



## Green Flag Award 2015/2016

**Name of Site – Mile End**

**Managing Organisation – Tower Hamlets**

### Bandscores

<b>Desk Assessment</b>	0-9	10-14	15-19	20-24	25-30			
<b>Field Assessment</b>	20-29	30-39	40-44	45-49	50-54	55-59	60-64	65-70
<b>Overall score</b>	30-44	45-54	55-59	60-65	66-69	70-74	75-79	80+

**Status – PASS**

**Overall band score – 75-79**

### Desk Assessment Feedback (Management Plan and supporting documentation)

**Band score – 15-19**

Criteria	Strengths	Recommendations
<b>Presentation</b>	A thorough document with a clear index. The compartmentalisation of features such as the ecology, art, children's play etc is useful with respect to interpreting a complex site with all the associated diverse activities and themes. Excellent potted history. There were some great photos toward the end of the document but these would have benefitted from better integration with the text and would help to give life to the document. Also some more current photos.	This is quite weighty document and needs editing and rationalising where possible to make it more user friendly and readable. There are numerous typos and some section appear badly written giving the impression that it is a running commentary and work in progress. This acts to undermine the quality of the plan. 6.0.2 lists the six main segments of the park and the following sections describe them. However, the first section (6.1.0 The Activity Arena) is not listed as one of

		<p>the segments – this is confusing. Need to ensure consistency of terms.</p> <p>There are various references to “work outstanding” (6.1.3, 6.3.5 for eg) but what plan is being referred to?</p> <p>Outstanding according to what?</p> <p>The Green Team are first mentioned in 11.7 with no explanation – the current management arrangements should be clearly set out much earlier in the document.</p> <p>Update appendix K to include current photos too.</p>
<b>Health, Safety &amp; Security</b>	<p>The management plan covers this in a logical manner and gives the impression of well managed and responsive service provision.</p> <p>The Community Rangers are an excellent asset being the face of the park and a point of contact. This service should be protected as the cost benefit is clear to see [with respect to the public engagement, education and responsive service and relationship that they have that ensures that everyone benefits]. It is good to see that thought has been given to career development as this shows that there is a long term strategy to ensure that the service attracts and retains skilled individuals.</p> <p>Commitment to responsive graffiti removal is excellent.</p>	
<b>Maintenance of equipment, buildings &amp; landscape</b>	<p>This is covered in the plan and the plan illustrates some of the issues that are recognised and addressed such as the issue with tree establishment. Within the culture of reduced revenue budgets the management of infrastructure has sought to develop partnerships across service areas and sought to make infrastructure as sustainable or income generating as possible. The corporate engagement and bulb planting initiatives are impressive and also the emphasis on developing the biodiversity value of the park.</p>	<p>The plan is still not entirely specific about the responsibilities for maintenance of building infrastructure.</p>
<b>Litter, cleanliness, vandalism</b>	<p>Processes appear to be in place to address issues in a responsive and time-bound fashion</p>	
<b>Environmental Sustainability</b>	<p>There appear to be good sustainability measures.</p>	<p>Tower Hamlets corporate sustainability efforts are not</p>

		articulated and could be referenced.
<b>Conservation of heritage &amp; nature</b>	The park is blessed by having a rich cultural/history story to tell and this was illustrated well in this document. There is reference to several interpretation boards that illustrate key features of interest	Ensure that the cultural/history is translated through the marketing strategy and community involvement programmes
<b>Community Involvement</b>	This has been well documented and is one of the main strengths of this Green Flag application. There are a number of Forums that all appear to be feeding into their specific areas of interest. The plan could be strengthened by detailing the actual process by which they influence decisions/policy and/or providing an example. The judge was not sure if this was achieved via the Park Development Officer's direct involvement. Illustrations, and photos always speak a thousand words.	It is unclear if there is a functioning friends of group operating at the moment. The previous judges comments recommending that the plan explains how the membership of the forums is determined has not been addressed. The Tower Hamlets website relating to the park appeared out of date, listing activities up to 27 <sup>th</sup> April 2015 although the MP contains a full programme for 2015. Much is made of the adoption of social media such as facebook and twitter as a means of communication but the facebook site appeared not to be regularly updated with the last post being on the 20 <sup>th</sup> January 2014. More should be done to promote, update and market this feature.
<b>Marketing Strategy</b>	There is a dedicated section in the Management Plan. The audio trail is a nice feature. An example of a recent newspaper article as suggested in section 16.3 would add weight to the marketing section of the management plan	Please see comments above.
<b>Overall management</b>	There appears to be good consideration to all the features and services that the park provides the diverse community of Tower Hamlets. The outreach work and work to improve the ecology of the park are to be commended. The operational management appears to work well.	The 5 year action plan could be tabularised and should conform to the SMART principles. [specific, measurable, achievable, resourced and time-bound]. It was unclear if the targets set were annual or over the five year period. This section could be tightened up and subject to periodic review.

