| | | | | | | | | | | | | | | | | | | E PLAN ITCOMES | | RAL ENVT ETEGIES |
|---|--|---|--|---|--------------------|--------------------|--------------------|--------------------|--------------------|---|--|--|--------------------------|------------------------------------|----------------------|---|--|-------------------|--|---------------------|
| # | ACTIVITY | ACTIVITY DESCRIPTION | HAMPSTEAD HEATH MANAGEMENT STRATEGY PRIMARY OUTCOME FURTHERED | HAMPSTEAD HEATH MANAGEMENT STRATEGY PRIMARY PRIORITY FURTHERED | 2025- 26 FTE | 2026- 27 FTE | 2027- 28 FTE | 2028- 29 FTE | 2029- 30 FTE | PRIORITISATIO N SCORE (where relevant) | TOTAL BUDGET (where relevant) | FUNDING SOURCE | MEASURE OF SUCCESS | MEASURE OF SUCCESS TARGET | NLOS LEAD | Diverse Engaged Communities Dynamic Economic Growth | 3. Leading Sustainable Environment 4. Vibrant Thriving Destination | | A state Conservation and Resilience Community Engagement | |
| | Annual Work Plan (Business as Usual) | The Annual Work Plan is not a part of this Five-year Business Plan, but will be included as a reference workstream for the purposes of articulating resource allocation to 'Business as Usual' tasks. | | <select></select> | TBC | TBC | TBC | TBC | TBC | | | Local Risk (Hampstead Heath Charity) | | | ALL | | | | | |
| | Cyclical Works Programme (City Surveyor's Dept) | Numerous workstreams to be itemised. Workstreams are delivered by CSD/external contractors, but NLOS Officers spend considerable resource reporting, liaising, monitoring, and coordinating access. Officers are liaising with City Surveyor's Department on a programme/project dashboard. | <select></select> | <select></select> | TBC | TBC | TBC | TBC | TBC | | | <select></select> | | | ALL | | | | | |
| | Reactive Building Repairs & Maintenance Programme (City Surveyor's Dept) | Numerous workstreams. Work occurs as scheduled / planned preventive maintenance arises, and as reactive repairs and maintenance needs arise. Workstreams are delivered by CSD/external contractors, but NLOS Officers spend considerable resource reporting, liaising, monitoring, and coordinating access. | <select></select> | <select></select> | TBC | TBC | TBC | TBC | TBC | | | <select></select> | | | ALL | | | | | |
| 1 | - Habitat management | Continue proactive management of natural habitats and proportionate interventions, to maintain the distribution of habitat types informed by surveys, and monitoring in collaboration with partner organisations. Planting and protection of trees and hedgerows on the Heath in select approved areas | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | ТВС | | | | ТВС | TBC | Climate Action Strategy | | | Conservation Team | | | | | |
| 2 | Sheep on the Heath | Explore opportunities to re-establish traditional management techniques such as conservation grazing. Host grazing sheep on the Heath in calendar year 2025. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | Conservation Team | | | | | |
| 3 | Veteran and ancient tree long- term plan | Develop a long-term plan for the protection and succession of our veteran and ancient trees. This plan is in preparation with anticipated publication in 2025. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | Conservation Team | | | | | |
| 4 | Nature connectivity | Enhance connectivity of areas of conservation value, both on the Heath and beyond its borders, as part of the emerging GLA Local Nature Recovery Strategy. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | TBC | TBC | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | Conservation Team | | | | | |
| 5 | Pesticides in dog swimming ponds | Proactively monitor and manage threatening processes to mitigate their impact, including invasive species, pests and disease, pollutants and impacts of climate change. Review the results of the recent study on the presence of pesticides in dog swimming ponds and initiate actions (exact actions TBC) | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | Conservation Team | | | | | |

| 6 | Flood mitigation | Continue to work with partners to improve the contribution of the Heath to flood risk management in the surrounding residential areas. Engage with Barnet and Camden Council on potential flood mitigation measures on the Heath | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC T | ВС | TBC | TBC | TBC | ТВС | TBC | External | Conservation Team | | |
|----|--|--|--|---|-------|----|-----|-----|-----|-----|----------|--|---------------------------|--|--|
| 7 | Leaky dams | Creation of up to c. 70 leaky dams on the Heath streams to slow down flow of water and mitigate flooding risk | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC T | ВС | | | | ТВС | £ 10,000 | Climate Action Strategy | Conservation Team | | |
| 8 | New ponds | Creation of c. 11 new ponds, varying in size - from very small to small - to mitigate flooding risk and create habitat | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC T | ВС | | | | TBC | £ 15,000 | Climate Action Strategy | Conservation Team | | |
| 9 | Reedbeds at Model Boating Pond | Floating reed beds on Hampstead No. 1 and 2. Model Boating Pond to be created via Wildlife Island Project. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | TBC | TBC | Climate Action Strategy | Conservation Team | | |
