



## LAND & ENVIRONMENTAL SERVICES

### TOLLCROSS PARK

#### MANAGEMENT PLAN 2013 - 2018



#### **Tollcross Park Vision**

***To ensure that Tollcross Park continues to provide quality facilities for recreation, leisure and education and to make the park the number one centre of excellence for rose trials in Europe.***

## **TOLLCROSS PARK MANAGEMENT PLAN**

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**Parkland with Winter Gardens in Background**

## **1. INTRODUCTION**

### **1.1 Introduction to Tollcross Park**

- 1.1.1 In 1242 King Alexander II granted the land of Schedinestun (Shettleston) to William Bondington, Bishop of Glasgow and his successors. Included in this grant was Tollcross, which remained in the possession of Rodger Corbet (one of the Barons of Scotland who swore fealty to King Edward I of England, about 1296,) and his family until 1810, when James Dunlop of Carmyle acquired it.
- 1.1.2 'Towcrose' was originally an area of countryside separating the village of Tollcross from Shettleston. Throughout the middle ages, references were made to 'Towcorse', 'Towcross' and eventually Tollcross, the name derives from the Scots 'towl' meaning toll. The Royal Burgh of Rutherglen was allowed to collect tolls at the cross of Shettleston which is believed was situated at the west end of the future Tollcross village, near the present junction of Tollcross Road and Wellshot Road.
- 1.1.3 In 1897, Glasgow Corporation acquired 83 acres of land, including the Mansion House for the sum of £29,000 and the Lords Provost, Sir David Richmond, performed the opening ceremony on the occasion of Queen Victoria's Diamond Jubilee.
- 1.1.4 At the beginning of the 20<sup>th</sup> Century, Bailie A G McDonald, an ex Convener of the Parks Committee gifted his own glasshouses to the park along with a collection of plants. Now known as the Winter Gardens the timber and steel structure was opened to the public and used to house the local floral displays grown in the associated greenhouses until it closed in 1986. The Winter Gardens was refurbished in 1999 with grants from Historic Scotland and Heritage Lottery Fund.
- 1.1.5 Tollcross Park Leisure Centre was completed in 1996 and situated in the east end of the park. The Centre is the Jewel in the Crown of swimming facilities in Glasgow and has an extensive range of facilities to meet the needs of the community and beyond. The cost of the centre was in the region of £9.6m.
- 1.1.6 Other features at Tollcross Park include the Children's Farm, Courtyard Visitor's Centre, Secret Garden and International Rose Trial Beds.

## 1.2 Summary Information

Park Name:	Tollcross Park
Location:	254B Wellshot Road Glasgow G32 7AX
Postal Address:	Land and Environmental Services Glasgow City Council Exchange House 231 George Street Glasgow G1 1RX
Size of Site:	37 Hectares (91 acres)
Telephone Number:	Land and Environmental Services General Enquiries Phone: 01412875064
Email:	<a href="mailto:les@glasgow.gov.uk">les@glasgow.gov.uk</a>
Ownership:	Glasgow City Council
Area Committee:	Shettleston
Electoral Wards:	Ward 19
	There is political interest from 4 City Councillors, 8 Members of the Scottish Parliament (MSPs), 1 Member of Parliament (MP), 6 Scottish Members of European Parliament (MEPs).
Classification:	District Park
Park Staff	City Parks and Greenspace Manager - Management and Development Function  Parks Operations Manager - Maintenance and Construction Function
Plan Written By:	Parks Development
Previous Plan:	This is year 1 of the Management Plan
Partners	Glasgow Life - Leisure Centre Access Glasgow - Building maintenance Scottish Water - Green waste composting Friends of Tollcross Park Cordia - Cleaning