**Additional comments**

**Band score – 55-59**

<b>Criteria</b>	<b>Strengths</b>	<b>Recommendations</b>
<b>A Welcoming Place</b>	Site based staff continue to provide a welcoming presence throughout the park. The new wayfinding signage is a good addition	Continue to try to work with TfL and others to encourage wayfinding to the park from nearby transport hubs. Suggest a park-wide review of signage to ensure a consistent approach and style rather than ad-hoc design and installation when funds become available. Consider installing benches with backs at key locations as the current benches are not entirely suitable and/or appealing to older park users
<b>Healthy, Safe and Secure</b>	Generally the park appeared very safe and secure. It is well used which enables a degree of self-policing. The park contains a very wide range of facilities to promote healthy lifestyles. The bespoke, inclusive play equipment, especially the see-saw were a great addition to the playground.	Consider expanding the food growing garden and “plot to plate” workshop programme to encourage healthy eating. Explore possible links with Public Health Dept and possible linked funding opportunities.
<b>Clean and Well Maintained</b>	Considering the size of the park it was very clean and well maintained. Good graffiti response times. Very well maintained facilities and equipment.	Find a solution to the unsightly storage of unwanted white goods and refuse outside Arina restaurant. This facility currently appears to be a part of the park and the area outside looks like a fly tip and detracts from what is a well maintained park. Many of the interpretative signs were grubby and some need the Perspex

		replacing to give them a new lease of life.
<b>Sustainability</b>	Good "invest to save" work carried out recently at Arts and Ecology pavilions to maximise potential for private hire including weddings to plough income generated back into the park. This model of revenue generation acts to reduce the overall running costs and provides the opportunity to provide additional benefit to the community such as free schools educational engagement.	Could consider opportunities for on-site composting. Wasn't made aware of any rain harvesting from buildings and if this isn't being done, consideration should be given to it. Please consider the cost benefit of repairing the windmill and try to repair/replace.
<b>Conservation and Heritage</b>		Persue the work required to ensure the continued success of the iconic green bridge, including water leaking into the shop units below. Opportunities for various interpretation signs for wildlife features in park, including grassland habitat (outside front of arts pavilion) and "the scrape"
<b>Community Involvement</b>	Active Friends Group and many local groups/schools/clubs for whom the park is a part of life, which is exemplary. The urban adventure base and efforts to engage young people was particularly impressive	
<b>Marketing</b>		Ensure all marketing information is current. The link from the new signs took us to a webpage with out of date events information on it
<b>Management</b>	The team demonstrate a healthy management approach which recognises the ever-changing nature of the park and allows scope to respond accordingly.	Keep up the good work!

**Additional Comments**

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The park has a very interesting landscape structure and is well used. Given the very high public pressure on the site it is key that the park is intensively managed with respect to litter/graffiti and that there are well resourced, flexible and responsive maintenance structures so that problems are addressed in a fluid and timely manner. Frequent small interventions by maintenance staff will pay dividends and will avoid the potential build up issues/ problems that can result in large costly rectifications. Every indication was that the park was being well resourced and managed in this intensive responsive manner. Keep up the good work.