| 10 | Wildlife Island at Model Boating Pond | Creation of the wildlife preserve island at the Model Boating Pon now that the fundraiser has concluded and reached its target. | d A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | ТВС | £ 50,000 | External | Conservation Team | | |
| 11 | Wildfire preparedness | Training of 14 staff in preventive measures and preparedness for wild fires | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | ТВС | £ 4,500 | Climate Action Strategy | Conservation Team | | |
| 12 | Squirrel impact survey (contractor) | External survey via Climate Action Strategy to survey damage caused by grey squirrels | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | ТВС | TBC | Climate Action Strategy | Climate Action Team | | |
| 13 | Ponds aeration | Installation of water aeration eequipment on Hampstead No. 2 pond | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Conservation Team | | |
| 14 | Reduced Amenity Mowing | Review of existing scheme and previous recommendations to determine if potential for expansion of scheme | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A mosaic of natural habitats is maintained and flourishes | TBC | | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Conservation Team | | |
| 15 | | Protect areas of high conservation value and develop conservation objectives for historic features, in order to inform their management and interpretation. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | Heritage aspects and landscape character are maintained | | | | | | ТВС | TBC | <select></select> | | | |

| 15 | Hill Garden Pergola restoration | Develop a plan to restore the Hill Garden Pergola. Complete the Expression of Interest for the National Lottery Heritage Fund to seek funds needed to complete necessary restoration of the Hill Garden Pergola. If successful, proceed with next stage applications with NLHF. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 2. Heritage aspects and landscape character are maintained | TBC T | BC 1 | ГВС | TBC | TBC | TBC | TBC | External | Superintendent | | |
|----|--|---|--|--|-------|------|-------|-----|-----|-----|-----|--|--|--|--|
| 16 | Planning consultant | Ensure priority views and vistas of historic and cultural value are managed. Addresses under Business as Usual activities. Restore relationship with planning consultant to monitor potential impacts surrounding the Heath. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | Heritage aspects and landscape character are maintained | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 17 | Camden Wildlife Corridor | Engage with local planning processes to monitor potential impacts of development proposals on the Heath's natural assets and qualities and where appropriate consider management approaches and appropriate mitigation. Continue to support creation of a Camden Wildlife Corridon to connect existing and potential habitats areas, with the Heath as an anchor site | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | Heritage aspects and landscape character are maintained | TBC T | BC T | rbc · | TBC | TBC | TBC | TBC | External | Conservation Team | | |
| 18 | Planning consultant | Proactively participate in local planning processes to resist development that would be detrimental to the landscape character, ecology and hydrology of Hampstead Heath and its environs. Restore relationship with planning consultant to monitor potential impacts surrounding the Heath. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | Heritage aspects and landscape character are maintained | TBC T | BC 1 | TBC . | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 19 | Review of wayleaves on the Heath | Safeguard the Heath boundary by managing wayleaves, licences and covenants and work with partners to secure strategic land acquisitions Complete audit and review of existing wayleaves on the Heath. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | Heritage aspects and landscape character are maintained | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 20 | Review of Ponds Conservation Plan and Pond and Wetlands Plan | Establish a system of management zones across the Heath that sets out conservation objectives and defines areas or sites containing values that may be vulnerable to impacts, by developing the current system of Compartment Management Plans. Review and update where necessary the existing Ponds Conservation Plan and Ponds and Wetlands Plan and implement changes as appropriate and needed | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 3. A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC T | BC | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Conservation Team | | |
| 21 | Review of Policies, Procedures, and Safe Systems of Work | Develop and implement policies set out in this management Strategy to guide the effective management of organized activities. Continue the review and update of these documents to guide the safe and efficient running of the Heath | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 3. A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC T | ВС | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Parks & Operations Team Conservation Team | | |