### **1.3 Glasgow's Parks and Open Spaces**

- 1.3.1 Glasgow has over 90 Parks and Formal Gardens within the City boundaries and such is the diversity of these parks there is somewhere to suit everyone. Quality parks and open spaces are key factors in making our towns and cities attractive and viable places to live and are an integral part of the community. Parks and open spaces are major public resources which underpin many aspects of daily life, including providing opportunities for formal and informal sport and recreation, children's play, nature conservation, improving health and well being, combating pollution, facilitating urban renewal and attracting economic development.
- 1.3.2 Everyone, irrespective of age, race, gender or ability, benefits from parks and open spaces. These areas are also an essential element of the regeneration process in Glasgow and in recognition of this, the City Plan has set out standards for the provision of open space, emphasising the importance of the "green network" in the City. Glasgow is extremely fortunate to have a rich heritage of parks and open spaces, many of which have been in existence for over 100 years.
- 1.3.3 Glasgow City Council is committed to retaining and improving the quality of its parks and open spaces. The Council will use the Green Flag judging criteria as a basis for determining areas for improvement and priorities for the annual project submissions to the Parks Development Programme.

### **1.4 Strategic Policy Framework**

- 1.4.1 Glasgow has over 90 parks and greenspaces which are strategically managed around the guiding principle that "together they provide something for everyone but individually each park has specific purpose which allows certain parks to be primarily for amenity value, whilst others are managed for wildlife. The Glasgow Open Space Strategy is currently in development and the review of this Management Plan will reflect the Glasgow Open Space Strategy.
- 1.4.2 The consideration of Tollcross Park as part of the green network throughout the City will assist in ensuring an overall view of the future planning of greenspaces takes place. This is a necessity, as is linking with other key strategies such as the Core Path Plan and Glasgow Open Space Strategy. In all these plans, issues of connectivity and sustainability are important, as is local access to greenspace for communities throughout Glasgow.
- 1.4.3 In 2005, the Council published the 'Strategic Best Value Review of Parks and Open Spaces' (the Best Value Review).
- 1.4.4 The Best Value Review identified 8 specific objectives in the form of recommendations for improved service delivery for all of Glasgow's parks and open spaces. These set the context for the development of this Management Plan. The recommendations are, in summary:
- To deliver a clear commitment to encourage greater use of parks.
  - To introduce a range of measures that will deliver service improvements in line with the Council's Key Objectives and customer expectations.
  - To develop and enhance the range of facilities and amenities within parks through partnership working and other approaches.

- To reconfigure the service to deliver quality and best value.
- To deliver a comprehensive parks service through education and conservation initiatives, preservation of traditional parkland, and promotion of horticultural excellence and defining service standards.
- To create a better understanding and awareness of the parks service through improved marketing and promotion.
- To communicate effectively with staff, external agencies, communities and other Council Services.
- To develop a corporate approach to the planning and delivery of services by implementing the cross-cutting proposals identified during the review.

1.4.3 In addition to the Review, this plan has been informed by a number of national and local policies and objectives – see Appendices Section 6- 6.1.

## **1.5 Management Plan Framework**

1.5.1 This plan sets out the future management, maintenance and development of Tollcross Park and has been produced by Glasgow City Council to provide not only a long-term vision but also details on both developmental and operational duties required to achieve that vision.

1.5.2 The plan covers the period 2013 to 2018 and has a detailed activity of works for that period.

## **1.6 Purpose of the Management Plan**

1.6.1 This plan's target audience is the local community, elected members, Council officers and other stakeholders. Its style and content should ensure continuity of purpose and consistency in service delivery. It is intended to be a flexible, working document that will be reviewed and updated annually. Reviews will form part of the green flag award process by taking actions to address judges' feedback.

1.6.2 The principal aim of this management plan therefore is;

- **To aid the efficient and effective management, maintenance and development of Tollcross Park.**

1.6.3 Like any management plan its purpose is to:

“Provide a framework within which all future management of Tollcross Park is carried out. The Plan enables any person involved in the Park to understand how and why decisions are taken and the reasoning behind the policies and proposals for action.”

1.6.4 In doing so the Council will:

- Involve all stakeholders, officers and elected members to monitor, review and amend the Plan.

- Identify and bid for additional resources where necessary.

## **1.7 Green Flag Award Scheme**

- 1.7.1 The Green Flag Award Scheme is an established national standard for quality in greenspace management in England and Wales. It has been piloted as a scheme for benchmarking the quality of parks and green spaces in Scotland since 2007 by Greenspace Scotland in partnership with The Civic Trust in England.
- 1.7.2 Following the success of the pilots the Green Flag Award scheme is now available in Scotland administered by Keep Scotland Beautiful.

