



Hampstead Heath Consultative Committee

Date: MONDAY, 14 OCTOBER 2019
Time: 7.00 pm
Venue: PARLIAMENT HILL CONFERENCE ROOM, PARLIAMENT HILL STAFF YARD, PARLIAMENT HILL FIELDS, HAMPSTEAD HEATH, NW5 1QR

Members: Karina Dostalova (Chairman)
Anne Fairweather (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)

Enquiries: Leanne Murphy
leanne.murphy@cityoflondon.gov.uk

Dinner will be served in the Parliament Hill Café at the rising of the meeting

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 8 July 2019.

For Decision
(Pages 1 - 12)
4. **OUTSTANDING ACTIONS**
Report of the Town Clerk.

For Information
(Pages 13 - 14)
5. **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 11 September 2019.

For Information
(Pages 15 - 24)
6. **HAMPSTEAD HEATH SPORTS ADVISORY FORUM MINUTES**
To receive the draft public minutes of the Hampstead Heath Sports Advisory Forum meeting held on 16 September 2019.

For Information
(Pages 25 - 32)
7. **SUPERINTENDENT'S UPDATE**
Report of the Superintendent of Hampstead Heath.

For Discussion
(Pages 33 - 40)

 - a) Appendix 1 - Divisional Plan Q2 update (Pages 41 - 46)
 - b) Appendix 2 - Hampstead Heath Wildlife Camera Trap Survey 2018 (Pages 47 - 56)
 - c) Appendix 3 - Golders Hill Park Accessible Car Park Survey Report (Pages 57 - 204)
8. **CODE OF CONDUCT PRESENTATION**
Jon Sheaff to be heard.

For Discussion

9. **FUNDAMENTAL REVIEW UPDATE**
The Director of Open Spaces to be heard.
For Information
10. **FEES & CHARGES 2020-21**
Report of the Superintendent of Hampstead Heath.
For Discussion
(Pages 205 - 218)
11. **QUESTIONS**
12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
13. **DATE OF NEXT MEETING**
The date of the next meeting is 27 January 2020 at 7.00 pm.

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HAMPSTEAD HEATH CONSULTATIVE COMMITTEE

Monday, 8 July 2019

Minutes of the meeting of the Hampstead Heath Consultative Committee held at Parliament Hill Conference Room, Parliament Hill Staff Yard, Parliament Hill Fields, Hampstead Heath, NW5 1QR on Monday, 8 July 2019 at 7.00 pm

Present

Members:

Karina Dostalova (Chairman)
Anne Fairweather (Deputy Chair)
Nick Bradfield (Dartmouth Park Conservation Area Advisory Committee)
John Etheridge (South End Green Association)
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)
Steve Ripley (Ramblers' Association)
Ellen Solomons (Vale of Health Society)
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)

Officers:

Bob Warnock	- Superintendent of Hampstead Heath
Jonathan Meares	- Highgate Wood, Conservation & Trees Manager
Declan Gallagher	- Operational Services Manager
Richard Gentry	- Constabulary and Queen's Park Manager
Paul Maskell	- Leisure and Events Manager
Yvette Hughes	- Business Manager
Alison Bunn	- Assistant Director Facilities Management, City Surveyors
Kate Radusin	- PA to Superintendent of Hampstead Heath
Carl Locsin	- Media Team, Town Clerk's Department
Leanne Murphy	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Cindy Galvin, Ray Booth, John Weston, Mathew Frith, Harunur Rashid and Sharlene McGee.

The Chairman began the meeting with a number of notices for the Committee:

- Members were informed of the recent fatality of a swimmer at the Highgate Men's Bathing Pond who sent condolences to the family and friends of the deceased. The Chairman confirmed support had been offered to the Lifeguards and Staff on duty and that a serious incident report had been submitted to the Health and Safety Executive and Charity Commission.
- The Chairman thanked Members for attending the 30th Anniversary visit.
- The Chairman congratulated the Heath Staff on the success of the Night of the 10K PBs on Saturday and the efficient clean-up operation that followed.
- The Chairman thanked Staff for attending the Consultative Committee Walk on 6 July, which was very informative.

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 11 February 2019 were approved as a correct record subject to an additional comment concerning the Humanitarian Aid Workers Memorial and a change of wording concerning the resurfacing of the Athletics Track.

4. **ACTIONS SHEET**

Members noted the various outstanding actions and the update provided thereon.

With regards to action 1, Members were advised that local schools would be approached in early September.

5. **HAMPSTEAD HEATH, HIGHGATE WOOD AND QUEEN'S PARK COMMITTEE MINUTES**

The public minutes of the Hampstead Heath, Highgate Wood and Queen's Park Committee (HHHWQPC) meeting held on 5 June 2019 were received.

A Member (Hampstead Garden Suburb Residents' Association) requested an update on the City of London Corporation's new Sport and Physical Activity Strategy for 2019-23. Members were advised by the Chairman and Deputy Chair that the Strategy had received significant push back from Members at a recent breakfast briefing chaired by the Policy & Resources Committee Chair. A request has been made for a formal Working Group to be set up to discuss the Strategy and for the new Strategy to be brought back to all relevant Committees for approval.

6. **HAMPSTEAD HEATH SPORTS ADVISORY FORUM MINUTES**

The draft public minutes of the Hampstead Heath Sports Advisory Forum meeting held on 10 June 2019 were received.

Members were advised that the Fundamental Review was considered a concern to the Forum who felt that the City Corporation needed to be convinced of the value of its Open Spaces to ensure that important capital works and projects were supported and funded. Members agreed that Open Spaces contributed to a flourishing society and health and wellbeing for all of London which needed to be prioritised.

7. **SUPERINTENDENT'S UPDATE**

Members considered an update report of the Superintendent and the following points were made:

Green Flag Judging

- Members were advised that the Heath had been assessed against the Green Flag standards and the results would be published in July 2019.

East Heath Car Park (A DP5)

- Members were advised that the Capital Project had nearly completed Gateway 5 and would be resubmitted on the basis of the Health and Safety implications.

Planning

- **Jack Straws Castle, 2017/2064/P, 2017/2211/L, 2017/2171/P.** The Superintendent advised that an appeal would be heard on 23 July 2019 and that a planning representation had been submitted by the City Corporation.
- **North Fairground Site, 2017/4346/P.** It was noted that this Public Inquiry had been postponed until 3 October 2019.
- **South Fairground Site.** It was noted that this Public Inquiry had been postponed until 20 August 2019.
- **55 Fitzroy Park, 2018/3672/P.** Members were advised that more information had been submitted to the London Borough of Camden by the Applicant but that it still did not provide enough detail about the project.
- **The Water House, Millfield Lane. 2017/3692/P.** The Superintendent advised that a representation had been submitted concerning the construction of a boundary fence.
- **Parliament Hill William Ellis School, 2018/1270/P.** The Superintendent advised that the Operation Services Manager was continuing to participate in the Community Working Group and the project was going well.

- **Jack Straws Castle – change of use application.** The Superintendent advised that a decision would be made on the application in late summer.
- **Athlone House.** The Superintendent advised that a representation had been made against the proposed gate design.

Oak Processionary Moth (OPM)

- Members were advised that the Team had identified 641 nests in 230 trees and work would begin tomorrow to remove nests, focussing on high risk areas. It was noted that technology was now being used to map nests.
- The Superintendent thanked Heath Hands for their continued help with the monitoring of OPM.

Grazing

- Members were advised that Historic England had granted permission for a small trial of grazing 6 sheep within the Tumulus enclosure at the end of August.
- A Member (Mansfield Conservation Area Advisory Committee & Neighbourhood Association Committee) suggested hosting a welcoming ceremony for the sheep as a good PR exercise for the trial which could also encourage school participation.
- In response to a query concerning fencing and protection of the sheep, the Superintendent stated that there would be double fencing with netting and that staff and volunteers would be permanently on site during the day with the sheep being moved to a secure location at night.

Playgrounds

- The Superintendent advised Members that planning applications were being prepared for the Adventure, Preachers Hill and the Vale of Health Playgrounds.
- It was noted that some additional CIL funding towards the Preachers Hill Playground had been verbally agreed and this was being confirmed.

Licencing (A DP 6)

- Members were advised that a focus group had been set up as part of the engagement and consultation exercise in relation to the dog walkers code of conduct and the personal training code of conduct. The focus group would be held on 4 August 2019 following two pop-up events on 20 July at 9am-12noon and 25 July at 5-8pm.

- A Member (Hampstead Garden Suburb Residents' Association) queried when the Committee would have the opportunity to provide feedback. Members were advised that they could input into any of the public consultations and the Committee would be able to comment on the outcomes in the autumn.
- The Town Clerk agreed to circulate the link to the public consultation to Members.

Forest Schools

- Members were advised that there had been an enquiry from a Forest School to use the Heath on a daily basis. This would be considered through the Events Policy. Members would be consulted by email over the summer.
- A Member (Friends of Kenwood) noted that Into the Woods worked well at Kenwood House with minimal impact.

A Member (Friends of Kenwood) was slightly concerned by how the monetisation, competitiveness and commercialism of the Forest Schools would be perceived by the public and what was the saturation point. Members were advised that Highgate Wood was already at capacity and that this large Forest school application would need a full assessment before an agreement could be made.

- The Deputy Chair noted that local schools also used Open Spaces such as the Heath on top of these schools, which had an impact.
- A Member (Highgate Society) voiced concern that the financial implications of Forest Schools could offer a barrier and limit the diversity and range of schools using the Heath. It was agreed balance was needed between the different schools that used the Heath.

Events

- The Leisure and Events Manger updated Members on a number of recent events:
 - Affordable Art Fair – this event on 12 May 2019 saw a footfall of 15,000 attendees and a 3% increase in art sales.
 - Cancerkin Walk – this event on 9 June 2019 was run by a local charity and included 150 walkers.
 - Spring Bank Holiday Fair – this event took place on 25-27 May 2019.
 - Community Heath Festival – this event on 8 June 2019 was a success with a focus on health and wellbeing.
 - #ThisGirlCan – this event was the second national campaign and saw a slightly higher number of attendees.

- Race for Life – this event on 15 June 2019 has run for 20 years and the 10k race included 1,800 runners.
- Hampstead Summer Festival – Art Fair Day.
- Night of the 10,000m Personal Bests – this event was hugely successful and saw 54 new personal bests being set in Olympic and world qualifying times. It was noted that The Times newspaper dedicated its entire back page to the event.

Swimming

- Members were advised that the good weather during the last weekend in June saw the swimming facilities at maximum capacity which offered significant challenges. The most serious concern was members of the public entering other ponds, which are not Lifeguarded or safe to swim in. It was agreed that the City Corporation needed to rethink the management of these increasingly busy days to ensure visitors remain safe.
- The Chairman stated that there was clear pressure on staff and facilities during the summer months and saw waste as the biggest problem. It was noted that an education piece was being worked on encourage visitors to take their rubbish home with them in an attempt to deal with waste pressures.
- A Member (South End Green Association) noted that foxes and crows, etc, were also ripping up rubbish taken from the open/overflowing bins. The Superintendent stated that new closed bins were currently being trialled at the Heath along with a new waste collection system.
- A Member (Mansfield Conservation Area Advisory Committee & Neighbourhood Association Committee) suggested signage on bins for busy days. Members were advised that a campaign on litter was coming which would include messaging consistent with the London Borough of Camden.

Views

- In response to a query regarding Heath views, Members were advised that views were being analysed comparing winter and summer to map and identify the impacts. Following this, a report analysing the views would come to the Committee and the results would inform the AWP.

RECEIVED.

7.1 **Appendix 1 - Draft Annual Report 2018-19**

Members considered the Annual Impact Report 2018-2019 and the following comments were made:

- A Member (London Council for Recreation and Sport) stated that the Outcomes were not clear and were more inputs of processes rather than outcomes. He recommended changing the wording to describe what steps were needed to quantify what was trying to be achieved.
- With regards to “A - The Heath is maintained as a flourishing green space and historic landscape”, a Member (Hampstead Garden Suburb Residents' Association) felt that this did not go far enough, and that emphasis needed to be on the natural environment. He felt that it would be helpful for the document to provide a high-level explanation of what is happening to manage the Heath and monitor this to demonstrate what is being achieved.
- Members felt that the survey was old fashioned looking with intrusive questions (particularly questions 4-6) and recommended more subtle and friendly questioning. The Superintendent confirmed that the survey was an early draft but stressed the need for good data to regularly test that the Heath remains inclusive for all users.
- A Member disagreed with the reference to the Heath’s thriving aquatic planting and wildflower meadows noting that in recent years since the Ponds Project aquatic planting had become very patchy and that wildflowers were minimal in the grassland. The Superintendent advised that he had reviewed the developing meadows with the Heath’s Ecologist and the sward were gradually improving. He confirmed that targeted work was happening at the Heath, e.g. haymaking, to encourage wildflowers. It was agreed the word “improving” would be a more accurate description than “thriving”.
- A Member (Hampstead Garden Suburb Residents' Association) felt that Annual Report was trying to be too scientific. Members were advised that the aim was for the datasets to provide indicators of achieving the Outcomes to measure change. The Superintendent agreed that more work was needed to develop the process and give an evidence-based review.
- In response to a query from a Member (Highgate Society) regarding taking advantage of match funding to monetise the Heath, Members were advised that all tasks were led by the Heath Team.
- A Member (Highgate Society) that a survey question asking the public what the Heath means to them would be beneficial.
- The Deputy Chair suggested including a scale of 1-5 for each question.

RESOLVED – That Members give their views on the draft Annual Impact Report 2018/19 (appendix 1).

7.2 **Appendix 2 - Hampstead Heath Measurement Framework**

Members considered the Hampstead Heath Measurement Framework and the following comments were made:

- A Member (Highgate Society) noted that some people visit the Heath to get away from people with 81% of the public stating that they want peace and tranquillity.
- With regards to the outcome measure collective care of the Heath and the responsibility of individuals on the Heath, a Member (Highgate Society) stressed the importance of a visitor centre which was essential to providing public education.
- A Member (Highgate Society) noted that there was no mention of the ongoing work with Local Authorities. The Superintendent stated that the Heath's planning context would be covered and that the Corporation's comments on all licensing and planning applications were being tracked to provide data to measure impact.

7.3 **Appendix 3 - Map of proposed grazing sites**

Members noted the map showing the proposed locations for grazing.

8. **FUNDAMENTAL REVIEW**

Members considered a report of the Director of Open Spaces providing Members with an update on the Fundamental Review. The following points were made:

- A Member (London Council for Recreation and Sport) voiced concern over the way the report was written which he did not feel reflected a balance between the City and the Corporation's spaces outside of the City. It was felt that the focus on the Square Mile could negatively impact Open Spaces and Members queried how this would be managed. This view was endorsed by the Member for the Heath & Hampstead Society who were concerned that the Review would negatively affect the Heath's budget.
- A Member (Friends of Kenwood) highlighted the importance of health and wellbeing and regarded it as short-sighted to not include Open Spaces in delivering this.
- A Member (Hampstead Garden Suburb Residents' Association) found the language in the report worrying and felt that substantial savings would need to be made to cover the cost of other big projects.
- It was noted that the report stated that the "importance of meaningful input from the Hampstead Heath Consultative Committee in the process is recognised" and a Member (Hampstead Garden Suburb Residents' Association) queried how meaningful this input would be into the

Review. The Member drew attention to the Corporate Plan stating that the basic vision and aims gave importance to contributing to a flourishing society, health and wellbeing, and shaping outstanding environments, all of which were supported heavily by the City Corporation's Open Spaces and contributed to London as a whole. Members agreed this was important and needed to be considered within the Review including meaningful input from the Committee and other relevant Committees.

- The Chairman and Deputy Chair confirmed that they had both become Members of the Policy & Resources Committee and Resource Allocation Sub Committee and would ensure the views of the Committee were reflected at these meetings. The Chairman noted that it was not clear how projects would be prioritised at this stage and that more information would be available by the next meeting.
- It was noted by a Member (Highgate Society) that if the focus of the City Corporation was to boost the international profile of the City, it would be counterproductive to make cuts to high profile areas in London such as the Heath.

RECEIVED.

9. CYCLICAL WORKS PROGRAMME BID 2020/21

Members considered a report of the City Surveyor setting out a provisional list of cyclical works being considered for the Hampstead Heath, Highgate Wood and Queen's Park Division in 2020/21 under the umbrella of the Cyclical Works Programme (CWP).

Members were advised that the cyclical works were all in line with the AWP and that the projects on the main list had funding and the other projects did not have funding.

A Member (Hampstead Garden Suburb Residents' Association) felt that the design of the report was helpful; however, he noted that it was difficult to know if reserve projects were more or less important to those on the main list.

Members felt that inspections and surveys were vital as a continued need and therefore needed to be on the main list. Members were advised that this need would be escalated up.

A Member (London Council for Recreation and Sport) was concerned that there was a build-up of projects and maintenance running behind schedule which all needed prioritising and worried that there was not sufficient capital to carry out this necessary work.

A Member noted that the Parliament Hill Men's Toilets desperately required work and were regularly complained about by the public. The Superintendent confirmed that work to the toilets was currently being planned.

RESOLVED – That:-

- 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 2020/21;
- 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.

10. **GENDER IDENTITY POLICY**

Members received a report of the Town Clerk and Chief Executive concerning the City of London Corporation's Policy on Gender Identity, and the findings from independent analysis of an online survey conducted in 2018. The following comments were made:

- Members were advised that the aim of the Policy was to provide a high-level Corporation-wide strategy with the flexibility to allow individual Departments to incorporate their own specific considerations. It was noted that this Policy had recently been discussed by the Grand Committee with particular reference to the single-sex Ponds.
- A Member (London Council for Recreation and Sport) felt that the Policy was the right approach but that there was nothing regarding how this would be monitored.
- In response to a query regarding what was meant by the statement of someone who "consistently identifies with a different gender should be accepted by society in that gender", it was stated that there were no hard rules but that the Corporation were following advice and Equalities legislation. Members were advised that the Team had received gender awareness training which taught that people were to be treated equally and with respect and dignity.
- The Heath's Business Manager confirmed they were leading on developing values for the Ponds to support the Strategy. She confirmed there was ongoing dialogue and meetings to discuss trans issues at the Ponds and that guidelines were being drafted to provide to the public and assist staff including training and posters.
- With regards to the occasional media impact on the Ponds regarding gender identity, the Superintendent confirmed that the Team was working with the Media Team and Members were advised that any queries from the media must be directed straight to the Media Team for a response.

RESOLVED – That Members:-

- Consider the survey findings;

- Note the Gender Identity Policy and its implications for them.

11. **VOLUNTEERING UPDATE**

Members were shown a video from Heath Hands which was prepared as part of their 20th Anniversary celebrations.

The Deputy Chair advised Members that the Central Grants Programme had a category around enjoying green spaces and the natural environment and was a potential opportunity of funding for local groups. It was noted that the deadline to submit proposals was 21 October 2019 and the Town Clerk agreed to circulate a link to Members.

12. **QUESTIONS**

There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

The Chairman reminded Members that the Give It A Go event would take place on Sunday 12 July 2019 and encouraged Members to attend.

It was noted that the Heath & Hampstead Society party would take place on 11 September 2019 at 5-8pm and an invitation would be sent to Members shortly.

14. **DATE OF NEXT MEETING**

The date of the next meeting on 14 October 2019 at 7.00pm was noted.

The meeting ended at 8.56 pm

Chairman

Contact Officer: Leanne Murphy
leanne.murphy@cityoflondon.gov.uk

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Hampstead Heath Consultative Committee

Actions Sheet

	Date	Action	Officer responsible	Progress Update
1.	11 Feb 2019	<p style="text-align: center;">SUPERINTENDENT'S UPDATE</p> <p>Local schools to be approached again for representation on the Committee.</p>	Superintendent	Update at October 2019 meeting
2.	8 July 2019	<p style="text-align: center;">MINUTES</p> <p>Update the feedback from Members concerning the Humanitarian Aid Workers Memorial and change the wording concerning the resurfacing of the Athletics Track.</p>	Town Clerk	Done
3.	8 July 2019	<p style="text-align: center;">LICENSING - DOG WALKERS / PERSONAL TRAINING</p> <p>A link to the public consultation to be circulated to Members.</p>	Town Clerk	Done
4.	8 July 2019	<p style="text-align: center;">HEATH & HAMPSTEAD SOCIETY PARTY</p> <p>Invitations with details concerning the event be sent to Members.</p>	TR - Heath & Hampstead Society	Done

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HAMPSTEAD HEATH, HIGHGATE WOOD AND QUEEN'S PARK COMMITTEE **Wednesday, 11 September 2019**

Minutes of the meeting of the Hampstead Heath, Highgate Wood and Queen's Park Committee held at Parliament Hill Conference Room, Parliament Hill Staff Yard, Parliament Hill Fields, Hampstead Heath, NW5 1QR on Wednesday, 11 September 2019 at 3.00 pm

Present

Members:

Karina Dostalova (Chairman)
Anne Fairweather (Deputy Chairman)
Mark Bostock
Michael Hudson
Wendy Mead
Deputy John Tomlinson
John Beyer
Adeline Siew Yin Au

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
Edward Wood	- Chief Solicitor, Comptroller & City Solicitors
Graham Nickless	- Senior Accountant, Chamberlain's Department
Declan Gallagher	- Operational Services Manager
Yvette Hughes	- Business Manager Hampstead Heath
Gerry Kiefer	- Business Manager, Open Spaces Department
Karyn Burnham	- Deputy Head of Facilities Management, City Surveyors
Abigail Tinkler	- Head of Learning, Open Spaces Department
Carl Locsin	- Media Team, Town Clerk's Department
Leanne Murphy	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Rachel Evans, Councillor Thomas Gardiner, Councillor Richard Cornelius, Oliver Sells QC, Graeme Smith, Deputy David Bradshaw, Alderman Prem Goyal and William Upton QC.

