															CORPOR	ATE PLAN	NATI	URAL ENVT
a ACTIVITY	ACTIVITY DISCRIPTION	QUEENS PAIN MANAGEMENT PAN THEME	PROGRAMME / PROJECT (where relevant)	2025-26 FTE	2026-27 FTE	2027-28 FTE	2028-29 FTE	2029-30 FTE	PRIORITISATION SCORE (where relevant)	TOTAL BUDGET (where relevant)	FUNDING SOURCE	MEASURE OF SUCCESS	MEASURE OF SUCCESS TARGET	NLOS LEAD	Diverse Engliged Communities Dynamic Economic Growth Leading Sustainable Environment	Vibrant Thriving Destination Providing Excellent Services	6. Flourishing Public Spaces 1. Nature Conservation and Resilience	2. Community Engagement 3. Access and Recreation 4. Culture, Heritage, and Learning
Annual Wark 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.		Annual Work Plan	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 doshboard.		Cyclical Works Programme	TBC	TBC	TBC	TBC	TBC			<select></select>			ALL				
Reactive Building Repairs & Maintenance Programme (City Surveyor's Dept)	Numerous workstroms. Work occurs as scheduled / planned preventive maintenance orises, 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.		Reactive Building Repairs & Maintenance Programme	TBC	TBC	TBC	TBC	TBC			select>			ALL				
		Caring: We care for the Park to ensure it				Ī											-TT	TTT
Tennis courts	Repairs to tennis court surfacing affected by root heave	continues to fulfil its many functions for the benefit of the community, heritage and the environment, now and for future generations.															Ш	
	Repair/replacement of fencing (park-wide and farm). Consider options to discourage incursion into wildflower meadow areas or	 Caring: We care for the Park to ensure it continues to fulfil its many functions for the benefit of the community, heritage and the 																
Fencing	control access eg through mown paths.	environment, now and for future generations. 1. Caring: We care for the Park to ensure it															+	
		continues to fulfilits many functions for the benefit of the community, heritage and the															.	
Parkoperational spaces	Park depot and office above cafe – review of layout and usage	environment, now and for future generations. 1. Caring: We care for the Park to ensure it continues to fulfil its many functions for the															_	+
Paddling Pool	Paddling pool: develop strategy for the future of the paddling pool	benefit of the community, heritage and the environment, now and for future generations.																
	Pitch and putt: ongoing review of usage to streamline service for	environment, now and for future generations. 1. Caring: We care for the Park to ensure it continues to fulfill its many functions for the benefit of the community, benitage and the																
Pitch and Putt	Price and pute ongoing review of usage to streamline service for users	environment, now and for future generations. 1. Caring: We care for the Park to ensure it																
		continues to fulfil its many functions for the																
Cafe remarketing	Café: introduce a retendering programme	benefit of the community, heritage and the environment, now and for future generations. 1. Caring: We care for the Park to ensure it															Щ.	
		continues to fulfil its many functions for the benefit of the community, heritage and the																
Flood alleviation	Flood alleviation	environment, now and for future generations.																$\perp \perp \parallel$
	Develop strategy for improved drainage and flood alleviation to reduce the number and scale of flood events in the Park which	Caring: We care for the Park to ensure it continues to fulfil its many functions for the																
Flood alleviation	currently impact public access, Park fabric, planting and landscape and increase demands on the Park management team	benefit of the community, heritage and the environment, now and for future generations.																
1 TOOL SHE TRAINS	undacage and marciale demand on the Law munagement count	Caring: We care for the Park to ensure it continues to fulfil its many functions for the																
Woodland Walk	Review park redesign proposal for Woodland Walk and Pitch and Putt redesign	benefit of the community, beritage and the																
YTOGORISM YTMIC	1 MAX 1 Coloning()	environment, now and for future generations. 1. Caring: We care for the Park to ensure it continues to fulfil its many functions for the																\top
Bandstand refurbishment	Bandstand: renovation and repainting	benefit of the community, heritage and the environment, now and for future generations.																