## **1.8 How to use this Plan.**

- 1.8.1 This plan discusses the context of Tollcross Park Management Plan, examines where we are now and the actions to be taken to get to where we want. The Plan will also develop actions that will be carried out over the next five years. The plan will be reviewed annually and updated to ensure the efficient and effective management and maintenance of Tollcross Park. The Parks Management Plan conforms to Green Flag Award Scheme criteria which provide the eligibility for submission.



## SECTION 2 WHERE WE ARE NOW

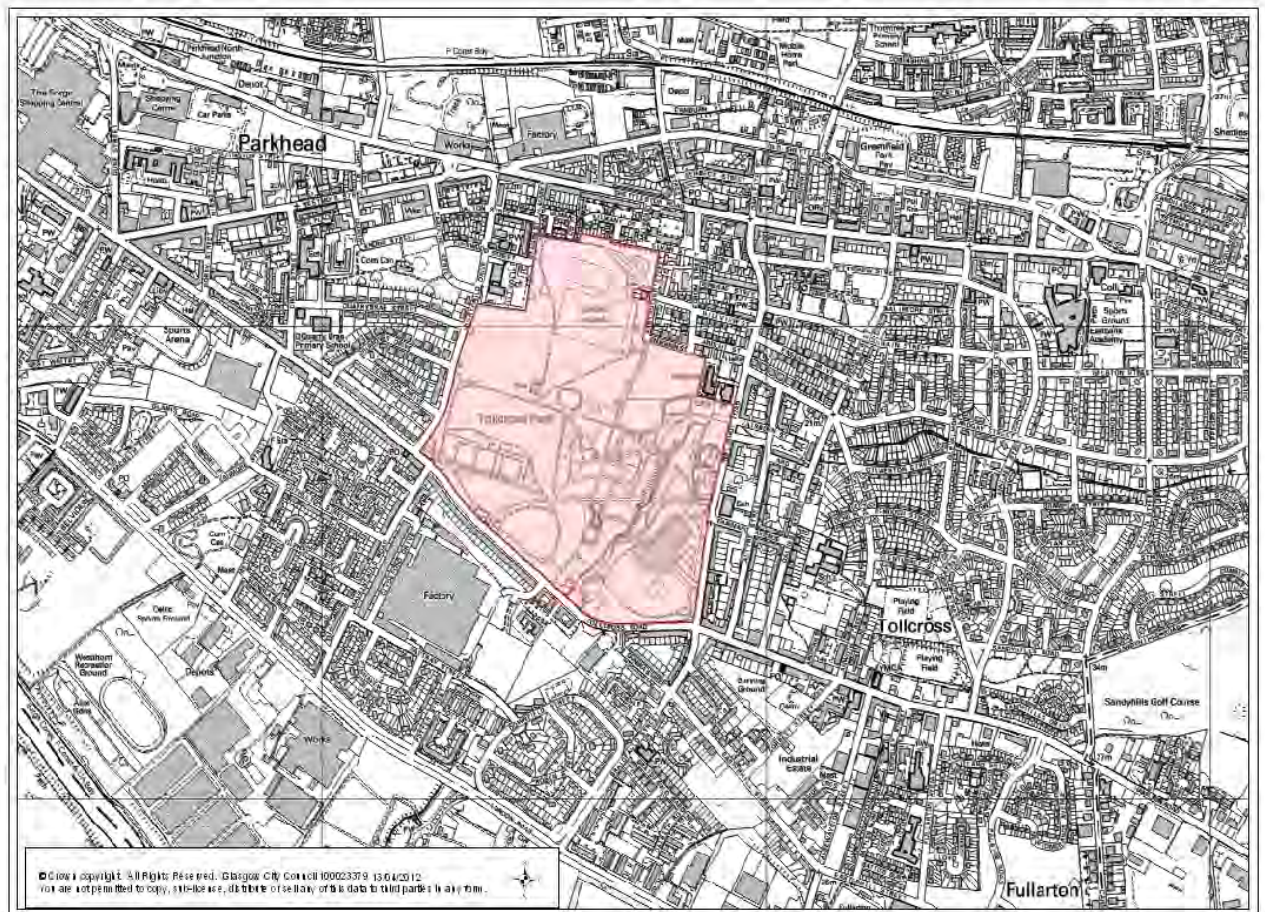
### 2.1 History

- 2.1.1 In 1242 King Alexander II granted the land of Schedinestun (Shettleston) to William Bondington, Bishop of Glasgow and his successors. Included in this grant was Tollcross, which remained in the possession of Rodger Corbet (one of the Barons of Scotland who swore fealty to King Edward I of England, about 1296,) and his family until 1810, when James Dunlop of Carmyle acquired it.
- 2.1.2 In 1897, Glasgow Corporation acquired 83 acres of land, including the Mansion House for the sum of £29,000 and the Lords Provost, Sir David Richmond, performed the opening ceremony on the occasion of Queen Victoria's Diamond Jubilee.
- 2.1.3 In 1900, a further acre of land was purchased for £417 to save a group of trees on the Western boundary of the Park. Later still, waiting rooms were added to the West Lodge for the convenience of the hundreds of daily visitors to the park.
- 2.1.4 At the beginning of the 20<sup>th</sup> Century, Bailie A G McDonald, an ex Convener of the Parks Committee gifted his own glasshouses to the park along with a collection of plants. Now known as the Winter Gardens the timber and steel structure was opened to the public and used to house the local floral displays grown in the associated greenhouses until it closed in 1986.
- 2.1.5 A detailed chronology of the development of Tollcross Park can be found in Appendices Section 6 – 6.2. It has helped inform the management plan process in terms of usage and benefits, accessibility and development potential.
- 2.1.6 Over past 15 years, substantial development and restoration works has been delivered including the completion of the £9.6 million Tollcross Park Leisure Centre and the 2002 completion of the regeneration of the Park with funding from Heritage Lottery Fund and Historic Scotland. A recent addition to the park is the new allotment site situated in the North West corner of the park which was completed in July 2011 to provide growing space for local people.  
**Tollcross Park was named the best Park in Scotland in 2008. This was followed by Award of Garden Excellence in 2009.**

