members of the public and colleagues should be carried out while maintaining current distancing guidance.

We understand that in some circumstances this is not possible, this guidance is designed to help you consider the tasks your lifeguards may need to undertake and the measures (using the hierarchy of risk) you may be able to put in place to help to protect them.

Hierarchy of risk control

Hierarchy	Examples of control measures for COVID-19
Elimination	<ul style="list-style-type: none"> Remove higher risk sessions from the timetable where interventions are known to be prevalent from historical accident analysis Reduce need for rescue through education and accident prevention Where possible encourage casualty self-treatment
Substitution	<ul style="list-style-type: none"> Use of rescue equipment to undertake rescues at a distance
Engineering Controls	<ul style="list-style-type: none"> Ensure designated lifeguard areas have clear proximity restrictions for the general public
Administrative Controls	<ul style="list-style-type: none"> Always follow good hygiene practices Procedures to minimise contact between staff and staff Procedures to minimise contact between staff and customers Procedures to minimise contact between staff and equipment
Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> Use of PPE by lifeguards when giving emergency treatment to a casualty

The following are general guidance principles to follow:

- Always follow Government guidance
- Put the health and safety of your staff and customers at the forefront
- Ensure all lifeguards wash their hands on arrival and throughout their shift
- Maintain / increase your hygiene standards in the check in / out areas
 - Increase frequency of cleaning particularly in well-used areas
 - Ensure hand washing facilities/hand sanitisers are well equipped and checked regularly
 - Provide personal hand sanitisers for lifeguards to use
- Encourage and advertise current distancing guidance. For example, floor markings in car parking, check in/out and water entry/exit points
- Ensure staff understand the signs and symptoms of COVID-19
- Encourage lifeguards to wear short-sleeved T-shirts and be bare below the elbows (including jewellery). This helps to prevent the spread of infection from contaminated sleeves and aids effective hand-hygiene procedures. If wearing wetsuits with long sleeves, watches could be worn but if wearing a shortie wetsuit or wetsuits with no sleeves, lifeguards should be encouraged to be bare below the elbows (including jewellery)
- Consider additional uniform for employees that may need to change uniform due to suspected contamination
- If employees or any member of their household show any COVID-19 symptoms; do not allow them to attend work, including training and advise them to follow government guidance regarding self-isolation
- Use signage for your staff and customers to remind them that they should remain at home for at least 14 days if they display any signs of symptoms of COVID-19. There are set specific signs produced by PHE for public - <https://coronavirusresources.phe.gov.uk/>

4. Reducing the Risk in an Open Water Environment

You may need to consider means to reduce risks within an open water environment. If activities increase the likelihood of a swimmer requiring rescue of any kind, you should consider if these activities should be stopped during this period.

Some recommendations for considerations:

- Reduce maximum user numbers as appropriate (see guidance from SH₂OUT)
- Review the swimming course
- Consider the surfaces that users will touch when using facilities/equipment, restrict use or implement appropriate cleaning measures where required
- Only allow people who have previously been members to use the site

To understand the intervention likelihood and risk associated with specific activities it may be useful to review historical accident, incident, and near-miss data.

5. Policies and Procedures

Operators will need to review and update policies and procedures for use during COVID-19, amends should be made rather than producing new documents. The following are examples of policies and procedures that should be reviewed:

- Risk Assessment
- Safe systems of work
- Normal Operating Procedures
- Emergency Action Plans
- Cleaning procedures

It is important that any changes in policies and procedures are included within training for lifeguards to ensure they understand the changes.

6. The Role of a Lifeguard

6.1 Supervising a session

Supervision of the open water course should continue in the usual way. The following should be carefully considered when reviewing the provision of supervision:

Lifeguard positions

- Lifeguard positions situated in areas where current distancing guidance may be difficult to achieve should be reviewed. It is recommended that any such adjustments are tested to ensure that swimmers can be seen at all points of the course
- Customers should be encouraged to maintain current distancing guidance with lifeguards positioned at the water's edge. This may be encouraged with clear signage or marking
- Rescue equipment should be easily accessible if not being held by lifeguards to minimise cross contamination

Lifeguard rotations

- Lifeguards completing rotations should comply with current distancing guidance
- Frequency of lifeguard rotations should be kept to a minimum (but not exceed suggested duration)

Lifeguard teams

- Review lifeguard shift rotas to maximise the opportunity to work in the same lifeguard team and limit interaction between all lifeguards
- Consider staggering start times of shifts to discourage lifeguards congregating at the start and end of their shifts