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 5 June 2019 were approved as a correct record.

4. OUTSTANDING ACTIONS

Members noted the various outstanding actions and the updates provided thereon.

Members were advised that Action 1 would be carried over to the November meeting.

With regards to Action 2, the Chairman advised that the Town Clerk sought legal advice concerning the request to change to the Committee's Terms of Reference to include a disability representative. In principle, there were no legal reasons preventing a dedicated disability representative to the Committee and Officers agreed to progress with this addition and begin looking suitable charities to approach.

Concerning Action 4, the Chairman confirmed that the Committee's views regarding the City of London Corporation Sport and Physical Activity Strategy were expressed through the further consultation process. It was noted that the Strategy would be discussed at the upcoming Hampstead Heath Sports Advisory Forum meeting and the Corporate Strategy Manager would be in attendance.

A motion would also be put forward at the Court of Common Council meeting the following day concerning the City Corporation's commitment around sport and physical engagement and the Chairman welcomed support from Members attending Court.

The Chairman advised that Action 5 was complete and that a response from English Heritage had been received confirming they noted the responses to consultation and would not be supporting a memorial in the proposed location in Kenwood. Members were pleased with this outcome.

5. **HAMPSTEAD HEATH CONSULTATIVE COMMITTEE MINUTES**

The draft public minutes of the Hampstead Heath Consultative Committee meeting held on 8 July 2019 were received.

6. **SUPERINTENDENT'S UPDATE**

Members considered a report of the Superintendent providing an update on matters concerning Hampstead Heath, Highgate Wood and Queen's Park. The following points were made:

Management Framework

- Members were advised that the Measurement Framework had been embedded into the Hampstead Heath Management Strategy 2018-2028 and would be the next area of focus for the Superintendent.

City Surveyor's Cyclical Work Programme

- The Superintendent highlighted current projects within the Cyclical Work Programme including the Heath Extension changing rooms and public

toilets. A planning application for the refurbishment of the Parliament Hill public toilets has been submitted to the London Borough of Camden.

East Heath Car Park (A DP5)

- The Superintendent advised that the project had reached Gateway 5 but was now frozen due to the Fundamental Review. It was noted that there would be an opportunity to bid for capital funds in November based on a criterion of five set characteristics and the Open Spaces Department was currently prioritising all of its capital projects.
- The Director of Open Spaces stated that the majority of capital bids were currently on hold and the Department was keen for all projects with health and safety implications to be prioritised. All cases put forward in the annual bidding round would be based on a strong business case.
- Members were concerned that by the significant risks of rain on the East Heath Car Park and agreed that pressure was needed to ensure this project was completed as a matter of urgency.
- The Chairman and Deputy Chair highlighted the need for projects with health and safety to be prioritised as leaving them had potential reputational and liability concerns for the City Corporation. The Chairman requested clarity on the bidding process.
- A Member cautioned against the reliance on classifying projects as having health and safety implications noting that this was the Health and Safety at Work Act. He regarded most of these concerns as public liability or safety issues and recommended seeking legal advice when preparing bidding cases.
- It was noted that the Chairman of the Policy and Resources Committee had stated that necessary projects should not be held up. The Chairman agreed to clarify with the Chairmen of the Projects Sub Committee, Resource Allocation Sub Committee and Finance Committee what the next steps were for funding projects.

Planning

- **Jack Straws Castle 2017/2064/P, 2017/2211/L, 2017/2171/P.** Members were advised that the developer had withdrawn their appeal.
- **North Fairground Site 2017/4346/P.** The Superintendent advised that the Public Enquiry would be recommenced on 3 October 2019. The Applicant's request to submit additional evidence was rejected.
- **South Fairground Site.** It was noted that the Public Inquiry had been concluded and all parties were awaiting the Inspector's decision.

- **55 Fitzroy Park 2018/3672/P.** Members were advised that the case was ongoing, and the City Corporation had submitted a representation concerning the impact of the development adjacent to the Heath.
- **The Water House, Millfield Lane. 2017/3692/P.** The Superintendent advised that a decision concerning the representation submitted against the construction of a boundary fence was still to be determined.
- **Jack Straws Castle – change of use application.** The Superintendent advised that he would be meeting the Headteacher the following day to discuss the change of use application.
- **Athlone House.** Members were advised that a new, more suitable gate design had been submitted following the City Corporation's representation against the original elaborate design.
- In response to a query regarding wayleave agreements, the Superintendent confirmed that this would be reviewed. Members felt that a payment of £10 per year was not enough and suggested increasing this to £25-50 per year in line with other Local Authorities.
- A Member thanked the City Corporation who were an unsung hero for the significant work they do protecting the Heath from ongoing development issues.

Grazing

- Members were advised that the grazing trial was a success receiving positive feedback and publicity. A review would take place and inform future grazing projects on the Heath.
- The Superintendent gave thanks to the project partners, the Heath & Hampstead Society, Mudchute Farm, the Rare Breeds Survival Trust, Heath Hands and Historic England.

Swimming

- The Superintendent stated that there was increasing pressures on the Team during extreme weather events, which was having knock on effects when the ponds and Lido were operating at capacity.
- The Chairman thanked all staff and lifeguards for their hard work and noted the email sent to Members providing an update on the significant pressures at the Heath over the summer months.
- The Deputy Chair did not see the issues as unique to the Heath and requested that Members receive a lessons learnt update to support staff.

- In response to a query regarding the leak at the Lido, the Superintendent that the gel treatment of the pipes had not worked and options for excavation and resealing were being considered by the City Surveyor.

Heath Extension Meeting Room

- The Superintendent sought Members thoughts on how to progress with the Heath Extension meeting room proposing that the space be let to local sports clubs in the short term followed by wider consultation for long term use and income, e.g. a tea hut or sports offer.
- The Chairman queried whether consultation with the community should encompass the wider provision of sports facilities across the Heath. This would link to the projects identified in the Asset Management Plan or whether this should remain an independent work stream.
- Members supported that the room be let on a temporary basis to ensure the City Corporation was receiving an income straight away and for a decision to be made long term following consultation.

Playgrounds

- The Superintendent advised that a planning application had been submitted for the Adventure Playground. The planning application for the refurbishment of the Vale of Health and Preachers Hill Playgrounds was being finalised.

Events

- The Chairman congratulated the Events Team on a successful year of events. The Night of the 10,000m Personal Bests was highlighted as a key international event for the Heath noting that next year it would be used as the trials for the Olympics.

Waste & Recycling

- Members were advised that new bins were being introduced in a phased process following the huge volume of waste during June and July. It was noted that the behaviour of the public was monitored, and introduction of three separate recycling streams had led to much less contamination.
- The next focus for Team was messaging and communications for the public visiting the Heath to take their rubbish home. The Chairman suggested engaging with local press concerning the waste issues to publish a story.

30th Anniversary

- The Chairman advised that all Members were invited to attend a tree planting to celebrate 30 years of the City Corporation's custodianship of

the Heath would take place on 12 October 2019 during the HHCC walk.

- The Chairman noted that a Freedoms ceremony would take place before the close of the year presenting nominated people with close connections to the Heath with the Freedom of the City.

Queen's Park

- The Chairman was disappointed that the Public Toilet and Sandpit Refurbishment projects had been put on hold due to the Fundamental Review after over two years of planning and saw this as an unacceptable reputational risk. The Chairman agreed to discuss this project with the relevant Committee Chairmen.
- Members were advised that Queen's Park Day would take place on Sunday 15 September 2019 and were encouraged to attend.

Oak Processionary Moth (OPM)

- The Deputy Chair was pleased to note that OPM nests had significantly reduced from the previous year and commended the pest management operations of the Tree Team.
- The Director of Open Spaces stated that the Forestry Commission have been providing messaging on the management of OPM across London and the pilot study and change of method trialled at the Heath had been a success story.

RESOLVED – That:-

- Members agree the proposed phases for the future use of the meeting room on the Heath Extension (paragraphs 27-28);
- The Chairman to liaise with the Chairmen of the Projects Sub Committee, Resource Allocation Sub Committee and Finance Committee regarding the next steps for funding capital projects.

7. LARGE & MAJOR EVENT APPLICATIONS FOR HAMPSTEAD HEATH

Members considered and approved a report of the Superintendent of Hampstead Heath in relation to two major events: The Affordable Art Fair and the Highgate Harriers Night of 10,000m Personal Bests.

Members were advised that each of these events has been assessed by the Officer Event Group and considered by the Hampstead Heath Consultative Committee. Members regarded both as key, well established events in the Hampstead Heath events calendar.

RESOLVED: That:-

- Members of the Hampstead Heath, Highgate Wood and Queen's Park Committee approve the Affordable Art Fair 2020 event (appendix 1);
- Members of the Hampstead Heath, Highgate Wood and Queen's Park Committee approve the Highgate Harriers Night of 10,000m Personal Bests 2020 event (appendix 2).

8. **HIGHGATE WOOD AND QUEEN'S PARK CAFÉ UPDATE**

Members considered and approved a report of the Superintendent of Hampstead Heath providing Members with an update on the tendering of the Highgate Wood Pavilion and the Queen's Park Cafés.

Members were advised that the new tender process ensured that the best opportunity was found for the community. The Queen's Park Manager confirmed that there had been interest in bidding for the lease and that Groundwork London had been appointed to undertake user consultation and engagement. The outcome of the engagement would inform the tender process with an aim for a new tenant by spring 2020. A temporary option would be in place during the winter months.

A Member recommended that as part of the negotiations it was preferable to offer a reduced rent during the establishment phase rather than a rent-free period.

RESOLVED – That Members agree the revised tendering timeline, as set out in Para 9.

9. **ANNUAL UPDATE**

Members considered and approved a report of the Superintendent of Hampstead Heath concerning the Annual Update for 2018-19.

Members were advised that the annual update was a commitment from the Management Strategy agreed by the Committee in November 2018. This detailed the progress made during its first year and set out the priorities for 2019-20.

It was noted that development of a Management Framework was in progress and HHCC Members had provided feedback on the draft at their last meeting. members were happy with the draft wording.

RESOLVED – That Members approve the Annual Update 2018–2019.

10. **BREXIT PLANNING**

Members received a verbal update from the Director of Open Spaces concerning Brexit planning.

Members were advised that the City Corporation had three priorities: 1) to represent and promote the best interests of the City; 2) to continue to deliver its statutory duties and 3) to ensure the continued success of the organisation.

The Director of Open Spaces confirmed that the City Corporation was carrying out significant work on an operational and Departmental level in preparation for Brexit. With regards to the Open Spaces Department, work was ongoing with DEFRA to ensure a continuance of working across the City Corporation's Open Spaces and safeguarding EU grants that were previously agreed.

In response to a query concerning potential delays in equipment, materials, spaces, etc, caused by no-deal Brexit, Members were advised that there were weekly Chief Officer meetings which included discussions regarding supply lines, vehicles, fuel supply, etc, and there had been fundamental preparation and emergency planning to cover all eventualities of Brexit. It was noted that it was difficult to prepare for something that was uncertain.

11. **THREE-YEAR REVIEW OF THE OPEN SPACES DEPARTMENT'S 'GREEN SPACES, LEARNING PLACES' PROGRAMME**

Members received a report of the Director Open Spaces providing Members with a review of the Open Spaces Department's three-year (2016 to 2019) learning programme delivering learning, play and volunteering opportunities to local children and adults at Hampstead Heath, West Ham Park, Epping Forest and Queens Park. This review provides a measure of success against the original ambitions of the programme and the lessons learnt that will inform the future programme.

Members were pleased that funding had been secured to continue this programme. The Deputy Chair suggested inputting into local Boroughs and other forums to expand and gain wider acknowledgement of this important work.

RECEIVED.

12. **CYCLICAL WORKS PROGRAMME BID - 2020/21**

Members received a report of the City Surveyor concerning the Cyclical Works Programme Bid for 2020/21.

Members were advised that the draft cyclical project list for 2020/21 totalled £778,200 but £144k was added following consultation to keep up with statutory inspections. The Chairman added that HHCC Members had noted that all the statutory inspections were not included and had now been added to the list.

RECEIVED.

13. **OPEN SPACES DEPARTMENTAL BUSINESS PLAN 2018/19 - YEAR END PERFORMANCE REPORT**

Members received a report of the Director of Open Spaces providing Members with a review of the Open Spaces Department's delivery of its 2018/19 Business Plan.

Members were advised that progress had been made against the Department's fifteen programmes and projects and that performance against the 31 performance measures was comparable with previous years and only 19% of

targets were missed by more than 10%. It was noted that there was a £13k overspend across the total local risk budget of £12million.

RECEIVED.

14. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.
15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.
16. **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.
17. **NON-PUBLIC MINUTES**
RESOLVED, that the non-public minutes of the meeting held on 5 June 2019 were approved as a correct record.
18. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were two questions.
19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There were no urgent items.

The meeting ended at 4.59 pm

Chairman

Contact Officer: Leanne Murphy
leanne.murphy@cityoflondon.gov.uk

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Hampstead Heath Sports Advisory Forum
Parliament Hill meeting room
16 September 2019, 6.30pm

Members:

Richard Sumray (Chair)	RS	Hampstead Heath Consultative Committee
Marc Hutchinson	MH	Hampstead Heath Winter Swimming Club, H&HS
Joseph Lowe	JL	Highgate Harriers
Jon Parry	JP	Parliament Hill Lido Users Group
Ella Mitchell	EM	Hampstead Rugby Football Club
Richard Caylor	RC	Parliament Hill Bowls Club
Brian Presley	BP	Parliament Hill Bowls Club
Rudolf Benjamin	RB	Hampstead Heath Tennis Coach
Sandy Nairn	SN	Hampstead Heath Croquet Club
David Littler	DL	Hampstead & Highgate Angling Society
Caroline Buzzard	CB	Hampstead & Highgate Angling Society
John Carrier	JC	Camden CCG
Debbie Bush	DB	Community Sport & Physical Activity Manager Camden

Officers:

Bob Warnock	BW	Superintendent of Hampstead Heath, COLC
Sufina Ahmad	SA	Corporate Strategy Team, COLC
Declan Gallagher	DG	Operational Services Manager, COLC
Paul Maskell	PM	Leisure and Events Manager, COLC
Richard Gentry	RG	Constabulary & Queen's Park Manger, COLC
Gill Rivers	GR	Parliament Hill Keeper Team Leader, COLC
Kate Radusin (notes)	KR	PA to Superintendent of Hampstead Heath, COLC

ITEM		ACTION
1.	Apologies	
	Karina Dostalova, Anne Fairweather, Nigel Robinson, Natasha Cendrowicz, Eleanor Kennedy, Simon Taylor, Robert Gibbs, Josef Thomas, David Walton, Richard O'Mahony, Phil Cordingley.	
2.	Minutes of the previous meeting (10 June 2019) & Matters Arising	
	N/A. All items covered on the agenda. Minutes agreed.	
3a.	Minutes of the Swimming Forum (12 March 2019)	
	The minutes were noted.	
3b.	Minutes of the Track Forum (12 September 2019)	
	JL raised an item in relation to wristbands and access to the Track facility outside of Tuesday and Thursday Club sessions. BW confirmed that Officers would continue to work with representatives from the Club to find a solution and would meet outside of the Forum to continue discussions. It was noted that the Track facility was heavily subsidised.	BW/JL

	<p>JC asked a general question regarding reinforcement and wear and tear of the inside lane. DG confirmed the inside lane was not reinforced and that the lane could be closed to spread wear amongst the other lanes.</p>	
<p>4.</p>	<p>Review of the 2019 Summer Swimming Season</p>	
	<p>BW building on the 2018 summer season review, we have worked to capture the issues which arose during summer 2019 across the swimming facilities.</p> <p>During extreme weather events the pressure on the facilities gives rise to anti-social behaviour as the bathing loads are reached and queues form outside the facilities. We need to consider how we can manage this more effectively moving forward.</p> <p>RS there is growing, and considerable stress put on the swimming facilities. BW confirmed the growth in the use of the Bathing Ponds was estimated at 100% since the 2010/11 season.</p> <p>RS each discussion point will have an implication on resourcing.</p> <p>PJ the COLC used to employ 6-7 casual staff to support the summer season, there is now in excess of 20 casual staff. There is a lot of pressure on Lifeguards we are seeing instances where staff are off work sick with stress following very busy days. The winter season used to be quiet but it is now almost as busy as the summer. The sauna has increased the usage of the Lido, as people are swimming longer into the winter season. Outdoor swimming is generally growing in popularity. The Lido café is able to operate all year round as the Lido is busy.</p> <p>PM managing the busy facilities in the summer has additional costs, such as security and additional support staff.</p> <p>PJ on the busiest days over the summer, people started queueing for the day swim (which opens at 10am) at 8.30am.</p> <p>RS where are visitors coming from?</p> <p>PM some locals, but people travel from all over London. The mix of users also makes the crowd challenging to manage.</p> <p>RC popularity has become the issue.</p> <p>PJ the Lido has a capacity of 2,000 and we turned away a similar number of people.</p> <p>JP noted that numbered cards had been used later in the summer to manage the queue, and this had helped to a degree. Tickets could be sold online so you would know how many people are coming in advance.</p> <p>PJ noted that the current entrance layout did not help, as it is difficult to get large numbers of people into the facility quickly.</p> <p>PM the numbered cards did aid the queueing system and the addition of exit turnstiles had also helped. The recent opening and immediate closure of Beckenham Place Park swimming lake was discussed by the Forum.</p> <p>JP the team do a brilliant job managing the Lido.</p> <p>JC there used to be a culture of queueing, which has changed.</p> <p>RG the behaviours displayed by visitors have deteriorated. We do liaise with the MET who have been generally supportive, however, their resources are also stretched. We have increased the number of security staff being brought in and have been briefing ground staff, but we do not want to put frontline staff in a position where they are coming into conflict or being verbally or physically abused.</p> <p>DB comms are important. Spread the message to check before you leave home.</p>	

RS could there be joint messaging on capacity with the other London Lidos?
 RB can volunteers help?
 BW volunteers from the KLPA do support staff at the Ladies' Pond, but during extreme weather events we are concerned about volunteers being exposed to conflict and anti-social behaviour. Currently, they help the Lifeguards in many practical ways, which is greatly appreciated.
 RS resources are needed to protect the staff.
 PJ the right staff are needed to manage a queue of 2,000 people, or a busy pond.
 JL can the swimming hours be increased to increase the capacity?
 RS how do you get the revenue to provide additional resources?
 PJ there is a balance, we cater for day swimmers as well as various evening clubs and groups. We already facilitate evening sessions, so it is not an option to open longer for day swims.
 RS the level of payment compliance is very low at the Ponds, around 7%. What can be done to improve this?
 BW we have been working on the 'journey to payment' to increase compliance. Season tickets have recently been made available for purchase online. We have also improved signage and the layout of the payment machines to make it clearer and easier. Across the three bathing ponds there were 654,000 beam breaks, however the income was only £67k.
 MH at the Mixed Pond there are staff on the gates and this increases compliance.
 BW it does increased compliance and we are also promoting season tickets via the Swimming Associations.
 PJ it does leave staff vulnerable as they are holding cash, issues can arise if people do not have correct change, people push past and don't pay which created conflict with the people who have paid. Due to the layouts it is difficult to stop people coming in who have not paid.
 RS do we need to revisit mandatory payment? More £ being spent on one sport means there is less going into others. The Forum supports the COLC looking at this.
 JP in Europe there is a culture of paying and people expect to pay when visiting facilities. This is the case for swimming lakes in Austria, which is comparable.
 JC it is a cultural issue, can physical changes be made to the entrances? It is a protection issue; Lifeguards need to limit the number of people entering the water and swimming. The staff need to be protected as do swimmers.
 RB card payments are growing. Considering this as a means of taking coaching payments moving forward.
 MH if turnstiles were introduced at the Ponds this would not be well received.
 PJ more income is received through the donation posts than the payment machines.
 DB Camden have worked to get buy in from residents to support changes due to austerity. There is some learning which may be applicable.
 RS a range of solutions are needed, not just one. A holistic approach with different propositions to look at so solutions begin to emerge. A comms strategy should also be in place.
 MH website, can this be made clearer?