### 2.2 The Locality

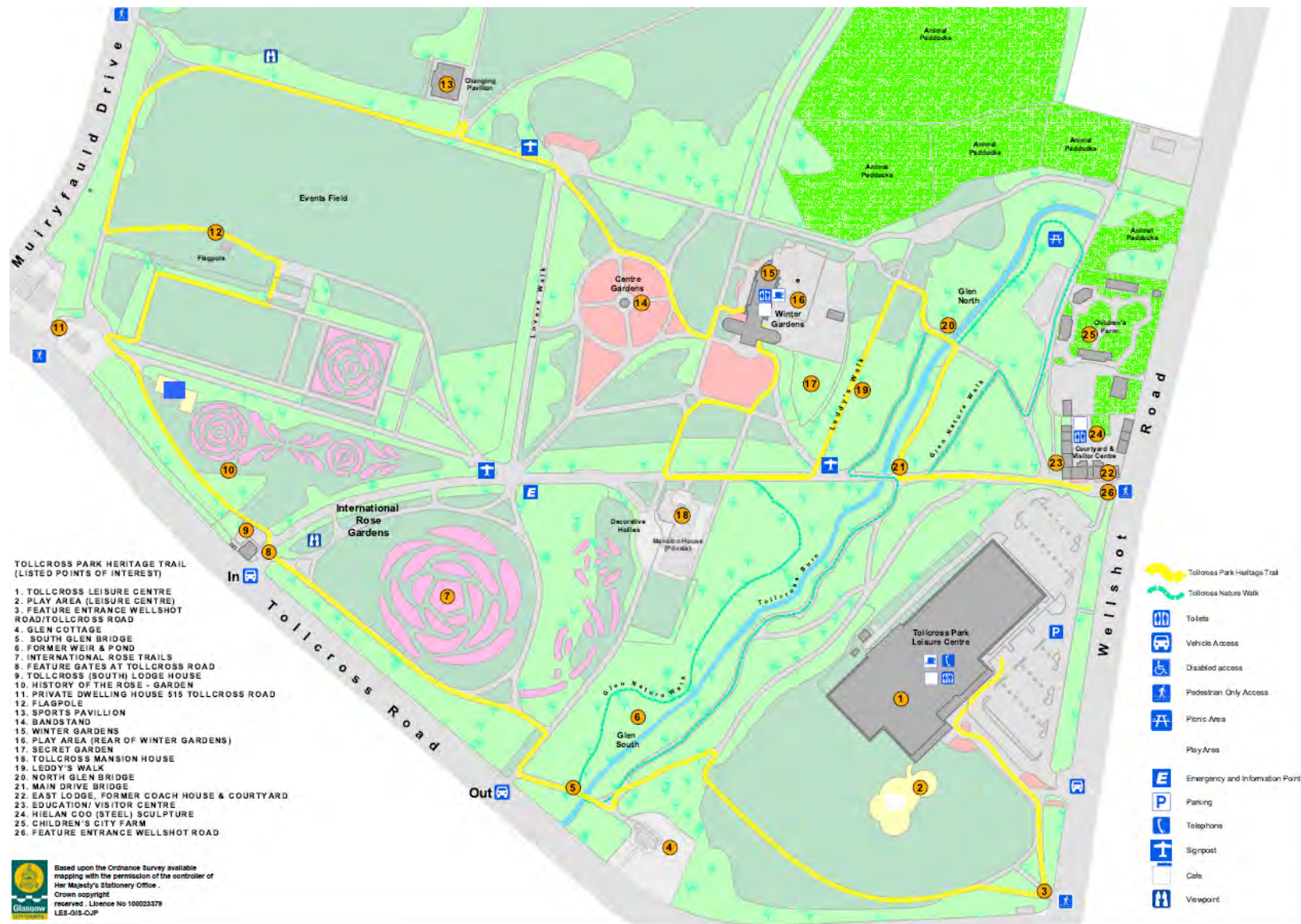
- 2.2.1 The Park is located in the heart of Glasgow's East End about 3 miles east of the City Centre. It lies between the neighbourhoods of Parkhead to the west, Tollcross to the south and Shettleston to the east. Tollcross Road and Wellshot Road are the main access roads to the park.
- 2.2.2 The northern extension of the park is situated on a high plateau from which spectacular panoramic views of the city and Campsie Hills can be seen. The Glen is an eye-catching feature of the park where the Tollcross Burn flows through woodland creating a natural glen, which now forms a nature walk, filled with wildlife including bats, foxes and woodpeckers.
- 2.2.3 There are several local amenities for example Tollcross Park Leisure Centre, Public Library and Shettleston Day Hospital. There are also a number of local Schools including St Marks Primary, Wellshot Primary and St Pauls Primary Schools that use the Park for education and recreation.

## 2.2.4 Location Map of Tollcross Park in Glasgow





## 2.3 Map of Facilities



## SECTION 2.4 TOLLCROSS PARK A WELCOMING PLACE



### Heavy Horse Ride

Our aim is to ensure that Tollcross Park is welcoming and accessible to all users.

This section of the Management Plan examines Tollcross Park as a Welcoming Place under the following headings.

- **Entrances and Access.**
- **Signage.**
- **Park Furniture.**
- **Accessible to All.**

If you have a view about any of these issues tell us what you think.

Telephone Number: Land and Environmental Services General Enquiries 01412875064

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Web Site [www.glasgow.gov.uk/parks](http://www.glasgow.gov.uk/parks)