Lifeguard hygiene

- Lifeguards should wash/sanitise their hands before and after rotations
- Lifeguards should avoid touching their faces
- Lifeguard equipment should be cleaned/sanitised regularly (see cleaning section)
- Lifeguards should be supplied with their own equipment e.g. wetsuit, personal floatation devices (pfd), dinghy smock. If these are allocated for a shift, then they should be sanitised at the end of every shift

Lifeguard supervision

- It is important that lifeguards providing supervision are not distracted by carrying out other duties, for example policing current distancing guidance or cleaning
- The number of lifeguards required to supervise the swimming area safely should be reviewed to consider any changes made to lifeguard practices

6.2 Management of other equipment

Provision of individual equipment

Consideration should be given to the provision of individual equipment, each participant should be encouraged to use their own equipment to limit infection through shared/hired equipment (wetsuits, hats, goggles, torpedo buoys, whistles and tow floats).

Other equipment

A lifeguard role may include the setup, use and dismantling of other equipment, including:

- Swimming buoys
- Paddle boards
- Rescue boards
- Kayaks
- Radios
- Powercraft
- Entry/exit check in system

Operators should review the requirement for the equipment and where equipment is used for sessions, they should consider limiting the frequency of changing equipment.

6.3 Cleaning

Cleaning duties for lifeguards may increase due to the level of cleaning that is required to keep staff, customers and third parties safe. Lifeguards should carry out cleaning duties in line with current distancing guidance, maintaining distance from all other people (including other lifeguards).

Operators should consider additional cleaning tasks and training that may need to take place:

Torpedo buoys

- a. Lifeguards are at risk of infection from an unclean/contaminated torpedo buoy, especially when held or worn.
- b. Contact between the buoy, its strap and the lifeguard's mouth or nose (possibly via their hands) is the main risk presented by COVID-19
- c. Operators may choose to issue one torpedo buoy per lifeguard for the duration of the shift, disinfecting it at the end of the shift before handing it to another lifeguard
- d. Where there are insufficient torpedo buoys to provide this arrangement, disinfection at the point of handover should be provided in its place
- e. Operators may also consider positioning torpedo buoys next to each lifeguard position (to be immediately available) rather than held

Personal Floatation Device (PFD)

- a. Lifeguards are at risk of infection from an unclean/contaminated PFD, especially as this is worn
- b. Contact between the PFD and the lifeguard's mouth or nose is the main risk presented by COVID-19
- c. Operators may choose to issue each lifeguard with their own PFD for the duration of their shift, disinfecting it at the end of the shift before reissuing to another member of staff
- d. Where possible operators should issue each lifeguard with their own PFD

Lifeguard Rescue board, Stand Up Paddle Board, Kayak

- a. The piece of equipment provides a risk of infection transmission for COVID-19
- b. The whole piece of equipment including the paddle should be disinfected at regular intervals, this may be completed between lifeguard changeovers whilst maintaining a 2-metre distance.
- c. Every effort must be made to ensure that supervision is not compromised whilst these surfaces are wiped clean
- d. Where a lifeguard is positioned next to any structures or other surfaces the same cleaning measures should be applied

Rescue equipment (throw bag, reach pole, rescue board, PXB, pfd's etc.)

- a. Lifeguards are at risk of infection from unclean/contaminated rescue equipment when it is used.
- b. Contact between the rescue equipment and the lifeguard's mouth or nose (via their hands) is the main risk presented by COVID-19
- c. Disinfection of equipment should take place after use

Lifeguard equipment (radios, loud halers, horns etc.)

- a. Lifeguards are at risk of infection from unclean/contaminated equipment when it is used.
- b. Contact between the equipment and the lifeguard's mouth or nose (via their hands) is the main risk presented by COVID-19
- c. Disinfection of equipment should take place before handing the equipment to another lifeguard or member of staff

Where rescue equipment that has been used it should be disinfected immediately.

6.4 Other duties for Lifeguards

Operators should review lifeguard roles and consider all tasks that are required to be completed within the venue, including the following examples:

- Equipment setup*
- Deliveries
- Cleaning

Operators should review safe system of work for the task and ensure lifeguards are aware of how to reduce risk of spreading COVID-19. Operators may consider limiting the number of lifeguards that are instructed to complete certain tasks to reduce the risk.

*Manufacturers may be able to provide Operators with guidance for safely setting up and dismantling of specific equipment during this time.

6.5 Personal Protective Equipment (PPE)

Operators should ensure PPE is fit for purpose.

It is important that lifeguards have PPE **immediately available**. Operators should consider providing lifeguards with personal bum bags to carry protective equipment in, or an emergency grab bag positioned next to lifeguard positions. If Operators choose to use bum bags, hand sanitisers could also be issued and kept in the bum bag.