Bandstand returbishment	Banostand: renovation and repainting	Caring: We care for the Park to ensure it continues to fulfil its many functions for the																Ш
Hedgerow	Hedgerow planting	benefit of the community, heritage and the environment, now and for future generations. 1. Caring: We care for the Park to ensure it																
		continues to fulfil its many functions for the																
Amenity mowing	Reduced amenity mowing	benefit of the community, heritage and the environment, now and for future generations.																$\perp \perp \perp$
		Caring: We care for the Park to ensure it continues to fulfil its many functions for the																
Squirrel impact survey (contractor)	External survey via Climate Action Strategy to survey damage caused by grey squirrels	benefit of the community, heritage and the environment, now and for future generations. 1. Caring: We care for the Park to ensure it															4	Ш
	Control relationship with plan	continues to fulfil its many functions for the																
Planning consultant	Restore relationship with planning consultant to monitor potential impacts surrounding the Heath. Develop and implement policies set out in this management	benefit of the community, heritage and the environment, now and for future generations.															4	$\perp \! \! \perp \! \! \perp \! \! \mid$
	Develop and implement policies set out in this management Strategy to guide the effective management of organized activities.	Caring: We care for the Park to ensure it																
	Continue the review and update of these documents to guide the	continues to fulfil its many functions for the benefit of the community, heritage and the																
Review of Policies, Procedures, and Safe Systems of Work	safe and efficient running of the Heath	environment, now and for future generations. 1. Caring: We care for the Park to ensure it															+	+
	Continue to develop the relationship with the Metropolitan Police via the Constabulary and active attendance at Met-hosted	continues to fulfilits many functions for the benefit of the community, heritage and the															.	
Develop relationship with Metropolitan Police	meetings. Complete new training and induction programme for all Constables.	environment, now and for future generations. 1. Caring: We care for the Park to ensure it															++	+
	Constables. Host a refresher training on the byelaws for relevant staff.	continues to fulfil its many functions for the benefit of the community, heritage and the																
Constabulary induction programme		environment, now and for future generations. 1. Caring: We care for the Park to ensure it														\vdash	+	+
	Continue to work with the Charity Review Team on due diligence and preparatory work to support the Charity Review as it relates to	continues to fulfilits many functions for the benefit of the community, heritage and the																
Natural Environment Charity Review	Hampstead Heath	environment, now and for future generations. 1. Caring: We care for the Park to ensure it															++	+
	Review existing licenses, agreements and uses of the Heath to ensure that all necessary agreements are modern, appropriate,	continues to fulfil its many functions for the benefit of the community, heritage and the																
Review of licenses and agreements	and in place	environment, now and for future generations. 2. Excellence: We maintain high environmental,														\vdash	$+\!+$	+
Allottments	Review allotment usage and management to discourage neglected/disused plots	conservation, heritage and horticultural standards.																

	Continue to implement sustainable management practices in													
	Continue to implement sustainable management practices in all Park operations wherever possible, including transition to													.
	non-petrol powered machinery and equipment, waste													.
	management and recycling (including café, provision for bins),													.
	water management and avoidance of chemicals; encourage visitors to recycle waste through appropriate on site provision	2. Excellence: We maintain high environmental,												.
	Audit our fleet to identify the most polluting vehicles, and	conservation, heritage and horticultural												.
Fleet review	prioritise for replacement where possible. Park-wide: Achieve a balance in soft landscape management	standards.											+	
	between access and amenity requirements for general recreation,													.
	and nature conservation, for example in management of grassland and hedgerows, including ongoing review of the	Excellence: We maintain high environmental, conservation, heritage and horticultural												.
Soft landscape management	location and extent of wildflower meadow.	standards.												.
	Reinstate, or review options for, areas subject to wear, erosion or	Excellence: We maintain high environmental.												
	other damage from footfall, dogs or bicycles, particularly within	conservation, heritage and horticultural												.
Impact of footfall	the woodland area or other areas where planting fails to thrive	standards.												
	Continue to develop more sustainable planting to the Quiet	2. Excellence: We maintain high environmental,												.
	Garden to enhance biodiversity while maintaining an attractive	conservation, heritage and horticultural												.