## 2.4 A WELCOMING PLACE

- 2.4.1 Tollcross Park is a beautiful landscape which attracts over quarter of a million visits every year with about 200 events. It is home to the world famous Rose Trials and boasts many attractions for visitors including the Children's Farm and Courtyard Visitor Centre. This variety makes offers a welcome retreat from the busy surrounding streets.
- 2.4.2 **Entrances and Access.** Tollcross Park has a total area of about 91 acres (37ha) and, is situated in the heart of Glasgow's East End about 3 miles from the City Centre and is open from dawn to dusk though special facilities may have different opening times.
- 2.4.3 The park area has changed little in character or design over the last 100 years.
- 2.4.4 Tollcross Park has been audited for DDA (Disability Discrimination Act 2005) compliance. The Audit has been carried out for the buildings within the park **but not for all the path network and entrance points.**
- 2.4.5 **An assessment of access should appraise the suitability and condition of the path network within the park (in particular towards the burn) for DDA compliance.** This would take account of elements such as surface type, width, gradients, obstacles such as steps or cross drains, passing places, hand rails, bridges, way-marking and access points.
- 2.4.6 An assessment of accessibility should appraise how easy it is for people, of all abilities, to get to the park. This will include public transport links, barriers such as main roads and rail lines and signage to the park. **An assessment should also be made of perceived barriers to use.**
- 2.4.7 Many of the larger grass areas are used for local events throughout the year.
- 2.4.8 **Signage.** In common with all of Glasgow's parks Tollcross Park has signage on the perimeter fencing adjacent to gates identifying the name of the park. There are 3 information cabinets located at the entrances on Wellshot Road, Tollcross Road and Enterkin Street and contains detailed maps and key information about the facilities available in the Park.
- 2.4.9 There are at present no directional signs to the park on the surrounding roads and footpaths. However, Glasgow City Council has established a working group to review directional signage on roads and footpaths to direct visitors to attractions throughout the city. ***It is intended to make representation to this working group to have all of Glasgow's strategic parks including Tollcross Park, adequately signed on nearby roads and footpaths.***
- 2.4.10 **Park Furniture.** Tollcross Park has a good stock of seating of consistent style and is adequately served with litter bins. There is a variety of park furniture throughout the park for the public to relax and enjoy the landscape and views. The suite of park benches are all standard type, hot dipped galvanised steel benches and traditional hardwood picnic benches. There is ongoing works to replace wooden benches with galvanised steel benches. The litter bins are all standard hot dipped galvanised steel matching the suite of benches.
- 2.4.11 Damaged items are either repaired or replaced as required however they do not have specific regular maintenance assigned to ensure they are cleaned



and or painted, stained or varnished at least once per annum. At present these items are carried out at the discretion of the Neighbour Services Manager on an individual needs basis. ***To demonstrate consistency of approach and presentation all items of furniture within Tollcross Park should be put on an appropriate annual maintenance regime. There needs to be better distribution of benches and bins to the north side of the park adjacent to play areas.***

2.4.12 **Accessible to All.** Tollcross Park is well connected and offers access to disabled people and all sectors of the community; there are no barriers to entry. You can travel to the Park by the following means:

- Train – Trains travel from Glasgow Queen Street low level Station to Carntyne Railway Station, which is a 10 minute walk from the park.
- Bus – Various routes operate from the city centre to Tollcross Road and Shettleston Road.
- Car – The Park located close to the end of the M74 motorway and A74 London Road. Follow the AA signs for Tollcross Leisure Centre
- Walking – There are various access points available from Tollcross Road, Wellshot Road, Anstruther Street and Muirfauld Drive.

The park is bound on two sides by the busy Tollcross Road and Wellshot Road which may be a potential barrier to younger users coming to the park unaccompanied. There are however a number of pedestrian crossings on these roads.

Car Parking is available at Tollcross Leisure Centre with restricted parking at the Winter Gardens both with provision made for blue badge holders. There are also unrestricted parking bays on Tollcross Road and Wellshot Road.

For travel information visit - [www.firstgroup.com](http://www.firstgroup.com).

2.4.13 Many people use parks for relaxation, exercise, or walking. Others visit because there are many facilities and lots of things to see and do. Tollcross Park is an attractive landscape and with a broad range of things to see and do. Other activities identified in the 2012 draft Management Plan public consultation are cycling and as a route to other places such as shop and work.

Key features of Tollcross Park – see 2.3 Map of facilities – include:

- Visitor Centre
- Children's Farm
- Winter Gardens
- Secret Gardens
- Glen Nature Walk
- International Rose Garden
- Orienteering Course
- Children's Play Area

## SECTION 2.5 TOLLCROSS PARK HEALTHY SAFE AND SECURE



**Play Area**

Our aim is to ensure the safety of all staff and users of Tollcross Park.