PPE should be stored so it is protected, it must be checked pre-duty, to ensure it remains in a useable and safe condition.

In all circumstances where some form of PPE is used, the safe removal and disposal of the PPE is a critical consideration to avoid self-contamination. Guidance can be found from the NHS and Public Health.

Operators will need to provide all relevant employees with suitable training for use and disposal of all PPE. It recommended that incident training is undertaken wearing PPE to give lifeguards relevant practice.

Suggested PPE

Emergency situation	PPE suggested	PPE to consider
CPR	Face mask*, gloves, apron/gown	Face shield
First Aid	Face mask*, gloves, apron/gown	
Treatment for choking	Face mask*, gloves, apron/gown	Face shield
Extracting casualties from the water	Face mask*, apron/gown	Face shield
Treatment on land	Face mask*, gloves, apron/gown	Face shield

*Following guidance from World Health Organisation and Public Health England, RLSS UK recommends the use of FFP2 masks or surgical masks.

6.6 Providing First Aid

Operators will still need to provide first aid effectively whilst mitigating the risk from COVID-19, the following should be followed:

Continue to:

- a. Use disposable gloves for all first aid treatment
- b. Ensure first aid equipment is fit for purpose and is in date
- c. Maintain good hygiene practices and those providing first aid should cover any open wounds

In addition, during this period:

- a. Encourage self-treatment where appropriate, to help maintain current distancing guidance.
- b. PPE should be worn by lifeguards providing first aid and if possible and appropriate, casualties may also be encouraged to wear a face mask
- c. Educate lifeguards to minimise contact with their face at all times
- d. Dispose of PPE and soiled dressing etc. safely in a biohazard bin
- e. Following treatment, lifeguards should wash their hands and any of their bare skin and clean the area with disinfectant
- f. Report to your Supervisor/Line Manager if you develop COVID-19 symptoms after providing direct first aid.

Choking

During a choking event there is an increased likelihood of droplet production from the casualty, PPE should be worn whilst encouraging coughing or delivering back blows, abdominal thrusts (or chest thrusts in under 1's).

If the casualty collapses, lifeguards should follow the guidance for CPR within this guidance document.

6.7 Carrying out a Rescue

It is important to remember that whilst there is a risk of COVID-19, the open water environment still presents other risks, such as injury or drowning. Whilst adaption of controls is needed to mitigate the risk of COVID-19, Operators and lifeguards must not let existing controls be weakened by an overly obsessive focus on the new COVID-19 controls they adopt.

Operators should ensure adequate rescue equipment is available to allow lifeguards to perform rescue without involving contact with the casualty wherever possible. Consider rescue equipment (RLSS UK recommend a torpedo buoy) for each lifeguard/lifeguard position.

To maximise the distance between the rescuer and the casualty, lifeguards should:

- a. Be encouraged to use equipment in the first instance to perform a rescue
- b. Where possible rescue all conscious casualties using rescue equipment (this may be used from the water's edge or in the water)
- c. Use an extended arm tow to rescue unconscious casualties
- d. Keep the casualty facing away where possible
- e. Keep the casualty at arm's length away (as a minimum)
- f. Get the casualty to the extraction point at the water's edge as quickly as possible
- g. Hand over quickly to lifeguards/trained staff at the water's edge wearing PPE
- h. Rescue breaths in the water should NOT be given

When a casualty is unable to get out on their own an assisted walk out should be used. The lifeguard that performed the rescue should bring the casualty to the extraction point at the water's edge, keeping the casualty facing away.

The two supporting lifeguards/trained staff wearing PPE should take over (gloves are not advised until the casualty is landed due to a risk of the casualty slipping from their grip). They should walk the casualty out of the water supporting them under their arms and provide First Aid and/or CPR if required.

Adapted practices should only be implemented when they do not put the casualty at increased risk.

Reducing contact = reducing risk
Safety of the lifeguard remains the first priority

No contact	Low contact	High contact
		

Performing a rescue using a powercraft, SUP, kayak, or rescue board

Where an unconscious casualty requires recovery by boat the helm and lifeguard should have access to PPE. They will then make their way to the extraction point where 2 lifeguards/trained staff in full PPE will perform first aid and/or CPR as required.

Where an unconscious casualty requires the support from a lifeguard using a SUP, kayak, or Rescue board the lifeguard should aim to keep the casualty facing away from them throughout the rescue. They should then recover them to the extraction point at the water's edge where 2 lifeguards/trained staff in full PPE will perform first aid and/or CPR as required.

6.8 Providing CPR and using an AED

Following guidance from Resuscitation Council UK (RCUK) and European Resuscitation Council (ERC), RLSS UK advise CPR for adults is given using compressions only.