	<p>BW the website is currently being redesigned. This will allow quicker access to information about opening times and charges than general information about the history of the site.</p> <p>BW the discussion will be continued at the Swimming Forum, to develop a collaborative approach with both swimmers and the wider Heath community included to discuss options to address the issues ahead of the 2020 season. We can bring these back to this Forum for review and further discussion.</p>	BW/PM/PJ
5.	City of London Corporate Sport and Physical Activity Strategy	
	<p>SA provided an update on the Strategy. A second draft is being prepared for consultation. The strategy covers the Statutory obligations of the COLC in relation to City workers and residents as well as Non-Statutory obligations, in relation to the Open Spaces and Schools situated outside of the Square Mile, as well as families. It was acknowledged that the first draft of the Strategy did not get the balance right, and this was reflected in the feedback received from Members and Stakeholders. The Strategy is being extensively redrafted and the discussions at this meeting will inform this work. The second draft will be discussed with Members at a breakfast briefing in October before being discussed with Committees. The Strategy will cover a five-year period and would be launched in 2020. The Strategy will champion and maximise the benefits of Sporting Activity and will cover Macro- Major Sporting Events, which boost the attractiveness of London, Mid Tier - Events which strengthen community bonds, and Micro – Sports and Activities which happen at the Club or individual level.</p> <p>RS noted that the Heath already hosts Major sporting events, such as Cross Country Runs and the Night of 10,000m Personal Bests. The COLC host and support other Major Events which promote wellbeing.</p> <p>SA confirmed the Strategy would act as a framework and will include an asset list which confirms what facilities the COLC provides. The role and offer of the Open Spaces will be clarified.</p> <p>MH referenced work undertake by the Forum to inform the 2007 Heath Management Plan. This is a valuable resource and could be reviewed to see if it was still applicable, as it included an overview of the Heath's sporting offer. KR confirmed she would circulate the documents to SA, so that it could be reviewed.</p> <p>JC the values are timeless, regardless of having an Open Space or not. It is difficult to put a measure to but does need to have a measure. Will finance be covered in the Strategy?</p> <p>SA the Strategy will cover the raw materials, as each Department will be asked to confirm what they have to offer. The Strategy is a public statement from the COLC that Sport matters. Target groups have been identified at the high level – a measure will be the number of people taking part in sports, and the increase in the number of major sporting events held. The COLC will have a role as a key partner in supporting sporting bids.</p> <p>SN the Strategy can have a positive effect on the City's image, as currently there is a bad image. It is seen as a place where people work night and day which is unhealthy. A successful Strategy will increase health and</p>	KR/SA

	<p>wellbeing and the Strategy will help with this image. Some major sporting events held in the City (such as baseball and F1) are a distraction and have no impact on public wellbeing.</p> <p>DB how will the Strategy reflect input from the voluntary sector? Events such as Night of 10,000m Personal Bests include volunteering as a resource and this contributes a lot to holding large events. Camden are in the process of realigning their strategy and contracts to address the levels of inactivity in the Borough.</p> <p>RS there are a number of schools in the local area, we should aspire to have all children doing some sort of activity.</p> <p>DB Camden support residents using the Heath.</p> <p>SA we don't want the Strategy to stifle what is already happening, we want to enhance it. The Statutory duties fall mainly within the Square Mile.</p> <p>PM asked what resources there were to embed the Strategy. The most important part of the Strategy is what resources we have and how they will be managed. At the Heath there is already good participation levels in Rugby, Football, Athletics and Running. The Heath's partnership with Camden is integral and we need to consider how this can be factored into the Strategy. The Athletics Track will need to be resurfaced during the lifetime of the Strategy, the cost will be in excess of £1m, how is this captured? As the project will need capital support.</p> <p>EM it is important to reach under represented groups and to break down barriers. How do we keep people involved? Inclusivity – cost is an issue and impacts on access. There is also a need for capital spends to maintain the facilities as they are.</p> <p>JP it is concerning, that there are facilities the COLC has already invested in for 30 years, unless this investment continues the outcomes of the Strategy will not be achieved. The COLC has particular responsibilities to specific facilities.</p> <p>BW there is an opportunity to align the Strategy with the new Hampstead Heath Management Strategy.</p> <p>RS there is a balance between conservation and sport, which is now widely accepted and this needs to be reflected in the Strategy.</p> <p>DB is youth safety included?</p> <p>SA confirmed this was covered in the second draft which was yet to be published. The Committee consultation process would start in late October 2019.</p> <p>It was agreed that SA would circulate the second draft so that the Forum could have additional input.</p>	SA
6.	Draft Fees & Charges 2020-21	
	<p>BW the proposed fees and charges have been uplifted by 2.8% based on RPI. The fees for the swimming have been held at the current rates.</p> <p>JC the proposals do not seem unreasonable.</p> <p>There was agreement amongst the Forum in relation to the proposed sports fees and charges.</p>	
7.	Review the Membership of the Sports Advisory Forum	
	<p>RS Angling is now represented on the Forum. This item will be carried forward to the next meeting for a further discussion.</p>	

8.	Licensing Personal Trainers	
	<p>RG provided an update on the recent engagement and consultation in relation to a dog walkers code of conduct. The consultation closed on 15 September 2019 and balanced feedback has been received. A focus group took place as part of the engagement and a number of Forum members attended. We will work to translate the findings into proposals for regulations and will develop a licensing scheme. The next phase will cover personal training, and this will be discussed at the next meeting.</p>	
9.	Upcoming Events	
	<p>PM noted that an update on events had been included in the meeting papers. The recent Duathlon was very successful, and the number of applicants was up on previous years.</p> <p>JC sheep on the Heath. Could a partnership be made with local City Farms? Have events on the Heath to display what they do and draw attention to the local city farms.</p> <p>BW the recent trial was very successful, we will consider a further pilot in 2020.</p>	
10.	AOB	
	<p>DB – 26 September, Camden Active networking event taking place. An invitation will be circulated to the Forum.</p> <p>An update on 'we can move' phase 2 which will be launching soon, will be put on the agenda for the next meeting.</p> <p>RG key code entry for the Parliament Hill Tennis courts is being discussed. Courts 1-4 will be remarked in the next few weeks.</p> <p>PM the North London League have no home fixture in 2020. The next event will therefore be in 2021.</p> <p>World Heritage Plaque – we are hoping to install the plaque at the back of the Lido which is the starting point of the cross country. The plaques will be issued in March 2020.</p> <p>PJ the cold water swimming championships will be taking place in January 2020.</p> <p>EM gave thanks to the PH Keepers for the recent repairs to the track infield. Heath Extension Meeting room, is this available for hire? BW confirmed the meeting room would be made available for hire in the short term, with the long-term ambition to undertake a consultation which would inform a tender exercise.</p> <p>Hampstead Rugby Club day taking place this weekend.</p> <p>SN an annual license for the green and pavilion has been agreed along with a ten year framework. The Croquet Club would like to give thanks to the PH staff for maintaining the green, which is very good.</p>	

	<p>BP echoed SN's comments in relation to the license and management of the green. The Club have a feature in the next edition of the CNJ.</p> <p>RB Tennis for kids' sessions, supported by the LTA, have helped to introduce ten new children to the sport.</p> <p>DL The HAHAS have recently joined the Forum. The groups objective is to promote and protect angling on the Heath. Free children's sessions are being offered to local schools to help promote the sport. The group would like to propose the reintroduction of fishing along the Men's Pond Northern Bank and propose that float fishing would mitigate any conflict between swimmers and anglers at this location. BW confirmed the proposals should be discussed with the Swimming Forum in the first instance, before being discussed with the Heath's Committees.</p> <p>RC passed on his thanks to the PH staff for their green maintenance. A fixture has been secured for the Chelsea Pensioners to play a fixture at the green in September 2020.</p>	
11.	Upcoming Meeting Dates	
	Monday 10 February 2020, 6.30pm Monday 18 May 2020, 6.30pm Monday 14 September 2020, 6.30pm	

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Committee	Dated:
Hampstead Heath Consultative Committee	14 October 2019
Subject: Superintendent's Update	Public
Report of: Superintendent of Hampstead Heath	For Discussion
Report author: Bob Warnock – Open Spaces Department	

Summary

This report provides an update to Members of the Hampstead Heath Consultative Committee on management and operational activities across the Heath since July 2019. The report format has been updated to align with the Hampstead Heath Management Strategy 2018 - 2028 Outcomes.

Recommendations

It is recommended that:

- Members feedback on the 2019 grazing trial.
- Members provide feedback following the Superintendent's verbal update on swimming.
- Members provide feedback and views on the conclusions and next steps in relation to the Golders Hill Park Accessible Car Park Survey (appendix 3).
- Members provide feedback and views following the presentation on the outcomes from the recent engagement and consultation exercise relating to dog walking.

Main Report

Management Framework

1. The Annual Update has been amended following feedback from Members, and was approved by the Hampstead Heath Highgate Wood & Queen's Park Committee at their September 2019 meeting.
2. Once the graphic design has been completed, this will be published on the website and promoted through social media.
3. The Divisional Plan second quarter update is attached at appendix 1.
4. The Operational Services Manger will provide feedback on the Annual Work Plan for the second quarter.

5. Following feedback from Members the Superintendent is working with a Consultant and the Heath's Management Team to develop the Measurement Framework.

A: The Heath is maintained as a flourishing green space and historic landscape.

Awards

6. Hampstead Heath has retained its Green Flag award and Green Heritage status. Staff and volunteers attended the awards ceremony on 17 July 2019.
7. Golders Hill Park and the Hill Garden and Pergola have received Gold Awards for London in Bloom. The garden at Keats House which is managed by the staff from Golders Hill Park in partnership with Heath Hands was awarded Silver Gilt.

City Surveyors Cyclical Work Programme

8. The Superintendent will provide an update on current projects within the City Surveyors Cyclical Work Programme.

East Heath Car Park (A DP5)

9. The Superintendent will provide and update at the meeting.

Planning

10. The Superintendent will provide an update on the following planning applications:
 - North Fairground Site 2017/4346/P
 - South Fairground Site
 - 55 Fitzroy Park 2018/3672/P
 - The Water House, Millfield Lane. 2017/3692/P
 - Jack Straws Castle – Change of use application
 - Athlone House

OPM management

11. The Heath Tree Team identified a total of 957 nests in 368 oak trees across Hampstead Heath. Contractors removed 428 nests from 87 trees in high target areas, at a cost of £14,300.
12. In addition, the Tree Team removed 23 nests from 16 high risk trees using an industrial vacuum.
13. Successful OPM inspection pilot has been completed by volunteers from Heath Hands. This involved training and equipping four volunteers who inspected the oak trees on the Heath Extension. This will be rolled out again next year. Parasitism and predation on the OPM nests has been recorded this year.

Tree Works undertaken

14. There was one incident of summer limb drop on veteran oak on the Heath Extension. Other works have included:
 - Veteran tree works across the Heath Extension, The Vale and South Meadow.
 - Dead willow felled on East Heath Road.

- Large Massaria limb removals from plane trees at South End Green and Gospel Oak.
- Dead tree removal at Keats House.
- Reduction of leaning horse chestnut at Golders Hill Park Swan pond.
- Lifting perimeter ash trees on the Heath Extension.

Tree Inspection

15. Inspections have been completed in the following areas:

- Spaniards Road
- East Heath Road
- South End Green
- West Heath Road
- Hampstead Way/Wildwood Road
- West Heath Avenue
- Dams
- Swimming Ponds
- Golders Hill Park

Humanitarian Aid Workers Memorial proposal – Kenwood Estate

16. Following the Chairman writing to English Heritage to convey the views of Members, English Heritage have replied to confirm that the proposed location for the Memorial would no longer be pursued. Another location within the grounds of the Kenwood Estate may still be considered, however.

Grazing

17. A small grazing trial involving five sheep within the Tumulus enclosure ran between 27 August - 5 September. The trial was conducted in partnership with the Heath and Hampstead Society, Mudchute Farm, the Rare Breeds Survival Trust, Heath Hands and Historic England.

18. The small flock composed of three Norfolk Horns and two Oxford Downs, both of which are classified as rare breeds and were supplied by Mudchute Farm based in East London.

19. A combination of staff and volunteers shepherded the sheep and engaged with visitors over the trial period. The trial attracted a great deal of interest from members of the public and the media. Sheep last grazed on the Heath over seventy years ago, so it was a welcome sight to see their return. The Tumulus was chosen due to the existing fencing and uneven terrain making it difficult to maintain with machinery.

20. Taking account of the learning from the trial, further grazing projects are being considered for inclusion in the 2020/21 Annual Work Plan. Members feedback is welcomed.

Bowls and Croquet

21. New annual licensing arrangements with the Parliament Hill Bowling Club and the Hampstead Heath Croquet Club have been agreed. As part of this agreement two rinks will always remain available for public play. The green will be

maintained by the Sports and Recreation Team at Parliament Hill, as part of their ground's maintenance work programme.

22. This will allow the Superintendent to arrange short term hire arrangements for the Bowls Pavilion during the winter months.

Heath Extension Moth Surveys

23. The Heath Ecologist has engaged a specialist moth lepidopterist surveyor to provide a current record of the moth species on Hampstead Heath. Twelve survey nights have been undertaken in four separate locations with a further 8 planned. 330 species of moth have so far been recorded with a number of new records for the site, including a heathland specialist the 'True Lover's Knot' moth.

Hampstead Heath wildlife camera survey

24. A report from the 2018 Hampstead Heath wildlife camera trap survey has recently been produced by the Institute of Zoology. This indicates that the Heath is an important location for hedgehogs in London. Fox, rabbit, muntjac deer and even a badger were also recorded. A full report is attached at appendix 2.

B: Improved quality of life for visitors.

Swimming

25. The Superintendent has commenced a review of the summer 2019 swimming season. The issues have been discussed with the Hampstead Heath Sports Advisory Forum and the Swim Forum. The Superintendent will provide a verbal update at the meeting and Members, views and insights are welcomed.

Playgrounds

26. The Superintendent will provide an update on the Adventure Playground, Preachers Hill Playground and the Vale of Health Playground.

Weddings and Civil Ceremonies

27. There are currently ten confirmed and three pending bookings for 2019, with number of viewings booked for 2020 ceremonies.

Heath Extension Meeting Room

28. The London Natural History Society (LNHS) have agreed to relinquish the use of a small meeting room adjacent to the public toilets on the Heath Extension. Although some publications remain, discussions are ongoing about either relocating these items or the necessity of further storage. The Heath Ecologist continues to maintain a very effective relationship with the LNHS and taking account of technology they are now working in a more agile way and consequently no longer require a dedicated space on site.
29. There has been a long-term aspiration to utilise this facility as a refreshment kiosk to serve the visitors to the Heath Extension and to support the sporting offer comprising of cricket, football, rugby and the many schools and community groups who use the Heath Extension.

30. The Hampstead Heath, Highgate Wood & Queen's Park Committee (HHHWQPC) have given approval for the room to be made available for bookings. It is envisaged that local sports and community groups may make use of the room in the short term whilst an engagement and consultation exercise with visitors, members of the local community and stakeholders is undertaken.
31. The engagement and consultation exercise will consider the potential for this facility and the way it can contribute to the achievement of our four Management Strategy Outcomes. Once we have completed this exercise, we will bring a report to the Sports Advisory Forum and then to this Committee to discuss the proposals for the facility, timelines and the next steps. A final report will then be prepared for the HHHWQPC.
32. In the short term the Sports and Recreation Keepers will manage the facility on the same basis as the changing rooms i.e. open, cleaning, closing and organising maintenance and repairs. The Superintendent will prepare booking conditions for the room which will control the way the facility is to be used.

C: The Heath is inclusive and welcoming to a diverse range of visitors.

Golders Hill Park Accessible Car Park

33. For safety reasons, the accessible car park is currently only available to visitors on weekdays. A survey has been undertaken to collate feedback from users about their current experiences using the facility and to seek their views on extending the opening arrangements to include weekends and bank holidays.
34. The report outlining the results of the survey is attached as appendix 3 and the Superintendent seeks Members views on the conclusions and next steps within the report.

Open Spaces Learning Team

35. It has been a successful summer for learning on Hampstead Heath. The Learning Team engaged with 1,545 school students in July, including fieldwork sessions for 200 GCSE students from Highbury Grove City of London Academy. Over the school summer holidays, the learning offer has also included weekly family learning sessions at the Education Centre. Activities such as pond dipping, orienteering and nature-inspired crafts have been popular with visitors.
36. The play programme at the Adventure Clubhouse and One O'clock Club has continued to be extremely popular, with 2,823 participants in July and 3,879 in August. Comments from participants demonstrate the value of this free, drop-in play service:

"It's so nice to know my 8 and 10 year old can come and get involved in the play outside and activities as we live in a tower block and my children can't play out where we live."

Licencing (A DP 6)

37. An engagement and consultation exercise in relation to the dog walkers code of conduct has been carried out with two pop-up events taking place, one at

Parliament Hill Fields and the other at East Heath, facilitated by an external consultant.

38. The online survey generated 1,300 hits with 958 completed surveys.
39. The data will be used by the City of London Corporation to support the development of a Code of Conduct, and a Licensing Scheme for commercial dog walking across Hampstead Heath, Highgate Wood and Queen's Park.
40. The Consultant will present an update to Members on the outcomes of the engagement and consultation exercise.

Forest Schools

41. A number of recent enquiries relating to the use of the Heath on a daily basis for forest school activities, have been directed towards making Event Applications. In addition, the existing Forest Schools operating on the Heath are also being directed towards completing Event Applications. These will initially be considered by the Officer Event Group. Taking account of the frequency Forest Schools use the Heath it is likely they will be classified as Major Events. Consequently, the Superintendent will discuss the applications with the Consultative Committee as set out in the Hampstead Heath Events Policy Part 2.

Events

42. The Leisure and Events Manger will provide an update at the meeting on the following recent events:
 - Give it a Go! - 14 July 2019
 - 21st Duathlon – 1 September 2019
43. The Officer Event Group have also received applications for several large and major events for 2020. Following review these will be circulated to Members for their views and feedback.

D: Greater number and diversity of people taking care of the Heath.

Hampstead Heath Constabulary

44. The Hampstead Heath Constabulary are in the final stages of producing protocols and policies for the deployment of Body Worn Video Cameras (BWV). The Constables will be using BWV overtly within the next few weeks. The use of BWV equipment has been evidenced to improve safety, reduce crime and anti-social behaviour as well as improving the delivery of services through improved efficiency, and better management of complaints and investigations. Internal Information Technology (IT) issues have delayed the deployment of this equipment.
45. The project to recruit reserve Constables was unsuccessful as the recruitment process did not produce any suitable candidates. This issue is being reviewed further by Constabulary Manager with the expectation of a further recruitment drive over the winter period.

46. The newly acquired Constabulary Electric Hybrid vehicle is now being used for patrols and has been well received by Heath visitors.
47. The Constabulary are once again focusing evening patrols across the Parliament Hill area due to a small increase in the number of reported robberies. Officers continue to support the efforts of the Metropolitan Police Service and have been involved in the arrest of suspects.
48. A male was recently convicted at court for offences of illegal driving on the Heath and abusive aggressive behaviour towards a Heath Ranger. The matter had been contested however, a guilty verdict was recorded together with a fine and costs totalling £480.
49. A female was recently convicted at court for a cycling offence, failing to stop for a Constable and abusive behaviour. The matter was dealt with in her absence and she was found guilty. The Bench imposed a fine and costs totalling of £795.

Waste & Recycling

50. The Superintendent will provide an update at the meeting.

30th Anniversary

51. The City of London Corporation wishes to thank the Heath & Hampstead Society for hosting an event to mark 30 years of the City Corporation's custodianship of the Heath. The party on the 11 September 2019 at the Parliament Hill cricket ground proved a wonderful celebration of the Heath, an opportunity to thank staff, acknowledge the partnership work between the City Corporation and the Society and reflect on the successes achieved over the last 30 years.

Appendices

- Appendix 1 – Divisional Plan second quarter update.
- Appendix 2 – Hampstead Heath Wildlife Camera Trap Survey 2018.
- Appendix 3 – Golders Hill Park Accessible Car Park Survey Report

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Heath Divisional Plan
2019/20

Vision Theme: The Heath is protected and Conserved

OUTCOME A: The Heath is maintained as a flourishing green space and historic landscape

Priority 1: A mosaic of natural habitats is maintained and flourishes

Priority 2: Heritage aspects and landscape character are maintained.

Priority 3: A balance is maintained between visitor activities and the conservation of natural, built and heritage values.

Primary Ref	Project	Q2 Status	Q2 Update
A DP1	Implementation of the Hampstead Heath Management Strategy	On track against milestones	<p>Significant progress has been made with this project; the Hampstead Heath Management Strategy was approved by the Hampstead Heath, Highgate Wood & Queen's Park Committee (HHHWQPC) in November 2018 and the Strategy has been published and widely circulated.</p> <p>Work has commenced to develop the Measurement Framework and an initial staff workshop took place in September 2019, with a further event planned for December 2019, which will then enable wider engagement and consultation.</p> <p>The Annual Update was approved by HHHWQPC in September 2019 and will be promoted through the website and social media.</p>
A DP2	Hampstead Heath Ponds and Wetlands Plan	Project behind schedule	<p>The Department of the Built Environment have commissioned a silt survey across the Heath ponds commencing November 2019. This will inform the prioritisation of pond desilting across the Heath and will form a critical element of the Ponds and Wetlands Plan.</p> <p>Desilting works in Golders Hill Park are scheduled for winter 2019/20.</p>
A DP3	Veteran & Ancient Tree Protection	On track against milestones	<p>25 veteran trees have been worked on or around in 2019. The resurvey of the Heath's veteran trees is ongoing with West Heath almost complete and East Heath on track for completion by 2020.</p> <p>The Tree Team delivered a Vet Tree Trail project with The Ancient Tree Forum and the other City of London Corporation Open Spaces, mapping and showcasing 15 of the Heath's finest veterans, delivering guided walks for the public and professional tree managers.</p> <p>2 veteran trees have been lost as a result of root failure (Cohens Field and Mother Huffs).</p>
A DP4	Asset Management Plan (AMP) for Hampstead Heath	Completed	
A DP5	East Heath Car park resurfacing and drainage improvements	Project on hold	<p>Currently frozen as part of the Fundamental Review. Capital bid to be submitted November 2019.</p> <p>Risk Register updated.</p>

Heath Divisional Plan
2019/20

Vision Theme: The Heath is protected and Conserved

OUTCOME A: The Heath is maintained as a flourishing green space and historic landscape

Priority 1: A mosaic of natural habitats is maintained and flourishes

Priority 2: Heritage aspects and landscape character are maintained.