Quiet Garden planting	visual amenity for visitors and retaining historic character	standards, 2. Excellence: We maintain high environmental,												
	Continue to work towards a more sustainable species collection	conservation, heritage and horticultural												.
Queen's Park Farm	cared for at the Farm Trees and woodland: develop tree succession plan to safeguard	standards.											+	
	the Park's distinctive tree and woodland cover in the longer term													.
	and their contribution to nature conservation and climate mitigation. Consider species selection plan to balance replanting	Excellence: We maintain high environmental,												.
	of Park's historic tree species with choice of species likely to be	conservation, heritage and horticultural												.
Tree succession	more resilient to climate change	standards.												
	Continue to develop measures for the monitoring and management of tree pests and diseases such as Massaria, ash	Excellence: We maintain high environmental, conservation, heritage and horticultural				1								. 1
Tree management	dieback and Oak Processionary Moth	standards.												
	Continue to work with partners such as Butterfly Conservation, to	Excellence: We maintain high environmental, conservation, heritage and horticultural		1 1 -	1	1				1	1		117	. [
Biodiversity improvements	monitor and enhance the Park's biodiversity	conservation, hentage and horticultural standards.	<u>1 </u>			<u> </u>			<u></u>	<u> </u>	<u></u>			
	Continue to develop the internal Communications Working Group at NLOS to understand from officers what behaviours must be	Excellence: We maintain high environmental,							1					
	at NLOS to understand from officers what behaviours must be addressed and develop communications strategies collectively to	Excellence: We maintain high environmental, conservation, heritage and horticultural				1								. 1
Communications Working Group	promote change.	standards.	-	++-									+	+
	Continue to identify legacy training needs, secure training opportunities, and ensure staff attend trainings to ensuse	2. Excellence: We maintain high environmental,				1								.
	workforce remains fully trained and prepared. Continue as BAU	conservation, heritage and horticultural				1								.
Training programme	once initial effort is completed.	standards. 3. Inclusion: We ensure that the Park and its		+	1	-	 				 	+++	+	+++
	Review dog walking provision and requirements/regulations to	facilities are inclusive, so that all can enjoy the				1								.
Dog walking	ensure that dogs are controlled and that all visitors feel safe. Consider a commercialdog walking licensing scheme.	benefits of enhanced physical and mental well-												.
bog wasung	Consider a commerciation watering accessing scheme.	Inclusion: We ensure that the Park and its												
	Work with a range of partner organisations to create opportunities	facilities are inclusive, so that all can enjoy the benefits of enhanced physical and mental well-												.
Partnership development	for engagement, learning, volunteering and activities for all.	baind												.
		Inclusion: We ensure that the Park and its facilities are inclusive, so that all can enjoy the												
	Work with partners to promote events and activities in the Park	benefits of enhanced physical and mental well-												.
Events	through a range of media and on site.	being. 3. Inclusion: We ensure that the Park and its												
		Inclusion: We ensure that the Park and its facilities are inclusive, so that all can enjoy the												.
	Continue to support partners in promoting and holding events in	benefits of enhanced physical and mental well-												.
Events	the Park, such as the Oueen's Park Day and the Book Festival	being. 3. Inclusion: We ensure that the Park and its												
		facilities are inclusive, so that all can enjoy the												.
Review of signage	Continue to review, and where appropriate update or enhance,	benefits of enhanced physical and mental well-												.
neview of signage	signage and interpretation in the Park Complete the audit of the Queen's Park webpages on the City	Inclusion: We ensure that the Park and its												
	Corporation website, identifying information errors, information gaps, and opportunities for berrer communication and provision of	facilities are inclusive, so that all can enjoy the benefits of enhanced physical and mental well-												.
Webpage audit	info.	being.												
		 Inclusion: We ensure that the Park and its facilities are inclusive, so that all can enjoy the 												.
	Review accessibility challenges at Queen's Park to understand	benefits of enhanced physical and mental well-												.
Review of site accessibility	and address challengs to access	being.												
	Retain and develop engagement and partnerships with residents	 Community: We engage visitors and the local community in understanding and caring for the 				Ì	1		1	1	1			.