This section of the Management Plan examines Tollcross Park as a Healthy Safe and Secure place under the following headings.

- **Equipment and Facilities.**
- **Security.**
- **Dog Fouling.**
- **Health and Safety Policies.**
- **Location of Facilities in the Park.**

If you have a view about any of these issues tell us what you think.

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Web Site [www.glasgow.gov.uk/parks](http://www.glasgow.gov.uk/parks)

## 2.5 HEALTHY SAFE AND SECURE

- 2.5.1 **Equipment and Facilities.** There is a recognised procedure for the issue, repair and maintenance of machinery tools and equipment.
- 2.5.2 Any machine issued for use shall be documented on a Daily Machinery Issue Form.
- 2.5.3 It is the responsibility of the operator(s) to ensure that machines are returned in good working order. It is the responsibility of the store person or other delegated employee to document the return of allocated machinery on the Daily Machinery Issue Form.
- 2.5.4 In the case where grass-cutting machinery has developed a fault during the working day, operators will assess if the fault can be rectified by them and if so, the work will be carried out and recorded on the Depot Minor Repair Form. If not, it will be reported to the issuer of the machine.
- 2.5.5 The issuer will start the Procedure for the Recording of Breakdown and Repair of Machinery. In the case where hand tools require repair/replacement, the defective items will be kept out of use as per the Procedure for the Recording of Breakdown and Repair of Machinery, and thereafter a Purchase Requisition issued for the repair/replacement.
- 2.5.6 **Play equipment.** All equipment in the park is visually checked daily any defects are recorded at the operational depot and repairs instructed. If the defect is thought to present a danger then the item of equipment is kept out of use until a repair can be done.
- 2.5.7 A full technical inspection involving a strip down of play equipment is carried out every three months by the in house blacksmiths team. All defects noted at the point of inspection are repaired and a record of all repairs is maintained by the Blacksmiths.
- 2.5.8 ***Land and Environmental Services will continue to monitor, review and develop safety procedures to ensure equipment and facilities are safe to use.***
- 2.5.9 **Security.** The Park has 5 CCTV cameras positioned at various locations which were installed in 2002 and are linked to street-watch campaign. There are other cameras strategically positioned within the park covering the buildings and surrounds of the winter gardens, courtyard, children's farm and leisure centre. CCTVs are monitored by the Councils Community Safety Service monitoring station at Blochairn in Glasgow. In addition on site staff at the farm provide a sense of security. ***Safe Park messages must be promoted to schools, local people and other park users.***
- 2.5.10 **Dog Fouling.** Glasgow operates a citywide campaign called "Bag it and Bin it" to encourage dog owners to pick up dog fouling and dispose of it safely. Dog owners who do not bag and bin dog fouling could face a fine of £50. Dog walkers use areas of Tollcross Park and are encouraged to deposit dog fouling in waste bins or take it home to their domestic waste bin. Dog fouling is not perceived to be a problem at the Park. The park management rules are clear about dog fouling and the control of dogs in the park and are posted at most of the entrances to the park. Enforcement of dog fouling is an issue as Land and Environmental Services do not have officers in parks to be able to impose fines on offending dog owners. ***To address this issue LES***



***plan to develop a partnership with the Glasgow Community Safety Services Team for them to visit identified hotspots and deliver effective enforcement measures. CCTV cameras can help in this.***

**2.5.11 Health and Safety Policies.** Land and Environmental Services (LES) has a dedicated team to develop, review, audit and monitor Health and Safety in all areas of LES responsibility. A copy of the Health and Safety Manual is available at the Neighbourhood Services Operations Depot. Regular revisions to the manual are issued and master records maintained by the Policy Development Team.