Priority 3: A balance is maintained between visitor activities and the conservation of natural, built and heritage values.

Primary Ref	Project	Q2 Status	Q2 Update
A DP6	Development of guiding principles for visitor services across all sites	On track against milestones	The Project to develop a code of conduct for dog walking and a licencing scheme for commercial dog walkers is progressing. A focus group meeting has been completed and the results of an online survey are being analysed. Feedback to be provided to the Hampstead Heath Consultative Committee in October 2019 for discussion.
A DP7	Bio-security Management	On track against milestones	<p>Oak Processionary Moth - Total recorded at Hampstead Heath & Highgate Woods 2019. 1067 nests in 412 trees. HH – 957 nests 368 trees. HW – 110 nests 46 trees.</p> <p>During summer 2019 a target based approach was deployed with nest removal in high usage areas. Total nests removed by contractors; 428 nests from 87 trees, Leaving 639 nests in 325 trees. (HH Tree Team removed 23 nests from the total nest numbers).</p> <p>The Tree Team continue to find nests in oak trees being worked on and storm damaged branches.</p> <p>OPM nests are down significantly from 2018. 1894 nests in 680 trees across both sites, HH – 1822 nests in 643 trees. HW – 72 nests in 37 trees. At this time we are unsure if this is a downward trend or just seasonal.</p> <p>The Team continue to remove large diameter Massaria infected branches from London Plane trees at Southend Green and the Heath Extension.</p> <p>Ash die back is noted on the Heath (mainly saplings) and has not affected mature trees at this time.</p>
A DP8	Monitoring development which may impact upon the Heath	On track against milestones	<p>Monthly monitoring of planning applications and decisions continues across Hampstead Heath, Highgate Wood, Queen's Park and Keats House.</p> <p>South Fairground Appeal Ref: APP/X5210/C/18/3193167 The appeal was dismissed on the 13/09/2019 and the enforcement notice upheld.</p>
A DP9	Assess the archaeology and historical importance of Hampstead Heath	Project behind schedule	<p>Project Plan to be updated.</p> <p>Ongoing consultations with Historic England in relation to the Tumulus and Branch Hill Pond.</p>

Vision Theme: The Heath enriches lives**OUTCOME B: Improved quality of life for Heath visitors****Priority 4: Improved physical health, mental health and emotional well-being**

Primary Ref	Project	Q2 Status	Q2 Update
B DP1	Development of the Cultural Policy	Project behind schedule	Project Plan to be updated.
B DP2	Develop a Play Policy	Completed	Play Principles agreed and embedded in ways of working.
B DP3	Implementation of Events Policy	Completed	
B DP4	Review & development of Golders Hill Park Zoo	On track against milestones	Phase one of the donkey enclosure completed. Currently seeking planning permission for the installation of stables in the deer enclosure.
B DP5	Development of the Adventure Playground	On track against milestones	Planning Application submitted. Funding secured. Contactor appointed.
B DP6	Health & well-being - Development of a Sports Strategy	Project behind schedule	Following extensive feedback, the Corporate Strategy Team have prepared a second draft of the City of London Corporation Sports and Physical Activity Strategy. This will commence consultation during autumn 2019.
B DP7	Develop a Master Plan for optimising Facilities at Parliament Hill	Project behind schedule	Project Plan to be updated.

Vision Theme: The Heath is inclusive and welcoming.

OUTCOME C: The Heath is inclusive and welcoming to a diverse range of visitors.

Priority 5: Increasing social inclusion.

Priority 6: Diversity and Equality.

Primary Ref	Project	Q2 Status	Q2 Update
C DP1	Access Audit and landscape improvements.	Project changed	<p>Consultation completed for Golders Hill accessible car park. HHCC to discuss the report at their October meeting.</p> <p>Access reviews commissioned for the swimming and bathing facilities.</p>
C DP2	Community Heath	Project ahead of schedule	<p>The project has delivered over 100 events for over 1,600 participants from disadvantaged or excluded backgrounds. Events have included guided walks, parent/child activities, picnics, mindfulness, taster volunteer sessions. Many of the participants were first time visitors to Hampstead heath and participating of BAME individuals exceeded expectations.</p> <p>Staff have been supported by over 250 volunteers and attended several outreach events in the local community.</p> <p>Strong links have been built with many community groups and Charites, across Camden, Barnet and Haringey.</p> <p>The second annual Community Heath Festival took place in June 2019, welcoming hundreds of visitors to the Heath.</p>
C DP3	Introduction of longer leases at Cafes across the Heath	On track against milestones	<p>This project is on schedule for Hampstead Heath.</p> <p>Regarding the tender of the Queen's Park Café, pop up events organised in the Park, followed by focus groups and online survey.</p> <p>Highgate Wood and Queen's Park Café tender process will take place over winter 2019.</p>

Vision Theme: Together we care for the Heath			
OUTCOME D: Greater number and diversity of people taking care of the Heath			
Priority 7: Increased sense of collective ownership and personal responsibility			
Priority 8: Visitor behaviour is pro-environmental			
Priority 9: People treat the Heath and other visitors with respect			
Priority 10: Responsible Management			
Primary Ref	Project	Q2 Status	Q2 Update
D DP1	Waste Management	Project behind schedule	New Corporate Waste Management contact went live in April 2019. Twice weekly general waste collections implemented for the Broad Walk. Two recycling stations trialled summer 2019 at Parliament Hill. Contact for food waste from the cafe's implemented. Learning from summer 2019 to be discussed with the HHCC at their October meeting.
D DP2	Development of volunteering opportunities across the Division	On track against milestones	Heath Hands Partnership Agreement reviewed and signed off. Heath Hands are celebrating 20 years of volunteering this year.
D DP3	Wild About Hampstead Heath	Project ahead of schedule	Around 3000 visitors have engaged with the weekly WaHH interpretation sessions during the year. There are over 30 volunteer Wildlife Interpreters delivering a range of nature based wildlife activities across the Heath. The sessions are building important connections to the Heath's wildlife. The use of social media ensures that a wide range of audiences are reached.
D DP4	Communications and Engagement Plan	Project behind schedule	The Communications and Engagement Plan is in development. Stakeholder mapping is being reviewed and updated.
D DP5	Efficiencies and Investment Plan	On track against milestones	The City of London Corporation Fundamental Review has provided a focus for looking at efficiency, innovation and income generation across the Open Spaces Department.
D DP6	Maximise opportunities for more effective use of IT	Project behind schedule	Extensive discussions have been taking place with the City of London Corporation's IT teams in order to deliver solutions and ensure full compliance with Financial Regulations. Plans to move fully to Pay by Phone payments for parking are progressing positively. The Project to install contactless payment is behind schedule.
D DP7	Ensure the health and welfare of our skilled and motivated staff	On track against milestones	A number of Culture Board events have taken place and staff from across the Department are engaged with this scheme. Actions from the Open Spaces Staff Survey and Corporate Staff Survey are being delivered. A Pulse staff survey is currently been undertaken to help measure progress against the Departmental Action Plans.
D DP8	Ensure the Divisions Fleet is ULTRA Low Emissions Zone (ULEZ) compliant by 2021	On track against milestones	Local Fleet & Plant Management Plan updated. This will inform procurement and funding arrangements.

Queen's Park, Highgate Wood and Keats House 2019/20			
Primary Ref	Project & Action to deliver the objective	Q2 Status	Q2 Update
DP1	Keats House Community Infrastructure Levy Project (CIL)	Project behind schedule	London Borough of Camden have yet to determine the Planning Application for the consents required to deliver the essential elements of the project. The planning applications were submitted in March 2019 and, since that date, there have been meetings with local stakeholder groups and the LB Camden, most recently on 3/9/2019 to try to clarify the proposals and materials.
DP2	Highgate Wood - Roman Kiln Project	Project changed	The Friends of Highgate Roman Kiln (FOHRK) are continuing their work towards submitting a grant application to the National Lottery Heritage Fund (NHLF). FOHRK held a well-attended fund-raising evening at the Highgate Wood Pavilion Café on the 5 July 2019 attended by key partners in the project. The charity group are now focusing on submitting a capital grant application to City Bridge Trust to cover the costs of the extension of the information building, the restoration and installation of the kiln and the interpretation material. FOHRK have delayed the application to NHLF in order to await confirmation from City Bridge Trust, and plan to submit their application in May 2020. Currently obtaining final costings for the extension and conversion of the information building, planning application requirements and the role of City Surveyors Department
DP3	Queens Park Sandpit & Toilets	Project on hold	Currently frozen as part of the Fundamental Review. Capital bid to be submitted November 2019. Risk Register updated.
DP4	Keats 200 Celebration	On track against milestones	The Keats200 bicentenary programme continued with a new refreshed exhibition at Keats House celebrating the 200th anniversary of the Brawne family moving in to Wentworth Place. A major loan from the Fitzwilliam Museum took place over the May Bank Holiday weekend with the display of the 'Ode to a Nightingale' manuscript. Investment in a new display case and partnership projects with the Keats Foundation and LMA, have enabled a more frequent re-display of objects related to Keats's life and works as well as widening awareness of the programme.
DP5	Continue to implement strategies that direct and support the outcomes and priorities for the management of Queen's Park, Highgate Wood and Keats House	On track against milestones	This work continues for Queen's Park including the development of a Woodland Walk Management Plan and a forthcoming review of the Conservation Management Plan. The mid term review of the Highgate Wood Conservation Management Plan has been completed. The Woodland Management Plan has been approved.



LONDON HOGWATCH

Hampstead Heath camera-trap survey

April- July 2018

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Introduction

Hedgehogs in the UK have experienced a dramatic decline over the last 20 years, with estimates suggesting that numbers have fallen from 1.5 million in 1995 to under 1 million in 2015¹. The causes of this decline are complicated, as many factors are likely to be interacting to produce this effect. These factors include habitat loss and fragmentation, use of pesticides and other agricultural chemicals, road traffic and possibly also the increasing badger population²⁻⁴. London HogWatch is aiming to help halt hedgehog population decline in London by understanding the abundance and distributions of major hedgehog populations in the capital to better develop future management strategies.

A key problem with conservation efforts for London hedgehogs so far is a lack of knowledge about the occurrence, size and levels of connectivity of the populations. Having this information would allow for efforts to be targeted and therefore more successful. Currently, data is predominately gathered from citizen science surveys, such as Hedgehog Street's Big Hedgehog Map⁵. Whilst this method can provide useful data on hedgehog presence, little can be inferred about their absence. London HogWatch uses a different approach, that of systematic camera trapping, to provide data on both presence and absence. In addition, the use of camera traps means data on other species that may impact hedgehogs is also collected, such as red foxes and badgers.

The 2017 Golders Hill survey was one of the first conducted by London HogWatch. This small survey was intended as a preliminary survey before the entirety of Hampstead Heath was surveyed at a later date. The results were very positive, with 207 sequences recorded over 26 of 30 sites. If this level of abundance occurred over the rest of the heath, it would be a significant hotspot for hedgehogs in London. A full-scale survey of 150 camera sites took place in 2018 to test this theory.

Survey Method

The survey of Hampstead Heath took place over a period of four months, from April to July 2018. Reconyx and Browning Strike Force Pro camera traps were placed across the entirety of the Heath, 150 sites in total (Figure 1). The traps were set to trigger and take a photo every second if an animal entered the detection zone of the camera. Use of infrared flash allowed the cameras to be active at night as well as day. To ensure even coverage of the greenspace, cameras were placed as close as possible to a predetermined grid pattern.

The Heath Hands provided volunteers to assist with camera set up and collection. Training was provided by members of the HogWatch team. The ideal site coordinates were uploaded to Google's MyMaps, so volunteers were able to use their smartphone GPS to locate the camera sites. The map, showing site numbers and their coordinates, can be accessed here: https://drive.google.com/open?id=1M_ClC551k0n50QdKxFwcTvckG9BYOCMw&usp=sharing

Only photos taken between the hours of 6pm and 8am were processed, as the species of interest (hedgehogs, foxes and badgers) are predominantly nocturnal. This restricted tagging interval also has the benefit of avoiding much of the human activity the cameras detect. Once tagged, the data was used to calculate trapping rates (number of sightings/the days the camera was active) for each site and species of interest. Maps generated from this data are provided in the results section.

For parks where a high number of hedgehog sequences are recorded, our camera trap survey method facilitates the use of a statistical technique known as Random Encounter Modelling to estimate the population density of a species⁶. As a high number of hedgehog and fox sequences were recorded at Hampstead Heath, these estimates should be possible for both species. This is currently being worked on by ZSL students.

Results

As expected, hedgehog sequences were recorded at Hampstead Heath, along with several other species. This includes foxes, muntjac, rabbits, squirrels, cats, rats and mice (Table 1). In addition, a badger was detected, a surprising result. Humans and dogs were also recorded by the cameras.

380 hedgehog encounters were recorded from 73 sites (49%). Hedgehog distribution and activity is shown in Figure 1, with presence indicated by a red circle and absence with a white circle. Larger circles indicate a higher trapping rate. Foxes (Figure 2) were seen very regularly during the survey, with 2027 encounters across 131 sites (87%).

Table 1: Summary of survey results from Hampstead Heath. Overall Trapping Rate is the number of sightings divided by the total number of camera trap nights (2239).

Species	Number of Sightings 6pm-8am	Number of Sites Present (% sites)	Overall Trapping Rate
Hedgehog	380	73 (49)	0.17
Fox	2027	131 (87)	0.91
Dog	1380	94 (63)	0.616
Mouse	384	27 (18)	0.172
Rabbit	108	6 (4)	0.048
Rat	71	8 (5)	0.032
Cat	56	10 (7)	0.025
Muntjac	17	7 (5)	0.008
Badger	1	1 (1)	0.0004

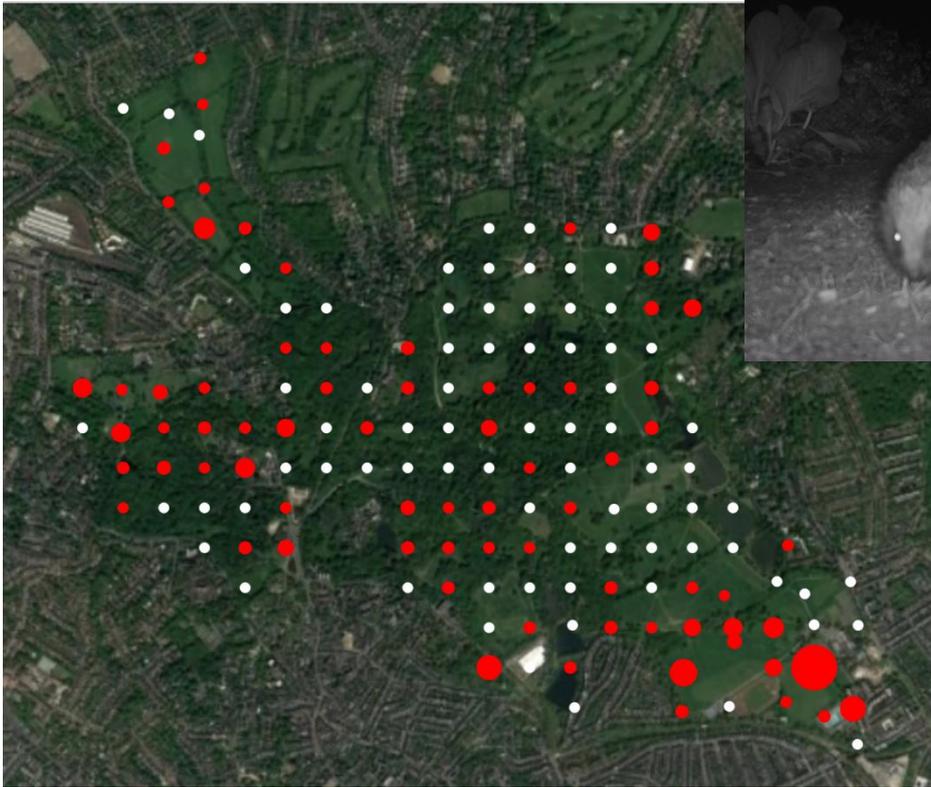


Figure 1: Map showing the sites where the camera captured **Hedgehog** sequences. Red indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 3.23. Larger circles indicate a higher trapping rate.

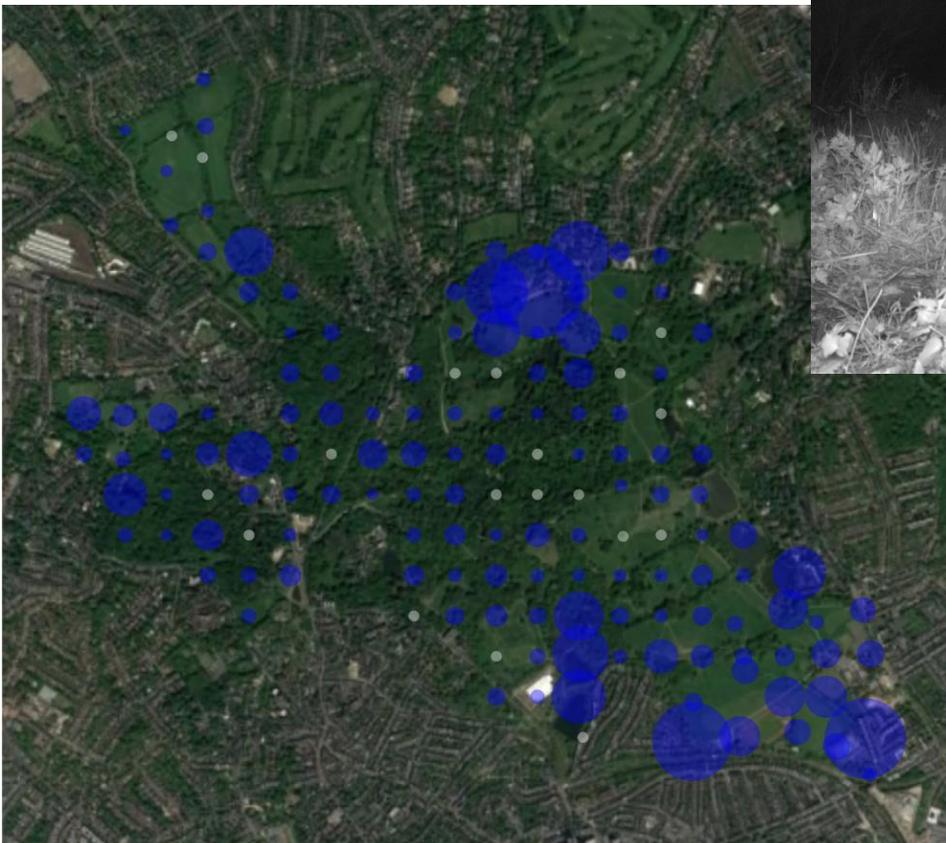


Figure 2: Map showing the sites where the camera captured **Fox** sequences. Blue indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 7.4. Larger circles indicate a higher trapping rate

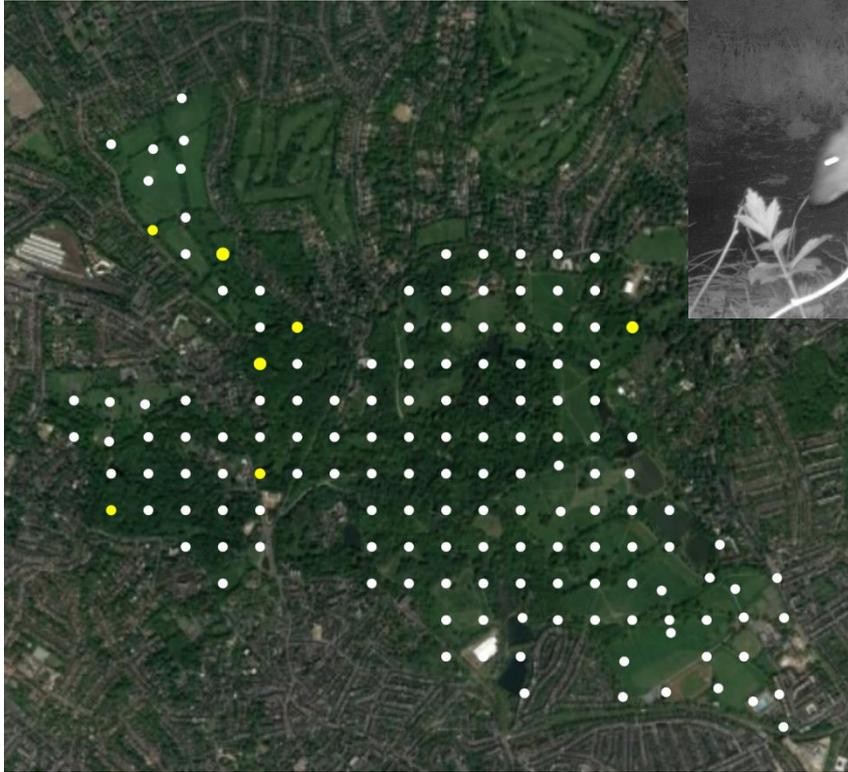


Figure 3: Map showing the sites where the camera captured **Muntjac** sequences. Yellow indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 0.33. Larger circles indicate a higher trapping rate.



