OUR SERVICE—Provide our customers with a visible, accessible and approachable service

- **Patrolling** increase our visible presence especially when **Tree Health** a high priority to monitor for known our sites are most used
- **Green Flags** map infrastructure including fence lines, benches and wooden signs; survey the condition of sites in • accordance with the award criteria and feed improvement work into our annual work programme
- **Message** agree a consistent message for ambassadors about the Division and our charities

OPEN SPACES—Protect and conserve distinctive and valued places

- diseases and Oak Processionary Moth to prevent any harm to our sites and visitors if possible
- **Grazing** change how we deliver and fund grazing in a sustainable way to meet the needs of our sites
- **Veteran Trees** review our mapped and tagged trees to create a programme to prioritise our work within the wood pasture and woodland areas of our sites

volunteers to share our vision

- Cultural Change— continue project applying a balanced scorecard, targets and key performance indicators so that we change they way we work and behave
- **Volunteer Improvement Plan –** deliver this plan in line with Department policy and engage with new volunteers doing a broader range of work
- **Visitor Survey** complete summer surveys for final year of this project and prepare report for stakeholders

OUR PEOPLE—Encourage and support employees and MAKING CONNECTIONS—Forge strong partnerships with our communities and colleagues

- Consultation develop and implement a policy for public consultation and put in place changes to the consultative committees for our three charities
- Marketing & Communication agree our 10-year plan and start using new technology to deliver our messages such as Twitter, Facebook, & QR codes
- **Education** implement our policy and new procedures that improve our educational activities and events

OUR STANDARDS

- Sustainability deliver our Local Sustainability Improvement Plan for 2013/14 focusing on reducing our use of energy, fuel & water; installing Photo-voltaic Cells; printing less; and reducing our environmental footprint
- Finance meeting requirement in the current climate to deliver efficiency savings and seek new sources of income
- Health & Safety deliver our H&S Improvement Plan for 2013/14, audit and review our performance

- Personnel develop our job descriptions, person profiles, core behaviours and PDR objectives to reflect the vision, our balanced scorecard, leadership charter and psychological contract
- Communication deliver a structured approach for meetings to help improve decision-making and communication so that we work more effectively together to achieve our vision and annual work programme

ASHTEAD COMMON (Charity Reg. No. 1051510)

- Oak pollards set up an annual condition monitoring system to review the ESS special project
- Grazing maintain grazing across the five areas of restored pasture to maintain them in a favourable condition
- Welcoming site carry out work from entrance audit to create a clear message across all our entrances
- Special Project carry out halo release around veteran trees to achieve ESS project, wood pasture restoration and woodland management and review crown reduction in light of condition assessment
- Bracken control roll and mow areas restored as pasture and maintain routes designated as firebreaks
- Successional areas continue scrub management to maintain favourable condition for breeding birds
- Rides & glades maintain open, accessible rides and glades with ecotones for woodland/scrub edges
- Roman Villa ensure condition of the scheduled monument & surrounding land following last year of excavation is restored to high standard; develop plan of future work including interpretation of data gathered
- Amenity areas maintain rural and urban boundaries, rides, public right of way and other amenity areas

WEST WICKHAM COMMONS (Charity Reg. No. 232989)

Spring Park

- Limewood Project plan, fund and deliver a joint project with the Limewood Working Group to restore coppice cycle and lay branches to promote regeneration within this localised population of Small-leaved Lime
- **Coppicing** continue the programme of restoring traditional management to the woodland with next phase of cutting lapsed coppice stools of other species of trees e.g. sweet chestnut, hazel and oak

West Wickham Common

- Oak pollards set up an annual condition monitoring system for surviving oak pollards to review restoration work
- **Heathland** restore, maintain and monitor our relic heath lying above the ancient earthworks
- Pedestrian crossing & bus stop report to Epping Forest & Commons Committee about proposals from TFL and the Highway Authority to improve safe access and egress to open space

COULSDON COMMONS (Charity Reg. No. 232988)

Farthing Downs & New Hill

- **Grassland restoration** restore open areas on Farthing Downs and New Hill to achieve ESS agreement
- **Scrub management** manage blocks of retained scrub on Farthing Downs and restore succession on New Hill to provide habitat diversity for breeding birds
- **Visitor Hub** complete and maintain the car park and the facilities as a gateway to the London Downlands
- Friends of Farthing Downs support this local group in developing a programme of projects

Coulsdon Common

- **The Grove** continue with programme of restoring wood pasture, including seeking planning permission for roadside fencing and boundary work
- Bus stop implement planning permission to improve safe access and egress to the open space
- **Drainage** resolve flooding issue in Stites Hill Road so that foul water sewage no longer pollutes site
- **Merlewood** agree aims for the area behind Estate Office and agree a future programme of work

Kenley Common

- Kenley Revival a partnership project involving English Heritage, Kenley Airfield Friends Group and the City to fund conservation and interpretation of the important heritage features on Kenley Common
- Tree Safety Ensure site protection and safety of people by establishing boundary at Whyteleafe Bank so hazards reduced and reasonable access created and maintained
- Grassland restoration restore open areas of species rich grassland on Whyteleafe Bank

Riddlesdown

- **Scrub management** restore successional areas above Norfolk Bank, Famet and the Quarry
- **Grassland restoration** restore open areas on Norfolk Bank, Famet, Bull Pen, Butterfly Glade and the Quarry
- **Boundaries** review fencing to ensure protection of site, safety of people and management of livestock
- **Pedestrian crossing & steps** partnership project with local community and TFL to improve safe access and egress to open space