| 22 | Support Heath Hands | Proactively engage with visitors and interest groups to develop a culture of collective care for the Heath. Continue to work with Heath Hands, and develop new partnerships where opportunities arise | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 3. A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC T | BC 1 | TBC . | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 23 | Signage audit, replacement, and improvement | Improve our information, interpretation and signage about conservation and management through discreet interventions across the Heath and through visitor engagement activities. Continue to audit state of signage across the Heath, replacing where resource and budget allows. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 3. A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC T | ВС | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 24 | Events programme | Continue to monitor events and activities in line with the agreed events policy and their impact on the Heath to maintain a balance between conservation and activities and to control the impact of events on the natural and built heritage value of the Heath. Create and deliver a programme of community and commercial events on the Heath | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC T | BC 1 | rBC | ТВС | TBC | TBC | TBC | Multiple | Development & Partnerships Team | | |

| 25 | Review of Commercial Dog Walking License Scheme | Enforce the Commercial Dog Licensing Requirements and Dog Walking Code of Conduct, and the Heath By Laws Review the Terms and Conditions of the current scheme, review operation of the scheme to date, and propose and implement changes if/as needed. | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | 3. A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC | TBC | TBC | TBC Local F (Hamps Heath Ch | ead | Constabulary | |
|----|--|--|--|--|-----|-----------------|-----|--|------------------|--|--|
| 26 | Review of Golders Hill Park Zoo strategy | Move towards a more sustainable Zoo collection which reflects wildlife in Britain and current and historic relationships with the Heath. Review and update the Golders Hill Park Zoo Strategy and continue with implementation | A. We protect and conserve the Heath The Heath is maintained as a flourishing biodiverse green space and historic landscape | A balance is maintained between visitor activities and the conservation of natural, built and heritage values | TBC | TBC TBC TBC TBC | ТВС | TBC Local F (Hamps Heath Ch | ead | arks & Operations Team | |
| 27 | Facility maintenance | Ensure sports and recreational facilities undergo regular review and are refurbished and maintained in partnership with the City Surveyor's Department. Accomplished as per Cyclical Works Programme | B. The Heath enriches our lives Improved quality of life for Heath visitors | Improved physical health, mental health and emotional well-being | TBC | TBC TBC TBC TBC | ТВС | TBC Cyclical \(\text{Program}\) Program (City Surv Depri | nme eyor's | City Surveyor's | |
| 28 | Sports forums | Work with local partners, including users groups and the London Boroughs of Camden and Barnet and national bodies such as Sport England, to sustain a range of experiences, activities and sports that offer broad appeal to a wide range of people and maintain the quality of our sports facilities and the range of sports offered. Finalise membership on and host the reconstituted Hampstead Heath Sports & Wellbeing Forum, Athletics Track Forum, and Swimming Forum. | B. The Heath enriches our lives Improved quality of life for Heath visitors | 4. Improved physical health, mental health and emotional well-being | ТВС | TBC | TBC | TBC Local F (Hamps Heath Ch | ead | arks & Operations Team | |
| 29 | Sports forums | Support the many clubs, organisations and user groups, most of which rely heavily on volunteers, to ensure increased participation and remove barriers to engagement in sports and recreation. Finalise membership on and host the reconstituted Hampstead Heath Sports & Wellbeing Forum, Athletics Track Forum, and Swimming Forum. | B. The Heath enriches our lives Improved quality of life for Heath visitors | Improved physical health, mental health and emotional well-being | TBC | твс | ТВС | TBC Local F (Hamps Heath Ch | ead | arks & Operations Team | |
| 30 | Sports forums | Embed our goal to increase active outdoor participation into everything we do, (for example, in the design of facilities, services and activities, including the events programme, learning programme, nature conservation, volunteering, operational services, information and communication). Finalise membership on and host the reconstituted Hampstead Heath Sports & Wellbeing Forum, Athletics Track Forum, and Swimming Forum. | B. The Heath enriches our lives Improved quality of life for Heath visitors | Improved physical health, mental health and emotional well-being | TBC | TBC | TBC | TBC Local F (Hamps Heath CF | ead | arks & Operations Team | |
| 31 | Leisure Management System for swimming | Improve access and opportunities to engage in sport through introduction of a central Leisure Management System for bookings and information for sports and other activities. Build, test, communicate, and launch the Leisure Management System - a new digital booking system for swimming areas/facilities on the Heath (that if successful will be expanded to other Heath booking needs over time) | B. The Heath enriches our lives Improved quality of life for Heath visitors | Improved physical health, mental health and emotional well-being | TBC | TBC | TBC | TBC Local F (Hamps Heath CF | ead | arks & Operations Team | |