Figure 4: Map showing the sites where the camera captured **Badger** sequences. Orange indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 0.06. Only one badger was detected during the survey.

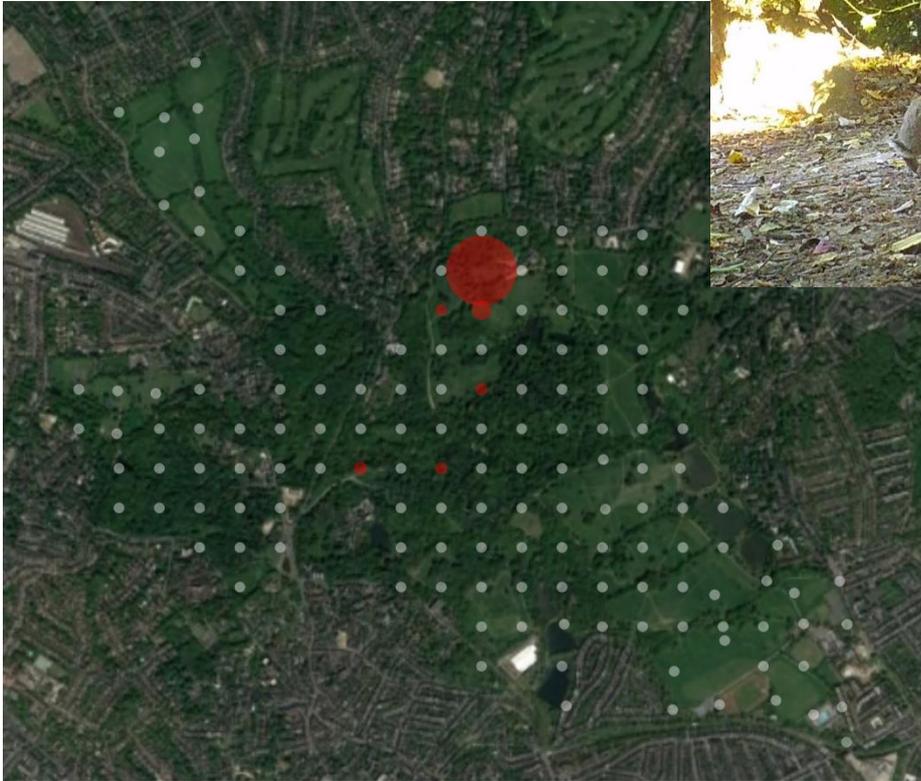


Figure 5: Map showing the sites where the camera captured **Rabbit** sequences. Orange indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 5.6. Larger circles indicate higher trapping rates.



Figure 6: Map showing the sites where the camera captured **Dog** sequences. Pink indicates presence and white absence. Trapping rates (the total number of sequences taken by the camera/ number of nights the camera was active) ranged from 0 to 14. Larger circles indicate higher trapping rates.

Discussion

A section of Hampstead Heath, Golders Hill Park, was first surveyed in 2017. This survey found a relatively high number of hedgehog sequences, suggesting that the Heath is an important location for hedgehogs in London. The 150-camera survey undertaken in 2018 has confirmed this, with hedgehogs present at 49% of the sites surveyed. The trapping rate for hedgehogs in the Heath was 0.17, the highest we have recorded so far, aside from the previous Golders Hill survey (a rate of 0.326). Survey results for other parks we have surveyed are provided in Table 2 for comparison. The south east area of the Heath appears to be the most active for hedgehogs (Fig.1), however which habitat features make it attractive to hedgehogs are unclear. Enough sequences were recorded for REM analysis (currently being done), which should give a more accurate indication of hedgehog numbers.

The size of the Heath (320 ha) could partly explain why hedgehogs are abundant, as a healthy population requires a large area⁷. However, as surveys of other large parks (such as Home Park in south London) did not find hedgehogs, other factors must be involved. This could be the mix of habitats available or the absence of a significant badger population. London HogWatch has surveyed other parks in north London, Highgate Wood, Queens Wood and Alexandra Park (Table 2), with hedgehog populations either absent or small and at risk. As Hampstead Heath appears to have a strong population, it could act as a source of hedgehogs for these and other surrounding greenspaces, aiding hedgehog conservation. However, connectivity between these spaces would need to be improved to facilitate dispersal.

Foxes were abundant and widespread on the Heath, only absent from 19 of the 150 sites. The site trapping rates (Figure 2) suggest that foxes may be favouring areas around the edges of the Heath. This could be due to the proximity of human housing, a potential food source. Further analysis is currently being performed on the fox data from the Heath and other sites to see if this is a true pattern in fox distribution.

The most surprising result from the survey was the presence of a badger at one site (Fig.4), as we were not expecting to find this species on the Heath. Had they been a common species in this area, we would have expected to find more recordings, as they are easily detected by the cameras. This suggests that this badger could be a lone dispersing badger, rather than part of a nearby sett. Should badgers become more common, they may have an impact on the hedgehog population through predation or competition for food⁸.

The survey highlighted the high number of dogs that make use of the Heath. The results shown in Table 1 are a poor reflection of true numbers (which will be significantly higher), as they were only counted between 6pm and 8am. The presence of dogs may have an adverse impact on wildlife, including hedgehogs.

Table 2: Survey results from greenspaces London HogWatch has surveyed.

Park	Hedgehog			Fox			Badger		
	Contact events	Camera Sites	Overall Trapping Rate	Contact events	Camera Sites	Overall Trapping Rate	Contact events	Camera Sites	Overall Trapping Rate
Alexandra Park (2017)	63	8 (85)	0.0616	1196	71 (85)	1.17	0	0 (85)	0
Barnes Common (2018)	19	7 (29)	0.032	499	26 (29)	0.823	12	3 (29)	0.02
Bushy Park (2017)	1	1 (15)	0.003	174	14 (15)	0.58	3	3 (15)	0.01
Golders Hill (2017)	202	25 (30)	0.326	1046	30 (30)	1.687	0	0 (30)	0
Hampstead Heath (2018)	380	73 (150)	0.17	2027	131 (150)	0.91	1	1 (150)	0.0004
Highgate Wood (2017)	1	1 (44)	0.0016	239	33 (44)	0.379	0	0 (44)	0
Home Park (2018)	0	0 (147)	0	492	88 (147)	0.244	506	64 (147)	0.289
Queen's Wood (2017)	0	0 (34)	0	582	34 (35)	1.0172	0	0 (34)	0
Regent's Park (2016)	73	18 (68)	0.0788	744	65 (68)	0.8026	0	0 (68)	0
Richmond Park (2018)	0	0 (32)	0	122	25 (32)	0.355	240	19 (32)	0.698

Conclusion

In conclusion, this survey confirmed our prediction that Hampstead Heath is an important location for hedgehogs in London. Hedgehog presence was widespread across the survey area and the high number of sightings suggests they are relatively abundant. A more accurate picture of the population will be produced by a REM estimate. The survey also showed that other wildlife is also abundant, with badgers occasionally present.

Research using the survey photos is still ongoing, with REM estimates expected for foxes, as well as investigations into fox distribution and the impact of dogs on the Heath.

In terms of hedgehog conservation, an eventual goal would be to increase connectivity between the Heath and the surrounding greenspaces to improve dispersal. This would allow populations to interbreed, avoiding the potential problem of inbreeding in the future. More habitat would also become available, increasing the number of hedgehogs that can be supported in this area of London.

On a smaller scale, raising awareness of hedgehogs and encouraging visitors to the Heath to make their gardens hedgehog friendly (such as making holes in garden fences) would be beneficial. As a result of volunteer groups like Heath Hands and the very high number of visitors the Heath receives, the message would reach a high number of people.

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**Golders Hill Park,
accessible car park survey results**

August 2019

Preamble

Idacs certifies that it has carried out the work with due care and diligence to its best belief and knowledge based on the information available. Thus, any reliance placed on the advice and/or information given in this document should be considered in the light of the information available and/or accessible at the time of inspection.

IDACS (UK) Ltd 2019

Document History

Date	Revision	Checked	Authorised	Comments
30/08/19	00	JM	MM	1 st draft for client comments
03/09/19	01	JM	MM	Amended to include survey start date.
23/09/19	02	JM	MM	Amended following client comments.

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1.0 Introduction

1.1 Context

Hampstead Heath's Golders Hill Park has a small car park, for the use of disabled people only. At present the facility is open Monday to Friday during park opening hours and closed at the weekends. We understand that the facility is not opened on a weekend as a result of safety concerns following a previous fatality on site. In essence, we are advised that the demand for parking and pedestrian access at weekends is such that it causes traffic issues and presents excessive safety risks which prevent the parking facility from being freely accessible on a weekend.

In addition to the safety concerns at the weekend, there are concerns that weekday use of the facility is oversubscribed/abused leading to a poor and uncertain experience for users.

The Open Spaces Team, who manage the park, have a desire to open the parking facility at weekends to increase access to the park for disabled people. Therefore a survey of existing users was undertaken to collate feedback from users about their current experience and opinions on extending operation into the weekend and / or providing controlled access.

1.2 Methodology

A draft questionnaire was produced by idacs (UK) Ltd. which was then developed by the City of London's Open Spaces Team. The survey was converted into an online format, known as 'survey monkey' and hardcopy versions were made available by post on request or from within the café at Golders Hill Park.

Posters were displayed on site at the car park to advise users of the consultation, providing a website address for the online survey, a telephone number to request a copy by post and to advise hard copy was available in the café. The survey was also promoted through the City of London Corporation Hampstead Heath Facebook and Twitter feeds.

The survey period ran from 19th April 2019 to the 18th July 2019.

Appendix A contains the hardcopy responses. Appendix B contains the online survey responses.

2.0 Summary of survey results

Overall response and data issues

There were 28 respondents to the online survey and 14 hardcopy responses provided. The total responses to the survey was therefore was 42 which is a relatively low response.

It is important to note that whilst 42 responses were received, a number of users chose not to answer all questions and effectively skipped some questions. In addition a number of questions permitted multiple responses. For these reasons the responses should not necessarily add up to 100%. Further details on this is provided where relevant in the discussion of the results for each question.

It was noted that there are some discrepancies between the questions provided on the hardcopy and online versions, namely the availability of 'other' options. This is raised within each relevant question that follows.

Q1 Do you currently use the Golders Hill Park accessible car park?

Out of a possible 42 responses to the survey, 40 responses were received for this question.

1 online and 1 hardcopy respondents skipped the question.

Of the responses received to this question:

- 78% confirmed they currently use the access car park
- 22% confirmed they did not use the car park

This confirms that the survey did reach beyond the existing user group to an extent.

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply)

Out of a possible 42 responses to the survey, 36 respondents provided answers for this question. It did however permit multiple answers.

2 online and 4 hardcopy respondents skipped the question.

Of the 36 responses received to this question:

- 59% of respondents were companions of blue badge holders
- 35% were blue badge holders
- 3% used the facility for collection or drop off of a disabled person

- 3% responded using 'other'.

As would be expected, this means that 97% of the responses came from disabled people or the companions (carers/family members etc).

Q3 How often do you use the Golders Hill Park accessible car park?

Out of a possible 42 responses to the survey, 35 respondents provided answers for this question.

2 online and 5 hardcopy respondents skipped the question.

Of the 35 responses received to this question:

- 9% responded daily
- 23% responded 2 or 3 times a week
- 26% responded 2 or 3 times a fortnight
- 23% responded 2 or 3 times a month
- 20% responded 'other' (however the hardcopy didn't provide this option)

From these responses it can be seen 80% of respondents visit the car park several times a month, with 32% visiting more than once a week.

Q4 On which days do you usually use Golders Hill Park accessible car park? (please tick all that apply)

Out of a possible 42 responses to the survey, 32 respondents provided answers for this question.

5 online and 5 hardcopy respondents skipped the question.

Of the 32 responses received to this question:

- 81% used the facility on Monday
- 78% used the facilities on Tuesday
- 78% used the facilities on Wednesday
- 81% used the facilities on Thursdays
- 81% used the facilities on Fridays

From these responses it can be that usage is spread reasonably evenly throughout the week.

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply)

Out of a possible 42 responses to the survey, 33 respondents provided answers for this question.

4 online and 5 hardcopy respondents skipped the question.

Of the 33 responses received to this question:

- 58% used the facility in the morning
- 39% used the facility at lunchtime
- 79% used the facility in the afternoon
- 18% used the facility in the evening
- 6% responded using 'other'

From these responses it can be seen that there is widespread use throughout the day, peaking in the afternoon and reducing in the evening.

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply)

Out of a possible 42 responses to the survey, 33 respondents provided answers for this question.

4 online and 5 hardcopy respondents skipped the question.

Of the 33 responses received to this question:

- 18% used the facility for less than 1 hr
- 58% used the facility for between 1 and 2hrs
- 18% used the facility for 2 to 4 hrs
- 3% used the facility for 4-6hrs
- 6% responded using 'other'

From these responses it can be seen that most users visit for between 1 and 2hrs and few users stay longer than 4hrs.

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply)

Out of a possible 42 responses to the survey, 33 respondents provided answers for this question.

4 online and 5 hardcopy respondents skipped the question.

Of the 33 responses received to this question:

- 61% used the facility in Spring
- 61% used the facility in Summer
- 55% used the facility in Autumn
- 33% used the facility in Winter
- 48% used the facility all year round (however the hardcopy didn't provide this option)

From these responses it can be seen that there is widespread use throughout the seasons, with almost half of all users appearing to use the facility throughout the year (despite the lack of such option on the hardcopy version).

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Out of a possible 42 responses to the survey, 34 respondents provided answers for this question.

4 online and 4 hardcopy respondents skipped the question.

Of the 34 responses received to this question:

- 97% for visiting Golders Hill Park
- 15% for accessing Hampstead
- 21% for Accessing the Hill Garden and
- 82% visiting Golders Hill Café
- 56% visiting the Gardens
- 32% visiting the Zoo or Butterfly House
- 47% meeting friends and family
- 9% visiting the playground
- 12% advised 'other'

From these responses it can be seen many respondents have several purposes for using the facility, the majority (82%) use the café, over half (56%) visit the gardens and nearly half (47%) are meeting friends and family.

12% responded with 'other' and comments included general walking, outdoor pursuits and getting older family members out for fresh air.

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park?

Out of a possible 42 responses to the survey, 37 respondents provided answers for this question.

3 online and 2 hardcopy respondents skipped the question.

Of the 37 responses received to this question:

- 43% advised the currently used alternatives facilities
- 57% advised they did not use alternative facilities

Neither version of the survey offered the respondent the chance to add any comments on this matter, however the hardcopy responses included the following comments:

“Only when space nearby”

“If I can’t get into the car park”

“Disabled bay at top of Hampstead Way”

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend?

Out of a possible 42 responses to the survey, 36 respondents provided answers for this question.

4 online and 2 hardcopy respondents skipped the question.

Of the 36 responses received to this question:

- 94% advised they would use the facility if it was open on a weekend
- 6% advised they would not use the facility if it was open on a weekend

This represents overwhelmingly positive response to the potential of opening the facility at weekends.

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park?

Out of a possible 42 responses to the survey, 34 respondents provided answers for this question.

4 online and 4 hardcopy respondents skipped the question.

Of the 34 responses received to this question:

- 56% responded that they did experience problems when using the facility
- 44% responded that they did not experience problems when using the facility

The responses are fairly evenly split.

Q12 What problems do you experience using Golders Hill Park accessible car park?

Out of a possible 42 responses to the survey, 24 respondents provided answers for this question.

10 online and 8 hardcopy respondents skipped the question.

Of the 24 responses received to this question the responses where:

- 94% Availability of parking spaces
- 17% Accessing the car park
- 8% Exiting the car park
- 42% Non-Blue Badge holders parking there
- 29% Queuing for parking spaces
- 13% Double parking restricting access or exit
- 8% Pedestrians and other Park users

The responses clearly indicate a lack of availability of spaces is an issues, however it is worth noting only 56% of respondents suggest they currently experience a problem accessing the facility (Q11), hence the high number of 'skipped' respondents to this question. The second most common responses was use of the bays by non-badge holders, suggesting an issue with monitoring/enforcement.

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Out of a possible 42 responses to the survey, 25 respondents provided answers for this question.

12 online and 5 hardcopy respondents skipped the question.

Of the 24 responses received to this question the responses where:

“More signs to the let pedestrians be aware”

“Build a separate entrance and exit for cars”

“Maybe clear signage for pedestrians to use walkways and beware of cars on weekends esp. on busy days. Also signs for cars to drive slowly and beware of pedestrians. At present park is out of bounds to my disabled mum on weekends as walking from another car parking spot further away isn’t possible.”

“Need to provide more blue badge spaces”

“Have someone check people have a blue badge in their car”

“Safe access?? – I didn’t know there was a problem!”

“Special permit limited to those over 85 based on Barnet Residency”

“Should be open everyday for disabled blue badge holders”

“it would be welcomed to park inside the park at weekends, especially for my husband who has a blue badge. A code for blue badge holders accessing the car park for disabled blue badge holders might be a good idea”

“It works ok during the week so you should keep it open at weekends and holidays when it is much more difficult to park”

“Laying humps to slow down traffic. Putting in a barrier to keep pedestrians safe. I appreciate it will be difficult though and the park is already suffering from staff shortages to manage things.”

“Install another pedestrian entrance from the street nearer cafe or other side of cafe. Or add a fence, ((maybe with a gate as a visual deterrent) between pedestrian walkway and car entrance.”

“More enforcement. Especially at School times 2-3? Is there a demand at weekends? Would it be too busy to use the Parking? Ask for more Disabled bays outside the park. Lots of pedestrians to manoeuvre around? Ensure Coaches are not allowed or make them book at weekends. Enforcement is best. It will not be easy!”

“Will not be easy at weekends. Too much activity? Will need enforcement. Is there a demand?”

“I am not aware of any problems about safe access if you drive carefully. We rarely find the car park full though this might be a problem if it was open at weekends. We keep away then.”

“Consider disabled spaces in part of what is now the staff yard with access in along the existing delivery vehicle access off West Heath Avenue. Keep the existing disabled car parking provision but giving those who can walk a bit further a choice of an alternative parking location would take some of the pressure off. This would

reduce conflict with pedestrians also. You would need to rationalise the layout of the staff yard - do you really need the polly tunnel?"

"Like it the way it is!"

"To-date I don't have a problem."

"Widen pavement on the side"

"Someone at entry gate to help. Bigger entrance/exit Ice cream van not parked near entrance - can cause a crowd/running children & obstructing road view sometimes"

"as it is during the week"

"By paying the staff to open the car park and not penalising blue badge holders at weekends. I was shocked that there is NO disabled parking at weekends when families including disabled people gather to have fun."

There are a number of comments which seem unrelated to the question posed, however there are a number which suggest typical safety improvements such as signage, speed humps and further separation of entrances/routes for pedestrians.

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Out of a possible 42 responses to the survey, 28 respondents provided answers for this question.

10 online and 4 hardcopy respondents skipped the question.

Of the 28 responses received to this question the responses are set out below:

- 1) "my opinion – is phone only"
- 2) "not necessary"
- 3) "I am against"
- 4) "A good idea but not everyone is online and occasional visits would not be aware of this"
- 5) "Sounds too complicated, particularly for people who don't use mobile phones"

- 6) "not necessary if more space provided for blue badge holders, even if just outside the entrance"
- 7) "access scheme is good but not online booking as most visits spontaneous"
- 8) "I would not want electric gates or to use phone. I do not know sometimes when I am going to the park or could be a last minute decision. Do not have access to a online booking"
- 9) "totally cumbersome and unnecessary to impose restrictions on disabled and elderly people"
- 10) "with an old person you can't make forward arrangements. Depends on how my mother feels on the day, very last minute. Nobody wants permission at sunset Usually noon to 4pm is the more people want to visit."
- 11) "Yes, I think that would be a very good idea, and stop people who do not have blue badges taking advantage of parking in spaces which they are not allowed to do"
- 12) "could be ok"
- 13) "Quite complex and expensive to introduce. Is there a way of blue badge holders having to be buzzed in via an intercom system as used at Kenwood for access to the cafe area with blue badge?"
- 14) "Visiting park is a spontaneous activity and having to book in advance would be inconvenient as would electric gates if a card hard to be used to activate. A user 'scheme could work but would have to be free and conditions fair. Number key pad access could work."
- 15) "Enforcement is best. Check the badge photo -make this part of your conditions of entry. Elderly people, electric gates? It will be dangerous."
- 16) "Electric gates not needed. An online system for older people will not work. What happens to those with blue badge but not registered? Occasional visitors?. Enforcement best. Insist on seeing the photo. Just keep the 2.45 to 4pm slot enforced to stop school parents?"
- 17) "I would regret this. I do not use a smart phone which I imagine might be needed. Maybe this is a generational thing. We are in our 70s"
- 18) "Registering in advance is too complicated and takes away the ability to just turn up and use the park like anyone else."
- 19) "This seems expensive and complicated."

- 20) "No"
- 21) "Doesn't allow spontaneity"
- 22) "Not a good idea. It would take too long to get in and out and also some handicapped people may have difficulties operating the system."
- 23) "This does not work if the blue badge holder is not a driver. My mother is blind and travels in different cars, online booking does not allow for this or a spontaneous visit"
- 24) "Good idea (as long as it works!)"
- 25) "This sounds good"
- 26) "Don't like this idea too complicated to book or phone in advance. Sometimes just come spontaneously / drop in as passing etc"
- 27) "Too complicated"
- 28) "Why can't you just open the gates and let people park without making it so difficult (oh silly me you want to CHARGE for the parking)"

The comments provided can be considered as either positive, negative or neutral. Whilst this is subjective in some instances we would consider comments 11, 24, 25 as clearly positive. Comments 2, 3, 5, 6, 8, 9, 10, 16, 17, 18, 19, 20, 21, 22, 23, 26, 28 are clearly negative. Comments 1, 4, 7, 12, 13, 14, 15 are largely neutral, or pose further questions about the detailed operation of a potential scheme.