Partnership development	associations and volunteer groups. Maintain and develop programme of walks and talks to	Park.	-	+			ļ						+	
	Maintain and develop programme of walks and talks to enhance understanding of the Park's heritage and nature					Ì	1		1	1	1			.
	conservation significance and Park management.	4. Community: We engage visitors and the local				1								. 1
Events	Complete a marketing document to highlight potential event sites on the Heath for community and commercial use	community in understanding and caring for the Park.				Ì	1		1	1	1			.
	Complete a marketing document to highlight potential event sites on the Heath for community and commercial use Widen volunteer engagement in all aspects of Park													
	as wildlife monitoring, and biodiversity.	4. Community: We engage visitors and the local				Ì	1		1	1	1			.
Manager of the Control of the Contro	Explore potential for Heath Hands to begin working in Queen's	community in understanding and caring for the				1								.
Volunteering	Park. Retain and develop engagement with local schools and children's	Park.	+ + + -	+ + +	1							+++	+	+++
	groups to provide opportunities for learning about the Park,					Ì	1		1	1	1			.
	heritage and nature conservation, the Farm and its work through guided visits, walks, talks and activities, and experiences such as	 Community: We engage visitors and the local community in understanding and caring for the 				Ì	1		1	1	1			.
Events	bulb planting and wildlife monitoring.	Park.												
	Develop our engagement with local stakeholders to ensure oil	 Community: We engage visitors and the local community in understanding and caring for the 				1						$\sqcup \sqcup \sqcup \top$.
Community Engagement Toolkit	communities benefit from the Park.	Park.			<u></u>									
	Seek opportunities to widen visitor engagement with sports and active recreation; consider extension of the Trim Trail, which is	 Community: We engage visitors and the local community in understanding and caring for the 		1		· · · · · · · · · · · · · · · · · · ·							\Box	. [
Active recreation	active recreation; consider extension of the Irim Irail, which is heavily used.	Park.				<u> </u>								
		Community: We engage visitors and the local community in understanding and engine for the		1		· · · · · · · · · · · · · · · · · · ·							\Box	. [
Active recreation	Park Run: continue to promote and support.	community in understanding and caring for the Park.			1									
		 Community: We engage visitors and the local 			1	·		-						
Paddling Pool	Paddling Pool: Review options to reintroduce appropriate water play facility for children.	community in understanding and caring for the Park.				Ì	1		1	1	1			.
*	Review previous hosting of weddings on Hampstead Heath.	Community: We engage visitors and the local												
Weddings on Hamostead Heath	secure needed permits/license, and re-initiate hosting of weddings at approved locations	community in understanding and caring for the Park				Ì	1		1	1	1			.
ATTENDANCE OF THE STREET	THE STATE OF THE S	Community: We engage visitors and the local												
Review of fees and charges	Continue to perform the annual review of fees and charges.	community in understanding and caring for the Park				1								.
numer or rees and charges		 Community: We engage visitors and the local 			1									
Analysis of visitor transfe	Train managers in the use of visitor data obtained by the HUQ mobile phone visit counts	community in understanding and caring for the				Ì	1		1	1	1			.
Analysis of visitor trends	mobile phone visit counts. Review the existing memorial bench programme, including	e sant.	1 1	1 1		1	1				1		+	
	inventory of assets, update of existing information/date, review of bench placement locations, and draft Committee report on	 Community: We engage visitors and the local community in understanding and caring for the 				1								. 1
Memorial bench programme	bench placement locations, and draft Committee report on proposed future of the programme.	community in understanding and caring for the Park.	<u> </u>			<u> </u>			L	<u> </u>	<u></u>			

ſ			4. Community: We engage visitors and the local				į į				
		Include messages on the value of the Queen's Park in the 2025	community in understanding and caring for the				1			.	
	Communications Plan	Communications Plan, under development.	Park.				1			.	
ſ			4. Community: We engage visitors and the local				į į				
		Ensure the health, safety and well-being of staff, volunteers and	community in understanding and caring for the				1			.	
	Complete enfectuarriest training for staff in need	contractors, and the enfectionring of visitors	Dark				1			.	