| 32 | Natural Environment Learning Team Agreement | Continue to develop and expand our Learning, Heritage and Volunteer programmes, emphasizing the importance of an emotional connection with the Heath and the benefits to health and well-being which come from spending time with nature, as well as enhancing knowledge and understanding. Complete an agreement with the Natural Environment Learning Team to support their provision of continued learning activities on the Heath | B. The Heath enriches our lives Improved quality of life for Heath visitors | 4. Improved physical health, mental health and emotional well-being | TBC | | TBC | TBC Local F (Hamps Heath Ch | read P arity) | Superintendent arks & Operations Team onservation Team | |

| 33 | Partnership development | Sustain and enhance access for a diverse range of users to enjoy peaceful and tranquil experiences on the Heath, and to connect with nature, heritage and place, ensuring barriers to participation are identified and minimised Perform self-audit of access challenges on the Heath. Complete the agreement with the Natural Environment Learning Team. Create the first annual work plan with Heath Hands and NLOS. | B. The Heath enriches our lives Improved quality of life for Heath visitors | Improved physical health, mental health and emotional well-being | ТВС ТВС | ТВС | ТВС | TBC | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
|----|---|---|---|---|---------|-----|-----|-----|-----|---------|--|---|--|--|
| 34 | Events prospectus | Complete a marketing document to highlight potential event sites on the Heath for community and commercial use | B. The Heath enriches our lives Improved quality of life for Heath visitors | 4. Improved physical health, mental health and emotional well-being | TBC | | | | TBC | £ 1,000 | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 35 | Parliament Hill Improvement Projects | TBC. Funding does not currently exist for any of the proposed projects. Officers will explore potential funding sources in 2025-26 and beyond | B. The Heath enriches our lives Improved quality of life for Heath visitors | 4. Improved physical health, mental health and emotional well-being | TBC TBC | TBC | TBC | TBC | ТВС | ТВС | TBC (currently unfunded) | Superintendent Parks & Operations Team Conservation Team | | |
| 36 | Golders Hill Park Playground / Sandpit | Complete improvements to the GHP Playground / Sandpit if application to Barnet Council for NCIL funding is successful | B. The Heath enriches our lives Improved quality of life for Heath visitors | 4. Improved physical health, mental health and emotional well-being | TBC | | | | TBC | TBC | External | Parks & Operations Team | | |
| 37 | Community Engagement Toolkit | Develop information, communication and engagement activities to optimise accessibility for people of all ages, abilities and backgrounds. TBC | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 38 | Self-audit of Heath accessibility | Collaborate with partners to ensure visitor information addresses perceived barriers to visiting the Heath Self-audit of Heath access | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Parks & Operations Team Conservation Team | | |
| 39 | Heath webpage audit | Improve access to information on the Heath and online about opportunities to engage in volunteering or other activities. Complete the audit of the Heath webpages on the City Corporation website, identifying information errors, information gaps, and opportunities for berrer communication and provision of info. | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 40 | Community Engagement Toolkit | Encourage staff, volunteers and partners to be 'ambassadors' who are visible, ready to assist, and share their knowledge and love of the Heath. | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 41 | Golders Hill Park Zoo experiences | Launch the Zoo Experiences at Golders Hill Park, including the 'Keeper Experience' and the 'Feeding Experience', and complete any remaining preparations to do so. Once launched, continue to deliver programme as part of BAU. | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC TBC | | | | ТВС | TBC | Charity income | Parks & Operations Team | | |
| 42 | Weddings on Hampstead Heath | Review previous hosting of weddings on Hampstead Heath, secure needed permits/license, and re-initiate hosting of weddings at approved locations | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 5. Increasing social inclusion | TBC | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 43 | Community Engagement Toolkit | , | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 6. Diversity and equality | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | |
| 43 | Heath access self-audit | Ensure visitor facilities and the range of Heath experiences are accessible and relevant to a diverse range of users. Perform self-audit of access challenges on the Heath. | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 6. Diversity and equality | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Parks & Operations Team Conservation Team | | |