Overall we would suggest the view is negative based on concerns around complexity, impact on spontaneity and the need to use the internet/smartphones.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Out of a possible 42 responses to the survey, 29 respondents provided answers for this question.

11 online and 2 hardcopy respondents skipped the question.

Of the 29 responses received to this question the responses are set out below:

- 1) "Yes I do. This is blatant discrimination. The car park is only available (Monday to Friday) access must be available 7 days a week otherwise action is going to be taken legally!!"
- 2) "I think it should kept for disabled people only every day"
- 3) "It is very convenient, and helpful and as weekends get busy, the idea of having use of the car park at weekends is very helpful and less stressful."
- 4) "An excellent amenity especially for disabled people"
- 5) "I would like to use it at weekends"
- 6) "I think the car park should be just for disabled people & should be open at the weekends as this is probably the only time that people who are working can bring disabled friends and family."
- 7) "Our son is severely disabled and a bleu badge holder. He stays with us at weekends and we really like to take him to the Golders Hill Park so it really annoying not to be able to use the car park at weekends. Often difficult to find nearby parking spaces, even with a blue badge. It would be really good if we could use the accessible car park at weekends."
- 8) "There really are no enough spaces for blue badge holders – could have another four spaces if the space were better placed. Thank you for giving this survey. Very good idea."
- 9) "Yes – most definitely should be available at weekends."
- 10) "I am visually impaired and my husband has Parkinson's, however we do not qualify for a blue badge so we would love to use the car park and would be prepared to pay for it – PS. We think the park is a special area – gardens and other amenity really great."
- 11) "Get rid of that blasted hedge that stops me escorting my mother in a direct line to the café. At least allow a gap for a wheelchair. Provide access to Hill Garden from car park for disabled/elderly in wheelchairs. Create a path up a slope from gate to Golders Hill park to Hill Garden"
- 12) "Should be more disabled parking spaces nearby"
- 13) "Yes, I see several people that park there, sometimes early in the morning, who are not blue badge holders, but dog walkers taking their dogs for walk. Also the signage is very bad at the park, as people are not keeping their dogs on leads, and there are so many dog walkers allowing their dogs to run wild and do poos all over the place, which is upsetting when children roll on and play on the grass. Please put up more signage, Also by the step down to the pond there are

no hand rails, this is very dangerous in icy and wet weather, and could cause accidents, do you have public liability insurance to cover for accidents here. A hand rail would be personally a vital extra.”

- 14) “keep it simple”
- 15) “Please patrol the car park and challenge misuse of blue badges to park. It is illegal after all but increasingly prevalent in London. My wife often walks the dog here in the morning and says she sees it all the time. It’s very obvious but people just don’t seem to care.”
- 16) “It is disappointing we can't take disabled mother to park at the weekends. We have to avoid park at busy times of year knowing the car park is so small. Investing in a much bigger car park for disabled would be appreciated.”
- 17) “Could there be another accessible park at the other end down the hill? And a small Cafe? Current system works for us.” “We get enormous benefits from our easy access to Golders Hill Park in terms of moderate exercise, access to the open air and green space etc. This kind of facility reduces the risk of our becoming house bound as my wife health deteriorates and any obstacles to access, such as requiring the use of a smart phone, would risk damaging our quality of life. Please leave it as it is.”
- 18) “Great park, well worth visiting.”
- 19) “Usually find a space when we need it.”
- 20) “It would be lovely, if it could be extended a little.”
- 21) “Regrettably I think there needs to be more checking of correct usage of disabled car park. I saw a perfectly able women get off the bus then get into her parked car by the front of Golders Hill Park.”
- 22) “Would welcome increase in parking spaces”
- 23) “Great we have it. Any chance of more spaces - but just as wide. Wider entry/exit opening?”
- 24) “Very helpful for those with limited mobility”
- 25) “That's the point it is not accessible to disabled people at weekends or bank holidays.”

The comments provided in this section range from threat of legal action through to statements of how important and special the park is. There are some repeat issues which arise including the need for more accessible bays and better monitoring/enforcement of such as well as other accessibility concerns which should be considered.

3.0 Conclusions and next steps

More than 50% of respondents experience problems accessing the existing bays, with the largest reason stated as 'availability of bays' which appears, at least in part, to be as a result of misuse by non-badge holders. Regardless of weekend access, this matter should be considered further. Provision of additional bays would be beneficial as would increase monitoring/enforcement of the existing provision.

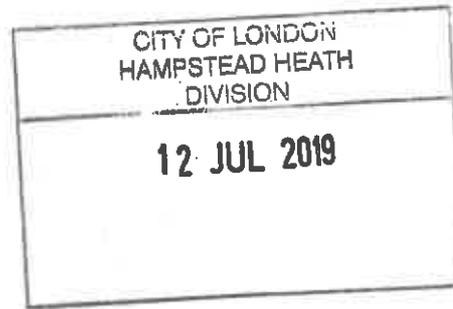
There is almost unanimous support for providing access to the parking facility on a weekend, with users expressing clear views about its importance for working families and the benefits for users. Views on how to achieve this safely are mixed. Some people are unaware of the existing problems and believe the gates should just be opened as they are in the week. There are some who acknowledge the potential for it to be too busy. Some respondents offer suggestions to consider including additional signage, speed humps, further separation of the pedestrian routes and staff to monitor / supervise the facility.

There is clear opposition to the idea of a gated system and it appears this is largely due to the perception of its impact on spontaneity and potential complexity of such a system. It should be noted that no significant details or options for such a system have been put forward at this stage and different options may elicit more favourable responses. For example a scheme that just requires a vehicle registration to be put on the system once a year is likely to be more acceptable than a system requiring booking for each session of use. However, this would not necessarily address the misuse issue identified nor would it address the lack of sufficient number of bays without additional monitoring and provision of more bays.

In the first instance we are of the opinion that a competent designer should review the arrangements on site to determine if there are any improvements that can be made to allow ungated safe access, in itself a complex issue requiring further discussion and consideration. This coupled with monitoring/enforcement and provision of a few more bays would be a significant improvement. If the only solution available is via a gated access system, further discussions with users about how such a system should work would be advisable. Any such scheme must allow multiple methods to access it and be as simple as possible.

There is a risk that introduction of gated access during the week, particularly using a complicated system, may lead to dissatisfaction and the allegation that access has been made worse during the week, which clearly needs to be avoided. Moving forward, we recommend a consulting with users and designers to discuss potential options further, and in more detail, with the objective of providing safe access seven days a week.

Appendix A – Hardcopy responses



Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

The City of London is currently investigating how to improve access to the Golders Hill Accessible Car Park for Blue Badge holders.

Currently the car park is open from Monday to Friday during Park opening hours, and closed on weekends and bank holidays.

In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

- Yes
- No

If you answered no, please proceed to Question.13.

12) What problems do you experience using the car park?

Please tick all that apply.

- Availability of parking spaces
- Accessing the car park
- Exiting the car park
- Non-Blue Badge holders parking there
- Queuing for spaces
- Double parking restricting access or exit
- Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

YES I DO
THIS IS BLATANT DISCRIMINATION
THE CAR PARK IS ONLY AVAILABLE
(MONDAY TO FRIDAY) ACCESS MUST
BE AVAILABLE 7 DAYS OTHERWISE
ACTION IS GOING TO BE TAKEN LEGALLY!!

Thank you for taking the time to complete this survey.

This is one of
14 green spaces
managed by the
City of London at
little cost to the
general public.



CITY OF LONDON
HAMPSTEAD HEATH
DIVISION
12 JUL 2019

Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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Currently the car park is open from Monday to Friday during Park opening hours, and closed on weekends and bank holidays.

In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

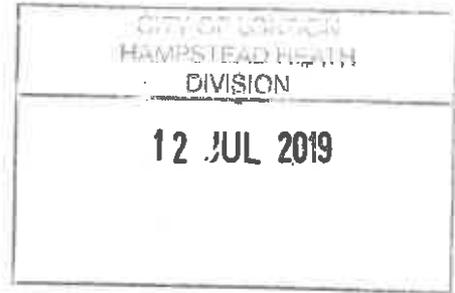
~~YES~~

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

I THINK IT SHOULD BE KEPT FOR
DISABLED PEOPLE ONLY EVERY DAY

Thank you for taking the time to complete this survey.

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14 green spaces
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little cost to the
general public.



Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop-off or collect a person with disabilities

Other. (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
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- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

- Yes
 No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

- Availability of parking spaces
 Accessing the car park
 Exiting the car park
 Non-Blue Badge holders parking there
 Queuing for spaces
 Double parking restricting access or exit
 Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

MORE SIGNS TO LET PEDISTRIANS BE AWARE.

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

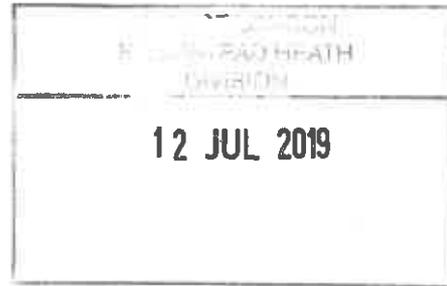
MY OPINION - IS PHONE ONLY.

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

IT IS VERY CONVENIENT, AND HELPFUL.
AND AS WEEKENDS GET BUSY, THE IDEA OF HAVING USE OF THE CAR PARK AT WEEKENDS IS VERY HELPFUL AND LESS STRESSFUL.

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

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1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

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4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
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Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

Spring

Summer

Autumn

Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

Visiting Golders Hill Park

Accessing Hampstead Heath

Accessing the Hill Garden and Pergola

Visiting Golders hill Park Café

Visiting the Gardens

Visiting the Zoo or Butterfly House

Meeting friends and family

Visiting the playground

Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

Yes

No

10) Would you use the car park if it was open at weekend?

Yes

No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Build a separate entrance and exit for cars.

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

NOT NECESSARY

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

An excellent amenity
especially for
disabled r.

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Hampstead Heath

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Yes

No

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2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

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- 2 or 3 times a month

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- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

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Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

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- 2-4 hours
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- Other (please specify _____)

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- Spring
- Summer
- Autumn
- Winter

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- Accessing Hampstead Heath
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- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

Yes

No

10) Would you use the car park if it was open at weekend?

Yes

No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Sorry No?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

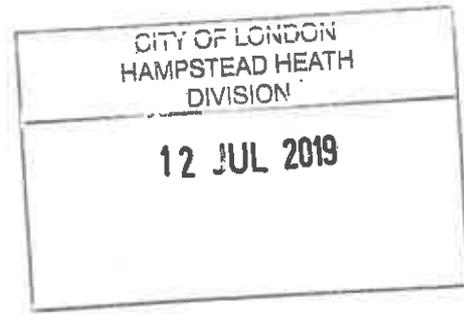
I am against!

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

I would like to use it at weekends

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

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Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

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- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

N/A (see question 1)

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

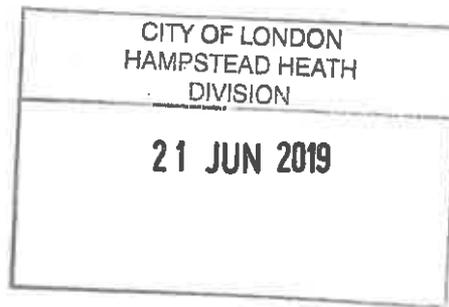
A good idea but not everyone is online & occasional visitors would not be aware of this.

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

I think the car park should be just for disabled people & should be open at weekends as this is probably the only time that people who are working can bring disabled friends & family.

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

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1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday *Any*
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply..

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes Definitely
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

(people often use car park with children)

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Maybe clear signage for pedestrians to use walkways & beware of cars on weekends esp. on busy days. Also signage for cars to drive v. slowly & beware pedestrians. At present park is out of bounds to my disabled mum on weekends as walking from another car parking spot further away isn't possible.

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

Thank you for taking the time to complete this survey.

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CITY OF LONDON
HAMPSTEAD HEATH
DIVISION

14 JUN 2019

Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

We would use the accessible car park for all these purposes if it was open at weekends, for our disabled son, a blue badge holder

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes.

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

Sounds
too complicated, particularly for people who
don't use mobile phones

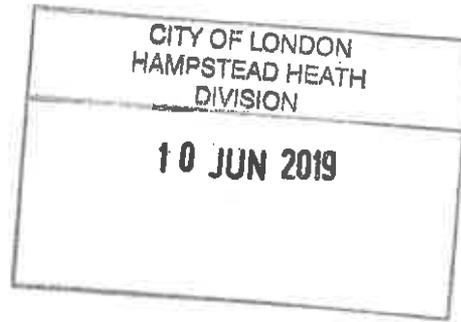
15) Do you have any other comments about using the accessible car park at Golders Hill Park?

Our son is severely disabled and a Blue Badge holder. He stays with us at weekends and we really like to take him to Golders Hill Park. So it's really annoying not to be able to use the Car Parks at weekends, often difficult to find a nearby parking space, even with a Blue Badge.

It would be really good if we could use the accessible Car Park at weekends.

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

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1) Do you currently use Golders Hill Park accessible car park?

Yes *WHEN SPACE AVAILABLE*

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder.

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

*ANY DAYS
WHEN SPACE AVAILABLE*

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

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- Less than an hour
- 1-2 hours
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- 4-6 hours
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7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
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- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other. (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes *ONLY WHEN SPACE NEARBY*
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

- Availability of parking spaces
- Accessing the car park
- Exiting the car park
- Non-Blue Badge holders parking there
- Queuing for spaces
- Double parking restricting access or exit
- Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

NEED TO PROVIDE MORE BLUE BADGE SPACES

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

NOT NECESSARY IF MORE SPACE PROVIDED FOR BLUE BADGE HOLDERS EVEN IF JUST OUTSIDE THE ENTRANCE

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

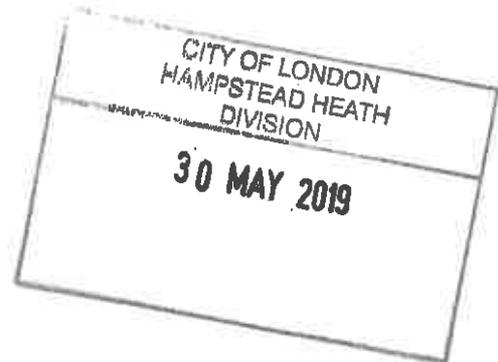
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Hampstead Heath

Registered Charity



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Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

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- Monday
- Tuesday
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- Friday

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- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

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- Less than an hour
- 1-2 hours
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- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

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Please tick all that apply.

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- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Ab

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

Access scheme good but
not online booking as
most visits spontaneous

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

No

Thank you for taking the time to complete this survey.

This is one of
14 green spaces
managed by the
City of London at
little cost to the
general public.



CITY OF LONDON
HAMPSTEAD HEATH
DIVISION

20 MAY 2019

Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

The City of London is currently investigating how to improve access to the Golders Hill Accessible Car Park for Blue Badge holders.

Currently the car park is open from Monday to Friday during Park opening hours, and closed on weekends and bank holidays.

In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily.
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens.
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____).

9) Do you currently use alternative parking facilities to visit the park?

Yes.

as I cannot get into car park

No

10) Would you use the car park if it was open at weekend?

Yes

Definitely

No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Have someone check people have a Blue Badge on their car -

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

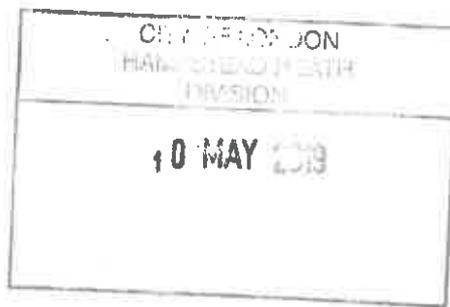
I would not want electric gates, or to use phone (do not know sometimes when I am going to park could be last minute decision). Do not have access to online booking.

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

There really are not enough spaces for Blue Badge holders - could have another 4 spaces if they were better placed. Thank you for giving this survey - Very good idea.

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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Currently the car park is open from Monday to Friday during Park opening hours, and closed on weekends and bank holidays.

In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
 - Tuesday
 - Wednesday
 - Thursday
 - Friday
- any*

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
 - Lunchtime
 - Afternoon
 - Evening
 - Other (please specify _____)
- all*

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

Spring

Summer

Autumn

Winter

all

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

Visiting Golders Hill Park

Accessing Hampstead Heath

Accessing the Hill Garden and Pergola

Visiting Golders hill Park Café

Visiting the Gardens

Visiting the Zoo or Butterfly House

Meeting friends and family

Visiting the playground

Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

Yes

No

(disabled bays at top of Hampstead ways)

10) Would you use the car park if it was open at weekend?

Yes

No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

None

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Safe access?? → I didn't know there was a problem!

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

Totally cumbersome and unnecessary to impose more restrictions on disabled and elderly people.

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

Yes - most definitely should be available at weekends.

Thank you for taking the time to complete this survey.

This is one of
14 green spaces
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City of London at
little cost to the
general public.



CITY OF LONDON
HAMPSTEAD HEATH
DIVISION
08 MAY 2019

Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder

I accompany someone who is a Blue Badge holder

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- 2 or 3 times a month

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify _____)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

Availability of parking spaces

Accessing the car park

Exiting the car park

Non-Blue Badge holders parking there

Queuing for spaces

Double parking restricting access or exit

Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

I am visually impaired and my husband has Parkinsons, however we do not qualify for a blue badge so it would be nice to use the car park & would be prepared to pay for it

P.S We think the park is a special area-gardens & other amenities really great.

Thank you for taking the time to complete this survey.

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Hampstead Heath

Registered Charity

Golders Hill Park accessible car park survey

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Currently the car park is open from Monday to Friday during Park opening hours, and closed on weekends and bank holidays.

In order to plan the necessary improvements, we need to understand the needs of all our visitors. Please help us to do this by completing this survey.

1) Do you currently use Golders Hill Park accessible car park?

Yes

No

If you answered no, please proceed to Question 9.

2) Which best describes you as a user of the car park?

Please tick all that apply.

I am a Blue Badge holder *My mother (88 years old).*

I accompany someone who is a Blue Badge holder *I'm her son/carer.*

I drop off or collect a person with disabilities

Other (please specify _____)

3) How often do you use the car park?

- Daily
- 2 or 3 times a week
- 2 or 3 times a fortnight
- ~~2 or 3~~ times a month (4 times)

4) On which days do you use the car park?

Please tick all that apply.

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

5) What times of day do you usually use the car park?

Please tick all that apply.

- Morning
- Lunchtime
- Afternoon
- Evening
- Other (please specify _____)

6) How long do you usually stay when using the car park?

- Less than an hour
- 1-2 hours
- 2-4 hours
- 4-6 hours
- Other (please specify _____)

7) During which seasons do you use the car park?

Please tick all that apply.

- Spring
- Summer
- Autumn
- Winter

8) What is the purpose of your visit when using the Golders Hill Park accessible car park?

Please tick all that apply.

- Visiting Golders Hill Park
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders hill Park Café
- Visiting the Gardens
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground
- Other (please specify gets my mother out the flat. Needs Fresh air.)

9) Do you currently use alternative parking facilities to visit the park?

- Yes
- No

10) Would you use the car park if it was open at weekend?

- Yes.
- No

11) Do you currently experience any problems when using the Golders Hill Park accessible car park?

- Yes — Too many fit/able people with blue badges should be limited to those over 85 ^{live in} Barnet Council
 No

If you answered no, please proceed to Question 13.

12) What problems do you experience using the car park?

Please tick all that apply.

- Availability of parking spaces
 Accessing the car park
 Exiting the car park
 Non-Blue Badge holders parking there — sometimes but usually too many fit/able bodies with blue badges
 Queuing for spaces
 Double parking restricting access or exit
 Pedestrians and other Park users

13) Do you have any ideas on how we can maintain safe access to the car park, especially at weekends?

Special permit limited to those over 85 based on Barnet residency

14) What is your opinion on the use of electric gates and a registered user scheme to manage access through phone or online bookings?

With an old person you can't make forward arrangements. Depends on how my mother feels on the day... very last minute. Nobody wants permission at sunset... usually noon to 4pm is the time most people want to visit.

15) Do you have any other comments about using the accessible car park at Golders Hill Park?

→ Get rid of that blasted hedge ~~that~~ that stops me escorting my mother in ~~the~~ a direct line to the case.
At least allow a gap for ~~an~~ wheelchair.
→ provide access to Hill Garden from car park for disabled/elderly in wheelchairs. Create a path up a slope from gate to GH Park to Hill Garden

Thank you for taking the time to complete this survey.

This is one of
14 green spaces
managed by the
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general public.