PPE should be worn by lifeguards giving CPR or assisting, PPE should be **immediately available** to prevent delay (bum bag or emergency grab bag should be considered). A towel/cloth/pocket mask/face mask should also be immediately available to be used in the event of CPR (see below).

Adult CPR (sudden collapse)

The following protocol should be followed when conducting CPR on an adult casualty who has suddenly collapsed:

- a. If you find someone collapsed, put on PPE
- b. Perform a primary survey, look for normal breathing, in order to minimise the risk of infection, do not open the airway and do not place your face next to the victims' mouth / nose
- c. If they are unresponsive and not breathing, ask someone to call 999 and bring an AED
- d. Before you start CPR, use a towel or cloth (or face mask or pocket mask if available with an elastic band to keep it in place) and lay it over the mouth and nose of the casualty
- e. Give chest compression at the rate of 100-120 per minute
- f. **Do Not** give rescue breaths
- g. When an AED arrives, use it immediately
- h. Continue to perform compression only CPR until emergency help arrives and takes over; the person starts showing signs of life and starts to breathe normally

The Resuscitation Council UK video can be found here <https://www.youtube.com/watch?v=3MY0sRYfsRA>

Paediatric and Drowning Casualty CPR

Paediatric cardiac arrest is unlikely to be caused by a cardiac problem and is more likely to be a respiratory one, making ventilations crucial to the child or infant's chances of survival. This also applies to a drowning casualty.

Resuscitation Council UK provide additional guidance for paediatric casualties here:

<https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>

We are aware that paediatric cardiac arrest is unlikely to be caused by a cardiac problem and is more likely to be a respiratory one, making ventilations crucial to the child's chances of survival.

We accept that doing rescue breaths will increase the risk of transmitting the COVID-19 virus, either to the rescuer or the child/infant. However, this risk is small compared to the risk of taking no action as this will result in certain cardiac arrest and the death of the child.

Operator Risk Assessment

As with all policies and procedures developed to support the safe use of facilities during Covid-19, Operators should complete a risk assessment to identify which level of CPR (full or compression only) are suitable for their venues.

It is critical that Lifeguards and other First Aid trained staff clearly understand and are specifically trained on the protocols adopted to ensure that they can act quickly, safely, and can work efficiently as a team.

Rescue Breaths

Where an operator instructs lifeguards to give rescue breaths this must be completed with a suitable barrier. RLSS UK recommend rescue breaths are only administered using the Laerdal Pocket Mask with a valve and filter. Laerdal pocket masks have a Technostat T-150(+)/15 filter which is intended to protect the rescuer from bacteria and viruses and has a viral and bacterial efficacy of $\geq 99\%$.

<https://www.laerdal.com/gb/information/coronavirus-covid-19-resource-center/medical-devices/>

Where rescue breaths are given to a child, infant or a drowning casualty (using a pocket mask) the lifeguard should face away after each breath to limit the risk of infection from the casualty.

For Operators that do not wish to permit their lifeguards to perform rescue breaths compression only CPR should be given to all types of casualties.

Regurgitation of Stomach Content

If during CPR the casualty regurgitates their stomach contents, the casualty should be turned immediately to face away from the lifeguard, the cloth, clothing or pocket mask should be removed to allow the stomach contents to exit the mouth.

If CPR is still required another cloth, piece of clothing or pocket mask should be applied.

7 Lifeguard Return to Work Competency Assessment

RLSS UK has created a lifeguard return to work competency assessment to be used during the period of COVID-19. It limits contact with other lifeguards. The competency assessment can be found in appendix 1.

The following should also be considered:

- Limit the number of lifeguards within training to ensure you can comply with current distancing guidance (including within the swimming pool)
- Provide additional wipes to cleanse the manikins before and after use in training
- Ensure you have adequate manikin lungs to allow for them to be changed after each session

Operators can consider allowing a lifeguard to bring a member of their household to act as their body.

If you have new employees during COVID-19, the COVID-19 Lifeguard Return to Work Competency Assessment can be used to check their competence prior to commencement of work.

8 Lifeguard Ongoing Training

RLSS UK recommend ongoing training for lifeguards and this will need to be adapted during COVID-19.

The following should also be considered:

- Limit the number of lifeguards within training to ensure you can comply with current distancing guidance
- Provide additional wipes to cleanse the manikins before and after use in training
- Ensure you have adequate manikin lungs to allow for them to be changed after each session

9 Equipment

The equipment listed below will help Operators follow the guidance outlined in this document.