| 44 | Review of fees and charges | Monitor visitor needs to ensure Heath services and activities are financially inclusive. Continue to perform the annual review of fees and charges. | welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 6. Diversity and equality | TBC T | ВС | TBC | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
|----|--|--|---|--|-------|----|-----|-----|-----|-----|-----|--|--|--|--|--|
| 45 | Analysis of visitor trends | Use visitor survey information and other data, such as volunteer surveys and data on the use of facilities and activities, to inform our management and to explore opportunities to remove barriers and encourage visitors from underrepresented groups and areas. Train managers in the use of visitor data obtained by the HUQ mobile phone visit counts. Perform self-audit of access challenges on the Heath. Finalise membership on and host the reconstituted Hampstead Heath Sports & Wellbeing Forum, Athletics Track Forum, and Swimming Forum. | C. The Heath is inclsuive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 6. Diversity and equality | TBC T | BC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Parks & Operations Team Conservation Team | | | |
| 46 | Natural Environment Learning Team Agreement | Ensure our learning and volunteering programmes continue to promote outreach across communities with opportunities for engagement for all. Complete an agreement with the Natural Environment Learning Team to support their provision of continued learning activities on the Heath | C. The Heath is inclusive and welcoming The Heath is inclusive and welcoming to a diverse range of visitors | 6. Diversity and equality | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Parks & Operations Team Conservation Team | | | |
| 47 | Continue to support Heath Hands | Work with partners, in particular Heath Hands, to develop diverse opportunities for volunteering, learning and community activities. Support Heath Hands work at Hampstead Heath, including coordinating access, leading volunteering sessions, and other coordination and site management activities. Hands delivers a significant amount of work on the Heath, both as part of Business as Usual and as unique initiatives and projects. As per the new Partnership Agreement signed in 2024, Heath Hands and NLOS will develop an annual work plan to coordinate Heath Hands' activities on the Heath | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 7. Increased sense of collective ownership and personal responsibility | TBC T | ВС | TBC | ТВС | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
| | | Complete an agreement with the Natural Environment Learning Team to support their provision of continued learning activities on the Heath | | | | | | | | | | | | | | |
| 48 | Communications Working Group | Collaborate with partners to ensure users understand the environmental sensitivity associated with activities on the Heath, and develop solutions to inform and promote behavioural change. Continue to develop the internal Communications Working Group at NLOS to understand from officers what behaviours must be addressed and develop communications strategies collectively to promote change. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 7. Increased sense of collective ownership and personal responsibility | TBC T | ВС | TBC | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
| 49 | Parliament Hill Tennis Hut reactivation | Support Heath Hands in reactivating the Parliament Hill Tennis Hut as per HHHWQP committee report of 3 February 2025. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 7. Increased sense of collective ownership and personal responsibility | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
| 50 | Memorial bench programme | Review the existing memorial bench programme, including inventory of assets, update of existing information/date, review of bench placement locations, and draft Committee report on proposed future of the programme. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 7. Increased sense of collective ownership and personal responsibility | TBC | | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
| 51 | Signage audit | Improve information available on the Heath and elsewhere through suitable and discreet interventions which do not detract from the tranquility, character and value of the Heath. Continue to audit state of signage across the Heath, replacing where resource and budget allows. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 8. Visitor behaviour is pro- environmental | TBC T | ВС | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |
| 52 | Communications Plan | Build awareness and promote education about caring for the Heath into all communications and activities. Include messages on the value of the Heath in the 2025 Communications Plan, under development. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 8. Visitor behaviour is pro- environmental | TBC T | ВС | ТВС | TBC | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | | |

| 53 | Support of Natural Environment Learning Team activities | Support Learning Team work at Hampstead, including coordinating access, site and building management/maintenance, and other coordination and site management activities. The Learning Team delivers a significant amount of work on the Heath, both as part of Business as Usual and as unique initiatives and projects. As per a forthcoming new Partnership Agreement in 2025, the Learning Team and NLOS will develop an annual activity plan aligned with charitable objectives | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 8. Visitor behaviour is pro- environmental | TBC TBG | С ТВ | C TB(| С ТВС | TBC | TBC | Local Risk (Hampstead Heath Charity) | Parks & Operations Team | | |
|----|---|--|---|---|---------|------|-------|-------|-----|-----|--|-------------------------------------|--|--|
| 54 | Recruitment | Provide opportunities for a lasting connection with the Heath through volunteering, sponsorships, legacies and endowments. Successful recruit the Head of Development & Partnerships role | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 9. People treat the Heath and other visitors with respect | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 55 | Develop relationship with Metropolitan Police | If necessary, work with the Metropolitan Police to ensure our staff and visitors feel safe and secure on the Heath. Continue to develop the relationship with the Metropolitan Police via he Constabulary, West Heath working group, and active attendance at Met-hosted meetings. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 9. People treat the Heath and other visitors with respect | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Constabulary | | |
| 56 | Management of West Heath | Reactivate a working group to address the documented health and safety impacts of activities on West Heath and implement other operational measures in response | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 9. People treat the Heath and other visitors with respect | TBC TBG | С ТВ | С ТВ | С ТВС | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent Conservation Team | | |
| 57 | Constabulary induction programme | Strong governance, working within the legislative and policy framework, meeting our statutory obligations and upholding the Hampstead Heath byelaws. Complete new training and induction programme for all Constables. Host a refresher training on the byelaws for relevant staff. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC | | | | ТВС | TBC | Local Risk (Hampstead Heath Charity) | Constabulary | | |
| 58 | Complete safeguarding training for staff in need | Ensure the health, safety and well-being of staff, volunteers and contractors, and the safeguarding of visitors. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |
| 59 | Cafes | Create positive social and environmental value through responsible business practices. Complete the remarketing of the three cafes on the Heath (Parliament Hill Cafe, Parliament Hill Lido Cafe, and Golders Hill Park Cafe) | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |
| 60 | Fleet audit | Provide environmental stewardship in the use of resources and associated emissions to provide a clean environment and drive down the negative effects of our own activities. Audit our fleet to identify the most polluting vehicles, and prioritise for replacement where possible. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC | | | | TBC | TBC | Local Risk (Hampstead Heath Charity) | Parks & Operations Team | | |
| 61 | Hedgehog research | Continue to work with partner organisations to explore options for effective conservation management, such as working with the Heath & Hampstead Society on the experimental re-introduction of conservation grazing to Heath Extension, and the recent meadow enhancement in association with Heath Hands and Butterfly Conservation. Partner with Heath & Hampstead Society on sheep grazing, Work with Zoological Society of London on implementation of grant improving knowledge of hedgehog populations in Hampstead Heath and Highgate Woods with help from local communities. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC TB(| C | | | TBC | TBC | External | Conservation Team | | |
| 62 | Natural Environment Charity Review | Continue to work with the Charity Review Team on due diligence and preparatory work to support the Charity Review as it relates to Hampstead Heath | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC TBG | С ТВ | С ТВ | С ТВС | TBC | TBC | Local Risk (Hampstead Heath Charity) | Superintendent | | |

| 63 | Recruitment | Continue and complete the recruitment to vacant posts | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | | | |
|----|-----------------------------------|--|---|----------------------------|---------|-----|-----|--|--|--|--|
| 63 | Training programme | Continue to identify legacy training needs, secure training opportunities, and ensure staff attend trainings to ensuse workforce remains fully trained and prepared. Continue as BAU once initial effort is completed. | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Conservation Team Parks & Operations Team | | |
| 64 | Review of licenses and agreements | Review existing licenses, agreements and uses of the Heath to ensure that all necessary agreements are modern, appropriate, and in place | D. Together we care for the Heath Greater number and diversity of people taking care of the Heath | 10. Responsible management | TBC TBC | TBC | TBC | Local Risk (Hampstead Heath Charity) | Development & Partnerships Team | | |