Appendix B – Online responses

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 19, 2019 6:22:37 PM
Last Modified: Friday, April 19, 2019 6:25:18 PM
Time Spent: 00:02:41
IP Address: 82.12.224.114

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a week**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,

Accessing the car park ,

Other (please specify):
Should be open everyday

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Should be open everyday for disabled blue badge holders

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options? **Respondent skipped this question**

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Should be more disabled parking spaces nearby

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 25, 2019 5:01:28 PM
Last Modified: Thursday, April 25, 2019 5:08:38 PM
Time Spent: 00:07:10
IP Address: 90.248.218.36

Page 1

- Q1** Do you currently use the Golders Hill Park accessible car park? **Yes**
-
- Q2** Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**
-
- Q3** How often do you use the Golders Hill Park accessible car park? **2 or 3 times a week**
-
- Q4** On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**
-
- Q5** When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Afternoon**
-
- Q6** How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**
-
- Q7** During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**
-
- Q8** What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Accessing the Hill Garden and Pergola, Visiting Golders Hill Park café, Visiting the Gardens, Meeting friends and family**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,

Non-Blue Badge holders parking there ,

Queuing for parking spaces

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

it would be welcomed to park inside the park at weekends, especially for my husband who has a blue badge. a code for blue badge holders accessing the car park for disabled blue badge holders might be a good idea

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Yes, I think that would be a very good idea, and stop people who do not have blue badges taking advantage of parking in spaces which they are not allowed to do

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Yes, I see several people that park there, sometimes early in the morning, who are not blue badge holders, but dog walkers taking their dogs for walk. Also the signage is very bad at the park, as people are not keeping their dogs on leads, and there are so many dog walkers allowing their dogs to run wild and do poos all over the place, which is upsetting when children roll on and play on the grass. Please put up more signage, Also by the step down to the pond there are no hand rails, this is very dangerous in icy and wet weather, and could cause accidents, do you have public liability insurance to cover for accidents here. A hand rail would be personally a vital extra.

#3

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 26, 2019 7:05:36 PM
Last Modified: Friday, April 26, 2019 7:08:27 PM
Time Spent: 00:02:51
IP Address: 79.76.18.178

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Lunch time, Afternoon, Evening**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Visiting Golders Hill Park ,
café
Visiting the Gardens,
Meeting friends and
family

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Respondent skipped this question**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options? **Respondent skipped this question**

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 26, 2019 10:54:13 PM
Last Modified: Friday, April 26, 2019 11:01:59 PM
Time Spent: 00:07:46
IP Address: 86.133.63.178

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Tuesday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café, Visiting the Gardens**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Respondent skipped this question**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

It works ok during the week so you should keep it open at weekends and holidays when it is much more difficult to park

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

could be ok

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

keep it simple

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, April 27, 2019 10:45:10 AM
Last Modified: Saturday, April 27, 2019 10:55:44 AM
Time Spent: 00:10:34
IP Address: 82.132.219.57

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Wednesday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Less than an hour**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Golders Hill Park Accessible Parking Survey

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Non-Blue Badge holders parking there ,

Other (please specify):

People clearly using blue badges to park that aren't theirs. It's not currently policed at all.

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Laying humps to slow down traffic. Putting in a barrier to keep pedestrians safe. I appreciate it will be difficult though and the park is already suffering from staff shortages to manage things.

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Quite complex and expensive to introduce.

Is there a way of blue badge holders having to be buzzed in via an intercom system as used at Kenwood for access to the cafe area with blue badge?

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Please patrol the car park and challenge misuse of blue badges to park. It is illegal after all but increasingly prevalent in London. My wife often walks the dog here in the morning and says she sees it all the time. It's very obvious but people just don't seem to care.

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, April 27, 2019 10:16:04 PM
Last Modified: Saturday, April 27, 2019 10:26:54 PM
Time Spent: 00:10:50
IP Address: 109.158.47.218

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Lunch time, Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park , café, Visiting the Gardens**

Page 2

Golders Hill Park Accessible Parking Survey

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park? Other (please specify):
Its closed at weekend.

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Install another pedestrian entrance from the street nearer cafe or other side of cafe. Or add a fence, ((maybe with a gate as a visual deterrent) between pedestrain walkway and car entrance.

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Visiting park is a spontaneous activity and having to book in advance would be incovenient as would electric gates if a card hard to be used to activate. A user 'scheme could work but would have to be free and conditions fair. Number key pad access could work.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

It is disappointing we can't take disabled mother to park at the weekends. We have to avoid park at busy times of year knowing the car park is so small. Investing in a much bigger car park for disabled would be appreciated.

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 08, 2019 12:04:32 PM
Last Modified: Wednesday, May 08, 2019 12:18:17 PM
Time Spent: 00:13:45
IP Address: 90.193.245.63

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a week**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

More enforcement. Especially at School times 2-3?

Is there a demand at weekends?

Would it be too busy to use the Parking?

Ask for more Disabled bays outside the park

Lots of pedestrians to manouvre around?

Ensure Coaches are not allowed or make them book at weekends.

Enforcement is best.

It will not be easy!

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Enforcement is best. Check the badge photo -make this part of your conditions of entry.

Elderly people, electric gates? It will be dangerous.

An online booking for elderly people? Not practical.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Could there be another accessible park at the other end down the hill? And a small Cafe?

Current system works for us.

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 08, 2019 12:20:03 PM
Last Modified: Wednesday, May 08, 2019 12:33:41 PM
Time Spent: 00:13:38
IP Address: 90.193.245.63

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Daily**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Lunch time, Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn, Winter, All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Will not be easy at weekends. Too much activity? Will need enforcement.

Is there a demand?

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Electric gates not needed.

An online system for older people will not work.

What happens to those with blue badge but not registered? Occasional visitors?.

Enforcement best. Insist on seeing the photo.

Just keep the 2.45 to 4pm slot enforced to stop school parents?

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

No

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 08, 2019 6:01:33 PM
Last Modified: Wednesday, May 08, 2019 6:15:37 PM
Time Spent: 00:14:04
IP Address: 51.7.6.189

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park , café, Visiting the Gardens, Other (please specify): sometimes a little further depending on my wife's health**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? Other (please specify):
none

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

I am not aware of any problems about safe access if you drive carefully. We rarely find the car park full though this might be a problem if it was open at weekends. We keep away then.

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

I would regret this. I do not use a smart phone which I imagine might be needed. Maybe this is a generational thing. We are in our late 70s

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

We get enormous benefits from our easy access to Golders Hill Park in terms of moderate exercise, access to the open air and green space etc. This kind of facility reduces the risk of our becoming house bound as my wife health deteriorates and any obstacles to access, such as requiring the use of a smart phone, would risk damaging our quality of life. Please leave it as it is.

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 10, 2019 10:50:01 AM
Last Modified: Friday, May 10, 2019 11:16:13 AM
Time Spent: 00:26:12
IP Address: 2.17.210.174

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Other (please specify):
I rarely use it because it is not available when we need it**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Evening**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park,
Visiting Golders Hill Park ,
café
Visiting the Gardens,
Visiting the Zoo or Butterfly House**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Consider disabled spaces in part of what is now the staff yard with access in along the existing delivery vehicle access off West Heath Avenue. Keep the existing disabled car parking provision but giving those who can walk a bit further a choice of an alternative parking location would take some of the pressure off. This would reduce conflict with pedestrians also. You would need to rationalise the layout of the staff yard - do you really need the polly tunnel?

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Registering in advance is too complicated and takes away the ability to just turn up and use the park like anyone else.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Great park, well worth visiting.

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, May 10, 2019 4:35:40 PM
Last Modified: Friday, May 10, 2019 4:40:50 PM
Time Spent: 00:05:10
IP Address: 86.180.184.127

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café, Visiting the Gardens**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **No**

Golders Hill Park Accessible Parking Survey

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Respondent skipped this question**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Like it the way it is!

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

This seems expensive and complicated.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Usually find a space when we need it.

#12

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, May 13, 2019 8:46:26 AM
Last Modified: Monday, May 13, 2019 8:48:19 AM
Time Spent: 00:01:53
IP Address: 86.156.5.68

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Tuesday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Accessing the Hill Garden and Pergola, Visiting the Gardens**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Respondent skipped this question**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend?

Respondent skipped this question

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park?

Respondent skipped this question

Q12 What problems do you experience using Golders Hill Park accessible car park?

Respondent skipped this question

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Respondent skipped this question

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Respondent skipped this question

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Respondent skipped this question

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, May 14, 2019 8:51:01 AM
Last Modified: Tuesday, May 14, 2019 8:53:03 AM
Time Spent: 00:02:02
IP Address: 195.80.126.50

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **No**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) Other (please specify):
No

Q3 How often do you use the Golders Hill Park accessible car park? Other (please specify):
No

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday,**
Tuesday,
Wednesday,
Thursday,
Friday

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning,**
Lunch time,
Afternoon,
Evening,
Other (please specify):
No

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) Other (please specify):
8 and turn device on it's side

Golders Hill Park Accessible Parking Survey

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply)

Spring,
Summer,
Autumn,
Winter,
All year round

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Accessing Hampstead Heath ,
Accessing the Hill Garden and Pergola ,
Visiting Golders Hill Park café ,
Visiting the Gardens,
Visiting the Zoo or Butterfly House ,
Meeting friends and family ,
Visiting the playground ,
Other (please specify):
No

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park?

No

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend?

No

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park?

No

Golders Hill Park Accessible Parking Survey

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,

Accessing the car park ,

Exiting the car park ,

Non-Blue Badge holders parking there ,

Queuing for parking spaces ,

Double parking restricting access or exit ,

Pedestrians and other Park users ,

Other (please specify):

No

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

No

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

No

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

No

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 15, 2019 9:55:40 AM
Last Modified: Wednesday, May 15, 2019 9:57:41 AM
Time Spent: 00:02:01
IP Address: 63.141.193.44

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Other (please specify):
Once a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning,
Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Less than an hour**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring,
Summer**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Visiting Golders Hill Park ,
café
Visiting the Gardens,
Visiting the Zoo or Butterfly
House

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking** ,
spaces
Non-Blue Badge holders parking
there

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Doesn't allow spontaneity

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 15, 2019 10:58:38 PM
Last Modified: Wednesday, May 15, 2019 11:08:58 PM
Time Spent: 00:10:20
IP Address: 81.52.134.47

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Tuesday, Thursday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Lunch time**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café, Visiting the Gardens, Meeting friends and family**

Page 2

Golders Hill Park Accessible Parking Survey

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,

Non-Blue Badge holders parking there ,

Queuing for parking spaces

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

To-date I don't have a problem.

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Not a good idea. It would take to long to get in and out and also some handicapped people may have difficulties operating the system.

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

It would be lovely, if it could be extended a little.

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 22, 2019 8:53:45 AM
Last Modified: Wednesday, May 22, 2019 8:57:09 AM
Time Spent: 00:03:24
IP Address: 69.31.113.168

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Visiting Golders Hill Park café**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Golders Hill Park Accessible Parking Survey

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**, **Non-Blue Badge holders parking there**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

This does not work if the blue badge holder is not a driver. My mother is blind and travels in different cars, online booking does not allow for this or a spontaneous visit

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 22, 2019 9:06:45 AM
Last Modified: Wednesday, May 22, 2019 9:12:11 AM
Time Spent: 00:05:26
IP Address: 92.122.206.80

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **No**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **Respondent skipped this question**

Q3 How often do you use the Golders Hill Park accessible car park? **Respondent skipped this question**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Respondent skipped this question**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Respondent skipped this question**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Respondent skipped this question**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Respondent skipped this question

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Respondent skipped this question

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Respondent skipped this question

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Regrettably I think there needs to be more checking of correct usage of disabled car park. I saw a perfectly able women get off the bus then get into her parked car by the front OF Golders Hill Park.

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, May 22, 2019 10:32:28 AM
Last Modified: Wednesday, May 22, 2019 10:34:29 AM
Time Spent: 00:02:01
IP Address: 165.254.146.234

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday,
Wednesday,
Thursday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning,
Lunch time,
Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Less than an hour**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring,
Summer,
Autumn**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Accessing Hampstead Heath ,
Visiting Golders Hill Park café ,
Visiting the Gardens,
Visiting the Zoo or Butterfly House ,
Meeting friends and family

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,
Queuing for parking spaces ,
Double parking restricting access or exit

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Good idea (as long as it works!)

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, May 28, 2019 4:24:46 PM
Last Modified: Tuesday, May 28, 2019 4:28:41 PM
Time Spent: 00:03:55
IP Address: 95.149.227.91

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Lunch time, Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **2-4 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,

Accessing the Hill Garden and Pergola

Visiting Golders Hill Park café

Visiting the Gardens,

Visiting the Zoo or Butterfly House

Visiting the playground

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**,

Queuing for parking spaces

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options? **Respondent skipped this question**

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#20

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 03, 2019 10:40:14 AM
Last Modified: Monday, June 03, 2019 10:44:30 AM
Time Spent: 00:04:16
IP Address: 86.136.227.190

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Other (please specify):
2 or 3 times a year**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Lunch time,
Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring,
Summer,
Autumn**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Visiting Golders Hill Park ,
café
Meeting friends and
family

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Respondent skipped this question**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options? **Respondent skipped this question**

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, June 12, 2019 2:08:54 PM
Last Modified: Wednesday, June 12, 2019 2:14:10 PM
Time Spent: 00:05:16
IP Address: 89.145.227.154

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **2-4 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Visiting Golders Hill Park, Accessing the Hill Garden and Pergola, Visiting the Zoo or Butterfly House, Meeting friends and family**

Page 2

Golders Hill Park Accessible Parking Survey

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces ,

Queuing for parking spaces

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Widen pavement on the side

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options? **Respondent skipped this question**

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Would welcome increase in parking spaces

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 18, 2019 4:03:58 PM
Last Modified: Tuesday, June 18, 2019 4:07:26 PM
Time Spent: 00:03:28
IP Address: 213.205.195.114

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? Other (please specify):
5 times a year when my disabled father visits

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning,
Lunch time,
Afternoon**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **2-4 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

Visiting Golders Hill Park,
Visiting Golders Hill Park ,
café
Visiting the Gardens,
Meeting friends and
family

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces**

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends? **Respondent skipped this question**

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

This sounds good

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park? **Respondent skipped this question**

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 20, 2019 8:41:33 AM
Last Modified: Thursday, June 20, 2019 8:49:42 AM
Time Spent: 00:08:09
IP Address: 86.1.4.233

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder, I drop off or collect a person with disabilities**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning, Lunch time, Afternoon, Evening**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Other (please specify): Varies from 2 hours to much longer**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

- Visiting Golders Hill Park,
- Accessing Hampstead Heath
- Accessing the Hill Garden and Pergola
- Visiting Golders Hill Park café
- Visiting the Gardens,
- Visiting the Zoo or Butterfly House
- Meeting friends and family
- Visiting the playground

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **No**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

- Availability of parking spaces
- Accessing the car park
- Exiting the car park
- Queuing for parking spaces
- Double parking restricting access or exit

Page 3

Golders Hill Park Accessible Parking Survey

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Someone at entry gate to help

Bigger entrance/exit

Ice cream van not parked near entrance - can cause a crowd/running children & obstructing road view sometimes

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Don't like this idea too complicated to book or phone in advance. Sometimes just come spontaneously / drop in as passing etc

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Great we have it.

Any chance of more spaces - but just as wide

Wider entry/exit opening?

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, June 22, 2019 2:02:53 PM
Last Modified: Saturday, June 22, 2019 2:06:12 PM
Time Spent: 00:03:19
IP Address: 77.103.129.104

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Yes**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a fortnight**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Tuesday, Wednesday, Thursday, Friday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Morning**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Less than an hour**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **All year round**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Other (please specify):
Walking in a beautiful park**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Golders Hill Park Accessible Parking Survey

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **No**

Q12 What problems do you experience using Golders Hill Park accessible car park? **Availability of parking spaces** ,
Other (please specify):
no parking at week ends

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

as it is during the week

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Too complicated

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Very helpful for those with limited mobility

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 27, 2019 10:18:10 PM
Last Modified: Thursday, June 27, 2019 10:31:36 PM
Time Spent: 00:13:26
IP Address: 82.35.80.15

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **No**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I accompany someone who is a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **2 or 3 times a month**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Monday, Wednesday, Thursday**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Lunch time, Afternoon, Evening**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **1-2 hours**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Spring, Summer, Autumn, Winter, All year round**

Golders Hill Park Accessible Parking Survey

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply)

- Visiting Golders Hill Park,**
- Accessing Hampstead Heath**
- Accessing the Hill Garden and Pergola**
- Visiting Golders Hill Park café**
- Visiting the Gardens,**
- Visiting the Zoo or Butterfly House**
- Meeting friends and family**
- Other (please specify):
Outdoor pursuits

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

- Availability of parking spaces**
- Non-Blue Badge holders parking there**
- Pedestrians and other Park users**
- Other (please specify):
Do cafe staff park in there?

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

By paying the staff to open the car park and not penalising blue badge holders at weekends. I was shocked that there is NO disabled parking at weekends when families including disabled people gather to have fun.

Golders Hill Park Accessible Parking Survey

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Why cant you just open the gates and let people park without making it so difficult (oh silly me you want to CHARGE for the parking)

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

That's the point it is not accessible to disabled people at weekends or bank holidays.

#26

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, June 30, 2019 9:15:03 PM
Last Modified: Sunday, June 30, 2019 9:19:54 PM
Time Spent: 00:04:51
IP Address: 86.133.63.147

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **Respondent skipped this question**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **Respondent skipped this question**

Q3 How often do you use the Golders Hill Park accessible car park? **Respondent skipped this question**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Yes**

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park? **Yes**

Q12 What problems do you experience using Golders Hill Park accessible car park?

Availability of parking spaces

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Respondent skipped this question

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Respondent skipped this question

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Respondent skipped this question

#27

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, July 11, 2019 4:47:35 PM
Last Modified: Thursday, July 11, 2019 4:48:34 PM
Time Spent: 00:00:59
IP Address: 81.103.72.89

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **No**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Other (please specify):
0**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Respondent skipped this question**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Respondent skipped this question**

Golders Hill Park Accessible Parking Survey

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park?

Respondent skipped this question

Q12 What problems do you experience using Golders Hill Park accessible car park?

Respondent skipped this question

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Respondent skipped this question

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Respondent skipped this question

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Respondent skipped this question

#28

INCOMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, July 13, 2019 12:11:07 PM
Last Modified: Saturday, July 13, 2019 12:12:24 PM
Time Spent: 00:01:17
IP Address: 85.211.236.102

Page 1

Q1 Do you currently use the Golders Hill Park accessible car park? **No**

Q2 Which best describes you as a user of the accessible car park? (please tick all that apply) **I am a Blue Badge holder**

Q3 How often do you use the Golders Hill Park accessible car park? **Other (please specify):
didn't know about it**

Q4 On which days do you usually use Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q5 When do you usually use the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q6 How long do you usually stay when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Q7 During which season(s) do you use the Golders Hill Park accessible car park?(please tick all that apply) **Respondent skipped this question**

Q8 What is the purpose of your visit when using the Golders Hill Park accessible car park? (please tick all that apply) **Respondent skipped this question**

Page 2

Q9 Do you currently use alternative parking facilities to visit Golders Hill Park? **Yes**

Q10 Would you use Golders Hill Park accessible car park if it was open at the weekend? **Respondent skipped this question**

Golders Hill Park Accessible Parking Survey

Q11 Do you currently experience any problems when using the Golders Hill Park accessible car park?

Respondent skipped this question

Q12 What problems do you experience using Golders Hill Park accessible car park?

Respondent skipped this question

Page 3

Q13 Do you have any ideas on how we can maintain safe access to the accessible car park, particularly at weekends?

Respondent skipped this question

Q14 One potential option would be to use electric gates to manage access to the accessible car park. The gates would be programmed to open when an authorised car approaches. This could be controlled by a phone or online booking system or through a registered users' scheme. Do you have any views on these options?

Respondent skipped this question

Q15 Do you have any other comments about using the accessible car park at Golders Hill Park?

Respondent skipped this question

Committee(s)	Dated:
Queen’s Park Consultative Group	9 October 2018
Highgate Wood Consultative Group	9 October 2018
Hampstead Heath Consultative Committee	14 October 2018
Subject:	Public
Fees and Charges 2020/21& 2021/22	
Report of:	For Discussion
Superintendent of Hampstead Heath	
Report author:	
Yvette Hughes – Open Spaces Department	

Summary

This report sets out the proposed fees and charges for a range of sports facilities and services provided at Hampstead Heath, Highgate Wood & Queen’s Park for 2020/21. In addition, the report sets out the proposed fees and charges for Weddings and Civil Ceremonies for 2021/22.

Recommendations

It is recommended that:

- The Hampstead Heath Consultative Committee, Highgate Wood Consultative Group and Queen’s Park Consultative Group discuss the proposed fees and charges for 2020/21 and 2021/22, as set out in Appendix 1 of this report.
- The views of the Hampstead Heath Consultative Committee, Highgate Wood Consultative Group, and Queen’s Park Consultative Group be conveyed to the Hampstead Heath, Highgate Wood and Queen’s Park Committee at their 13 November 2019 meeting.

Main Report

Background

1. Charges for the wide range of services, recreation and sporting facilities provided in all the City of London Corporation’s Open Spaces are reviewed annually, to ensure that prices and ticket options are relevant and appropriate. The current 2019/20 (and 2020/21 Weddings and Civil Ceremonies) charges for Hampstead Heath, Highgate Wood and Queen’s Park were approved by the Hampstead Heath, Highgate Wood and Queen’s Park Committee in November 2018.
2. The income generated from fees and charges contribute towards the cost of providing sports and recreational facilities across Hampstead Heath, Highgate Wood and Queen’s Park.