RLSS Direct* is working with multiple suppliers to provide the best quality and value products to the industry during this period. This includes both existing and new products such as:

- Manikin wipes
- Surface cleaner
- Spare manikin lungs (all 5 types)
- Gloves of various sizes
- Face masks
- Face shields
- Aprons / gowns
- Pocket masks
- Pocket mask spare valve & filter
- AEDs
- Torpedo buoys

*Please remember all profits from RLSS Direct are gifted to RLSS UK for water safety education and charitable work, your support is appreciated.

<https://www.rlssdirect.co.uk/categories/COVID%20Essentials/>

10 References and Sources of Information

1. Resuscitation Council UK <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>
2. European Resuscitation Council <https://erc.edu/covid>
3. Public Health England <https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov>
<https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe>
4. Public Health Wales <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>
5. Public Health Scotland <https://publichealthscotland.scot/our-areas-of-work/sharing-our-data-and-intelligence/coronavirus-covid-19-data/>
6. Institute of Public Health Ireland and Northern Ireland <https://publichealth.ie/covid/>
7. Health and Safety Executive <https://www.hse.gov.uk/news/coronavirus.htm>
8. NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/>
9. World Health Organisation <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
10. Department for Health and Social Care (DHSC) <https://www.gov.uk/government/organisations/department-of-health-and-social-care>
11. UK Government <https://www.gov.uk/coronavirus>
12. Scottish Government <https://www.gov.scot/coronavirus-covid-19/>
13. Welsh Government <https://gov.wales/coronavirus>
14. Government of Ireland <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>
15. Northern Irish Government <https://www.nidirect.gov.uk/campaigns/coronavirus-covid-19>
16. CIMSPA <https://www.cimspa.co.uk/library-and-guidance/coronavirus---cimspa-briefings/sport-and-physical-activity-sector-facility-reopening-guidance>
17. UKactive <https://www.ukactive.com/covid-19/>
18. Swim England <https://www.swimming.org/swimengland/coronavirus-faqs-answered/>
19. Swim Wales <https://www.swimwales.org/>
20. Swim Ireland <https://www.swimireland.ie/>
21. Scottish Swimming <https://www.scottishswimming.com/newsroom/news.aspx>
22. SH₂OUT <https://www.sh2out.org/>

Appendix 1 - RLSS UK Open Water Lifeguard Return to Work Competency Assessment **Due to - COVID19**

Surname:

Forename:

OWL Expiry (dd/mm/yyyy):

Compete Skill/Knowledge		Competency demonstrated
1	Swim 100 metres on front and then on back in open water	Y / N
2	Tread water in deep water for 30 seconds then climb out of the water unaided	Y / N
3	Land Based Rescues –Rescue of casualty over a distance of 5 metres to a point of safety using, wade <input type="checkbox"/> , reaching <input type="checkbox"/> or throwing <input type="checkbox"/> Ensure compliance with current distancing guidance	Y / N
4	20 metres swim & 20 metres tow, casualty in deep water, torpedo buoy to be used - Ensure compliance with current distancing guidance No more than 85 seconds from GO to touch by the lifeguard (with casualty holding onto torpedo buoy)	Y / N
5	20 metres swim & 10 metres tow, casualty in deep water, torpedo buoy to be used - Ensure compliance with current distancing guidance No more than 65 seconds from GO to 10m point by the lifeguard (with casualty holding onto torpedo buoy)	Y / N
6	Demonstrate adult (sudden-collapse) CPR for 2 minutes with an AED - COVID-19 CPR guidance must be followed	Y / N
7	Demonstrate adult (drowning) CPR for 1 minutes with an AED - COVID-19 CPR guidance must be followed	Y / N
8	Demonstrate child CPR for 1 minute with an AED - COVID-19 CPR guidance must be followed	Y / N
9	Demonstrate infant <input type="checkbox"/> CPR for 1 minute with an AED - COVID-19 CPR guidance must be followed	Y / N
10	Explain the treatment for a bleed (insert injured area)	Y / N
11	Explain the treatment for a fracture (insert injured area)	Y / N
12	Demonstrate a range of knowledge and understanding of a range of First Aid conditions by satisfactorily answering three questions (record questions below) 1. 2. 3.	Y / N
13	Demonstrate a sound knowledge of the role of the open water lifeguard, environment and hazards. (record questions below) 1. 2. 3.	Y / N

Trainer Assessor Name:

Signature confirming competence:

Date of Competency Assessment: (dd/mm/yyyy):



Royal Life Saving Society UK (RLSS UK)

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ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	, 2020							Half 2, 2020							Half 1, 2021							Half 2, 2021							Half 1, 2022							Half 2, 2022																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																					
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