Current Position

3. The Hampstead Heath Track Forum, Swim Forum and the Sports Advisory Forum have been consulted on the proposed sports charges for 2020/21.
4. The proposed fees and charges include concessionary rates, offering a 40% discount on the standard adult charge, except where indicated.
5. Work over the past two years to encourage the level of compliance for payment at the Bathing Ponds has only seen a modest increase in income from these facilities.
6. Season tickets are now available to purchase online through the City of London Corporation website.
7. Work has been undertaken to improve signage, payment methods and cash payment arrangements. Unfortunately, the project to install contactless payments has been delayed and further work is required to implement this technology at the Bathing Ponds.
8. Sports fees and charges are not based on full cost recovery and are significantly subsidised by the City of London Corporation to promote participation in formal and informal recreation to support health and well-being.

Proposed Charges 2019/20

9. It is proposed that the charges for the athletics track, softball, rounders, sauna season ticket, tennis, fairs, bandstand hire, site compounds, event support charges (excluding the application fees) and bench sponsorship should be increased by 2.6% with rounding to aid cash handling, where applicable. The 2020/21 and the 2021/22 charges for Weddings and Civil Ceremonies have also been increased by 2.6%. These increases are in line with August Retail Price Index.
10. Following a review of the 2019/20 Park for London, sports facilities fees and charges benchmarking data, it is proposed that the fees for football, rugby, cricket and the hire of changing rooms are held at the 2019/20 rates. These charges were all at the higher end of fees when compared to comparators.
11. Following a London wide Athletics Track benchmarking exercise, it is noted that the fees for the Parliament Hill Athletic Track are significantly lower than comparators. Therefore, while a 2.6% increase has been proposed for 2020/21, the Superintendent will engage with the Parliament Hill Track Forum and the Hampstead Heath Sports Advisory Forum over the next year to discuss above inflationary increases to the fees. It is proposed the increases would be spread over the next three years to allow time for the clubs using the facility to prepare for these changes.
12. Highgate Wood Metro Blind Cricket Team Support Scheme recognises a 50% discount on the changing room hire charge. This supports for the development of the sport.
13. The fees for pentanque, bowls, croquet and the Queen's Park pitch and put have been held at the 2019/20 rates to promote public participation in these activities.

14. It is proposed that swimming charges are held at the current rates for a further year. The Superintendent has commenced a review of the summer 2019 swimming season, which forms a discussion item within the meeting Agenda Pack.
15. Following local benchmarking we are proposing to increase car parking charges by 8% for 0-2 hours & 2-4 hours, and by 9% for the additional hours. However, taking account of these increases, the car parks across Hampstead Heath are still notably less expensive than local comparators. The additional hours charge is set to discourage commuter parking to ensure the parking facilities are available for Heath visitors.
16. It is proposed that the Parliament Hill and Golders Hill Park bandstands will be made available for hire in line with the existing hire arrangements for the Queen's Park bandstand.

Licencing arrangements

Commercial Dog Walking and Fitness Trainers

17. The Superintendent is undertaking a range of consultations to inform the introduction of licences for Commercial Dog Walking and Fitness Trainers. The outcome from the consultations and the proposed license arrangements will be discussed with Members ahead of implementation.

Bowls and Croquet

18. New annual licensing arrangements with the Parliament Hill Bowling Club and the Hampstead Heath Croquet Club have been agreed. As part of the licensing agreement two rinks will remain available for public play at all times. The green will be maintained by the Sports and Recreation Team at Parliament Hill, as part of their grounds maintenance Work Programme.
19. The new licencing arrangements will enable the Pavilions to be hired as meeting rooms during the winter months.

Fishing

20. A fee for a Hampstead Heath fishing license has been included in the proposed fees & charges. This covers the administration of the license.

Corporate & Strategic Implications

21. The proposed fees and charges directly support the Hampstead Heath Management Strategy 2018-2028 Strategic Outcomes A: The Heath is maintained as a flourishing green space and historic landscape, B: Improved quality of life for Heath visitors, C: The Heath is inclusive and welcoming to a diverse range of visitors and D: Greater number of and diversity of People taking care of the Heath.
22. This also contributes towards the achievement of the three aims set out in the City of London Corporate Plan 2018-23. Contribute to a flourishing society (1-4), Support a thriving economy (5) and Shape outstanding environments (9-12).

23. The proposed fees and charges support the three objectives and outcomes set out in the Open Spaces Business Plan 2018-19 (a) Open spaces and historic sites are thriving and accessible, (b) Spaces enrich people's lives and (c) Business practices are responsible and sustainable.

Financial Implications

24. The City's Financial Regulations require all Departments to recover full costs when setting charges to persons or external organisations, or submit reasons to the appropriate service Committee when that objective is not met. It is therefore at the discretion of individual spending Committees to determine the actual level of fees and charges relative to the services they provide, after taking into account local considerations and priorities.

Conclusion

25. Hampstead Heath, Highgate Wood and Queen's Park continue to provide excellent value for money sports and recreational opportunities. The income generated through fees and charges contributes towards the cost of providing sports and recreational facilities and maintaining Hampstead Heath, Highgate Wood and Queen's Park.

Appendices

- Appendix 1 – Proposed Fees and Charges for 2020/21 & 2021/22

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(DRAFT) APPENDIX 1 – HAMPSTEAD HEATH, HIGHGATE WOOD AND QUEEN'S PARK

The proposed charges operate from 1 April 2020; all charges include VAT at 20%, except where stated.

NOTES

1. *1 These fees and charges have been increased by 2.6% and rounded to assist with cash handling where applicable.
2. Concession and Junior charges reflect a 40% discount on the adult ticket prices.
3. *2 The Athletics Track and associated infield is available for sports clubs to use for group coaching and training sessions. Training sessions can be booked during the following times:
 - Tuesdays and Thursdays: 5pm – 9pm (the track must be vacated by 8:40pm, with the changing rooms remaining open until 9pm)
 - Monday, Wednesdays and Fridays: 5pm – until 30 minutes before park closing (park closing times vary throughout the year)
 - Weekends: 7:45am – 4pm

Floodlights will be switched on as necessary on Tuesdays and Thursdays, and will be switched off by 8:40pm.

Training sessions commence on the hour and are for a minimum of one hour, except for bookings starting at 8:00pm, which are for forty minutes. Block bookings are available for clubs wanting regular training sessions and can be booked for periods of ten consecutive weeks or more. Clubs booking for a full year (50 weeks) can benefit from additional benefits and guarantee to be offered the same booking times for the following year. Tuesdays and Thursdays training sessions have three club booking slots available, with a maximum number of participants per booking slot limited to fifty. Sole use is subject to availability and will require the hirer to book all three available slots, which would allow up to 150 participants to attend. Members of Club signed up to the group training sessions are eligible to purchase Track Season Tickets at a 30% reduction on the full cost.

4. *3 Corporate Event prices will be worked up on a case by case basis.
5. Schools use of the track will comprise of the following sessions:-
 - 9.00 – 12.30 AM session
 - 13.00 – 16.30 PM session
 - 09.00 – 16.30 Full day session
6. There is a charge of £10 to replace lost or damaged season tickets.
7. *4 Swimming charges have not been increased for 2020/21. The Bathing Ponds entry payment review will continue during the 2020/21 season, while we work to facilitate further methods of payment at the facilities.
8. *5 Highgate Wood Metro Blind Cricket Team Support Scheme recognises a 50% discount on the changing room hire charge to support the team developing blind cricket in line with the City of London Open Spaces Department's Sports and Physical Activity Framework.
9. *6 Sauna day ticket prices have not been increased. Tickets must be purchased in conjunction with a swimming ticket.
10. *7 Children's tennis coaching reflects a 20% on the price an adult coaching, to account for coaching costs
11. *8 Car Parking fee for 0-2 and 2-4 hours have been increased by 8% and the fee for additional hours over 4 hours has been increase by 9%. These fees have been benchmarked and are lower than other local providers.
12. *9 Where site meetings are required, fees will be applied to cover the cost of staff

time.

13. ***10** Water and electricity unit charge prices confirmed upon application
14. ***11** Following a Benchmarking exercise, these fees & charges have been held at the 2019/20 rates.
15. ***12** To encourage use, these charges have been held at the 2019/20 rates.
16. ***13** Following a Benchmarking exercise, these fees & charges were found to be significantly below comparators. Therefore, the Superintendent will work with the Sports Advisory Forum and Parliament Hill Track Forum to address this and implement a gradual above inflation increase over the next 2 years.
17. Credit and Debit card payments can be taken over the telephone at the Parliament Hill Office (0207 332 3773) and Heathfield House (0207 332 3322).

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved1/ 4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
ATHLETICS TRACK				
● Meetings Monday to Friday - Full day charge (except bank holidays) *1 & 13	244.00	250.00	257.00	263.50
● Meetings Monday to Friday - AM or PM sessions (except bank holidays) *1 & 13	122.00	125.00	129.00	132.50
● Meetings Peak Times – Full day charge (weekends & bank holidays) *1 & 13	304.00	312.00	320.00	328.50
● Meetings Peak Times – AM or PM sessions (weekends & bank holidays) *1 & 13	152.00	156.00	160.00	164.00
● Block Bookings for Clubs *1, 2 & 13	-	22.56	23.17	23.77
● Schools Use - Full day Charge *1 & 13	146.00	150.00	154.00	158.00
● Schools Use - AM or PM Sessions *1 & 13	73.00	75.00	77.00	79.00
● Corporate events *3	Price on application	Price on application	Price on application	Price on application
● Day Ticket – Adults *13	4.00	4.00	4.50	4.50
● Day ticket - Concessionary Rate *13	2.50	2.50	3.00	3.00
● 12 Month Season Ticket - Adults *1 & 13	73.00	75.00	77.00	79.00
● 12 Month Season Ticket - Concessionary Rate *1 & 13	44.00	45.00	46.00	47.50
● 12 Month Season Ticket – Adult (Club rate) *1 & 2	-	-	53.90	55.30
● 12 Month Season Ticket – Concession (Club rate) *1 & 2	-	-	32.20	33.25
● Monthly Season Ticket - Adults *1 & 13	20.00	21.00	22.00	22.50

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
● Monthly Season Ticket - Concessionary Rate *1 & 13	12.00	12.50	13.00	13.50
● Season Ticket ● replacement cost	5.00	5.00	10.00	10.00
CRICKET				
● Reserved match pitch (prepared and marked) *11	91.00	93.00	96.00	96.00
● Reserved match pitch - Parliament Hill, weekends (prepared and marked) *11	99.00	102.00	105.00	105.00
● Junior pitch (prepared and marked) *11	55.00	56.00	63.00	63.00
● Cricket nets (per hour) *11	7.50	8.00	8.00	8.00
● Private changing room with hot water*5 & 11 (Keys - deposit or charge for loss)	43.50 (25.00)	45.00 (25.00)	46.00 (25.00)	46.00 (25.00)
FOOTBALL				
● Reserved match pitch Adult (with goal posts) *11	86.00	88.00	90.00	90.00
● Reserved match pitch Junior (with goal posts) *11	52.00	53.00	54.00	54.00
● School use – standard session charge *11	52.00	53.00	54.00	54.00
● Private changing room with hot water *11 (Keys - deposit or charge for loss)	43.50 (25.00)	45.00 (25.00)	46.00 (25.00)	46.00 (25.00)
● Hire of goal nets	15.00	15.00	15.00	15.00
● Charge for damaged goal nets	£15+ 20% admin fee	Cost + 20% Admin fee	Cost + 20% admin fee	Cost + 20% admin fee
RUGBY				
● Reserved match pitch Adult (with goal posts, 1pm Kick-Off) *11	86.00	88.00	90.00	90.00
● Reserved match pitch Junior (with goal posts) *11	52.00	53.00	54.00	54.00

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
● School use – standard session charge *11	52.00	53.00	54.00	54.00
● Private changing room with hot water *11 (Keys - deposit or charge for loss)	43.50 (25.00)	45.00 (25.00)	47.00 (25.00)	46.00 (25.00)
● Hire of goal nets	15.00	15.00	15.00	15.00
● Charge for damaged goal nets	£15+ 20% admin fee	Cost + 20% admin fee	Cost + 20% admin fee	Cost + 20% admin fee
SOFTBALL/ ROUNDERS (HAMPSTEAD HEATH)				
● Reserved Pitch *1	53.00	54.00	55.00	56.50
PENTANQUE				
● Hourly charge/rink *12	3.50	3.50	4.00	4.00
● Deposit for Boules hire (Returnable)	20.00	20.00	20.00	20.00
BOWLS				
● Hourly charge *12 (per player)	3.50	4.00	4.00	4.00
● Deposit for Bowls Hire (Returnable)	20.00	20.00	20.00	20.00
CROQUET (Golders Hill Park)				
● Hourly charge for lawn *11 (per player)	8.00	8.50	8.50	8.50
● Hourly charge for lawn For Croquet Club Members (per player)	4.50	5.00	5.00	5.00
PITCH & PUTT (Queen's Park)				
● One Round Adult *12	6.00	6.00	6.00	6.00
● One Round *12 Concessionary rate	3.50	3.50	3.50	3.50
SWIMMING				
<i>Lido & Season Tickets</i>				
● Early Morning / Winter - Adult *4	4.00	4.00	4.00	4.00
● Early Morning / Winter - Concessionary *4	2.50	2.50	2.50	2.50
● Evening – Adult *4	4.00	4.00	4.00	4.00

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
● Evening - Concessionary * ⁴	2.50	2.50	2.50	2.50
● Day Ticket – Adults * ⁴	7.00	7.00	7.00	7.00
● Day Ticket - Concessionary * ⁴	4.50	4.50	4.50	4.50
● Day family ticket (up to 2 adults & 2 children) * ⁴	18.50	19.00	19.00	19.00
● Day adult & child ticket * ⁴	10.00	10.00	10.00	10.00
● Lido Monthly Ticket - Adult * ⁴	47.00	48.00	48.00	48.00
● Lido Monthly Ticket - Concessionary * ⁴	29.00	29.00	29.00	29.00
● Lido 12 Month Season Ticket – Adult * ⁴	195.00	200.00	200.00	200.00
● Lido 12 Month Season Ticket – Concessionary * ⁴	117.00	120.00	120.00	120.00
● Lido 6 Month Season Ticket – Adult * ⁴	133.00	136.00	136.00	136.00
● Lido 6 Month Season Ticket – Concessionary * ⁴	80.00	82.00	82.00	82.00
● Season Ticket replacement cost	5.00	5.00	10.00	10.00
● Lido Sauna Season Ticket * ¹	51.00	60.00	62.00	63.50
● Lido Sauna Day Ticket* ⁶	2.50	2.50	3.00	3.00
<i>Lido & Natural Ponds combined Season Tickets</i>				
● All Swimming Facilities 12 Month Season Ticket –Adult * ⁴	216.00	222.00	222.00	222.00
● All Swimming Facilities 12 Month Season Ticket - Concessionary * ⁴	130.00	133.00	133.00	133.00
● All Swimming Facilities 6 Month Season Ticket – Adult * ⁴	150.00	154.00	154.00	154.00
● All Swimming Facilities 6 Month Season Ticket - Concessionary * ⁴	90.00	92.00	92.00	92.00

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
● Season Ticket replacement cost	5.00	5.00	10.00	10.00
<i>Natural Ponds & Season Tickets</i>				
● Day Ticket: Highgate Men's, Kenwood Ladies' & Hampstead Mixed – Adult *4	2.00	2.00	2.00	2.00
● Day Ticket: Highgate Men's, Kenwood Ladies' & Hampstead Mixed – Concessionary *4	1.00	1.00	1.00	1.00
● Ponds 12 Month Season Ticket – Adult *4	125.00	125.00	125.00	125.00
● Ponds 12 Month Season Ticket – Concessionary *4	66.00	66.00	66.00	66.00
● Ponds 6 Month Season Ticket – Adult *4	66.00	66.00	66.00	66.00
● Ponds 6 Month Season Ticket – Concessionary *4	33.00	33.00	33.00	33.00
● Season Ticket replacement cost	5.00	5.00	10.00	10.00
TENNIS				
● Annual registration fee *1	27.50	28.00	29.00	29.75
● Adult Hourly Charge - hard or grass court *1	8.50	9.00	9.00	9.25
● Concessionary Rates - hard or grass court *1	5.00	5.50	5.50	5.55
TENNIS COACHING (HAMPSTEAD HEATH & QUEEN'S PARK)				
<i>Adult Beginners/Improvers</i>				
● 5 weekly 1 hour lessons *1	55.00	56.50	58.00	59.50
● 5 weekly 1 ½ hour lessons *1	82.50	84.50	87.00	89.25
● 5 weekly 2 hour lessons *1	110.00	113.00	116.00	119.00
<i>Children Beginners/Improvers</i>				
● 5 weekly 1 hour lessons *1 & 7	43.00	44.00	46.50	47.50

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
CAR PARKING (Hampstead Heath)				
● 0-2 hours *8	3.50	3.60	3.70	4.00
● 2-4 hours *8	7.00	7.20	7.40	8.00
● Additional hours above 4 hours *8	6.00	6.50	6.70	7.30
FAIRS (HAMPSTEAD HEATH)				
● Pitch *1	1% increase in pitch fee	2.6% increase in pitch fee	2.7% increase in pitch fee	2.6% increase in pitch fee
WALKS (HAMPSTEAD HEATH & HIGHGATE WOOD)				
● Bat Walk	7.00	7.00	7.00	7.00
● Staff Led Group Walk	-	-	-	7.00
LICENSES				
● Fishing	-	-	-	10.00
BANDSTAND HIRE				
● Queen's Park - 3-hour booking (with tables & chairs) *1	66.00	68.00	70.00	72.00
● Queen's Park - 3-hour booking *1	56.00	58.00	60.00	61.50
● Parliament Hill – 3-hour booking	-	-	-	61.50
● Golders Hill Park – 3-hour booking	-	-	-	61.50
ROOM HIRE (cost per hour)				
● Parliament Hill meeting room	-	-	-	30.00
● Parliament Hill Pavilion meeting room	-	-	-	30.00
● Hampstead Heath Extension meeting room	-	-	-	20.00
● Queen's Park meeting room	-	-	-	20.00
COMPOUNDS				
● Compounds – including the siting of skips or scaffolding within a fenced area *1&9	0.50 per M ² per day – minimum overall charge 61.00 per day	0.50 per M ² per day – minimum overall charge 63.00 per day	0.51 per M ² per day – minimum overall charge 65.00 per day	0.52 per M² per day – minimum overall charge 67.00 per day

SPORTS FACILITIES	Charges approved 1/4/17 (£)	Charges approved 1/4/18 (£)	Charges approved 1/4/19 (£)	Proposed Charges 1/4/20 (£)
	+1%	+2.6%	+2.7%	+2.6%
MEMORIAL BENCHES & PLAQUES				
● Engraved Bench (Hampstead Heath & Queen's Park) *1	2,400.00	2,400.00	2,500.00	2,565.00
● Engraved Bench (Pergola & Hill Garden) *1	4,200.00	4,200.00	4,500.00	4,617.00
● Engraved Plaque (Highgate Wood)	Subject to engraving – price on application	Subject to engraving – price on application	Subject to engraving – price on application	Subject to engraving – price on application
CHARGES FOR EVENTS – LINKED TO EVENTS POLICY				
Application fee				
● Community Events	-	-	25.00	25.00
● Commercial Events	-	-	50.00	50.00
Service Charges				
● Power supply hook-up daily charge *1	-	-	50.00	51.50
● Electricity *10	-	-	Unit charge	Unit charge
● Water supply hook-up daily charge *1	-	-	50.00	51.50
● Water *10	-	-	Unit charge	Unit charge
● Waste & Recycling – hourly collection cost	-	-	50.00	51.50
● Waste & Recycling – disposal cost	-	-	£150 per tonne	£154 per tonne
Staff & vehicle costs per hour				
● Ranger/Keeper *1	-	-	35.00	36.00
● Supervisor *1	-	-	48.00	49.00
● Manager *1	-	-	60.00	61.50
● Driver & vehicle *1	-	-	85.00	87.00
● Toilet & Changing room cleaning *1	-	-	50.00	51.50
Event Space Hire				
● Hire fee	-	-	Price on application	Price on application
● Remediation fee	-	-	Price on application	Price on application
● Environmental Impact fee	-	-	Price on application	Price on application

SPORTS FACILITIES	Charges approved 1/4/18 (£) +1%	Charges approved 1/4/19 (£) +2.6%	Charges approved 1/4/20 (£) +2.7%	Proposed Charges 1/4/21 (£) +2.6%
WEDDINGS & CIVIL CEREMONIES (HAMPSTEAD HEATH & QUEEN'S PARK)				
● Hill Garden Shelter (Monday – Thursday) *1	2,520.00	2,585.00	2,655.00	2,724.00
● Hill Garden Shelter (Friday) *1	3,045.00	3,125.00	3,210.00	3,393.50
● Hill Garden Shelter (Weekend) *1	3,570.00	3,660.00	3,760.00	3,858.00
● Pergola (Monday – Thursday) *1	2,310.00	2,370.00	2,435.00	2,498.00
● Pergola (Friday) *1	2,520.00	2,585.00	2,655.00	2,724.00
● Pergola (Weekend) *1	2,835.00	2,910.00	2,990.00	3,068.00
● Queen's Park Bandstand (Monday -Friday) *1	1,040.00	1,065.00	1,095.00	1,123.50
● Queen's Park Bandstand (Weekend) *1	1,380.00	1,415.00	1,455.00	1,493.00
● Table Service Charge *1	158.00	160.00	165.00	169.00