**2.5.12 Park Management Rules.** Park management rules are posted at entrances to the park. Further information on the facilities available and principal management rules are displayed in notice boards detailed in **Section 2.4.8.**

**2.5.13 Location of Facilities.**

**Play Areas:** There are three play areas within the park; one adjacent to the leisure centre which has recently been removed and to be replaced, one at the west end of the park and one at the rear of the Winter gardens. ***The removed play area near the leisure needs to be replaced.***

The play area at the rear of the winter gardens is the most recent addition to the park and was completed in May 2007 to cater for toddlers.

**Walks:** There are currently 4 marked walking routes within the park between ½ -2 miles in distance on an easy gradient and are suitable for all ages and ability. All walks start and finish at the gates on Wellshot Road in front of the Courtyard and can either be guided or not.

Guided walks are led by LES Community Action Team who introduces visitors to the wealth of history of the park.

**Orienteering:** The parks orienteering trail starts and finishes at the front entrance to the leisure centre adjacent to the play area and heads in a north easterly direction leading to a series of controlled sites marked by a wooden posts numbered in order leading to the finish. The course is open to anyone, with map packs available for purchase from Tollcross Leisure Centre.

The Park has extensive open space grass areas much of it with a southerly aspect, that makes it an ideal place for all types of informal recreation such as football, soft ball, kite flying etc. There is a baseball diamond on the plateau.

**Courtyard Visitor Centre:** The Coach House and Courtyard is located adjacent to the entrance gate on Wellshot Road. The Coach House itself dates back to 1850 and was originally designed to house carriages and stable horses. The courtyard was transformed in 2002 into the main visitor centre for the park. The facilities include an environment centre which acts as an exhibition room where children and visitors can learn about the weird and wonderful world of plants and animals. It has many interactive attractions, audio visual displays and a mini-beast menagerie. Visitors to the centre can also see 'Old Bob' the stag who used to graze in the estate around the turn of the 20<sup>th</sup> century. Within the courtyard there is an activity room which can be used for events organised by the Community Action Team. Since its opening, the Visitor Centre has attracted 50,000 visitors each year. The courtyard gives direct access to the children's farm. The Courtyard Visitor Centre has been designed to ensure all facilities are accessible for wheelchair users (disabled toilets are available). The Countryside Rangers operate a citywide service and some of their staff are based at Tollcross Courtyard. They are

not involved with the farm but do use Tollcross Park for activities with schools and other community groups.

The Tollcross Visitor Centre in the Courtyard has a dedicated member of staff who reports to the Children's Farm Supervisor. This staff member works a 5 over 7 shift pattern therefore the Centre is open 10 days over a 2 week period.

Children's Farm: Situated adjacent to the Courtyard Visitor Centre, the Children's Farm is an outstanding facility which appeal to young and old by bringing the countryside closer to the city. The Children's Farm has a dedicated team of livestock staff who look after the wide variety of domestic farmyard animals housed on the farm. The farm is open 363 days a year, closed at Christmas day and New Year's Day only. The web link below has a lot of detail on the activities and livestock on the farm:

[http://www.glasgow.gov.uk/en/Residents/Parks\\_Outdoors/Animals/Tollcross\\_ChildrensFarm/](http://www.glasgow.gov.uk/en/Residents/Parks_Outdoors/Animals/Tollcross_ChildrensFarm/)

The farm has a range of large open enclosures where you can see Shetland ponies, sheep, goats, ducks and peacocks. In the smaller caged pens and aviaries, guinea pigs, rabbits, chickens, budgerigars and parakeets can be observed. Visitors can sit and relax in one of the garden areas with themed benches and enjoy the surrounds listening to the animals and birds. There is hand washing facilities in the centre of the farm.

Leisure Centre: Situated in the southeast corner of the park, Tollcross Leisure Centre offers first class sport and leisure facilities for all age groups. The centre was completed in 1996 at a cost of £9.5m. It is the Jewel in the Crown of swimming facilities in Glasgow, providing a 10 lane 50metre Pool with movable floor and a four lane 25metre Training pool which provides facilities for swimming, water polo and synchronised swimming events. It also boasts an eight court Multi Sports Hall, split level Fitness Suite and Dance Studio.

There are crèche facilities within the building and the Rendezvous Café is the ideal place to enjoy light snacks and refreshments. The Leisure Centre is extremely popular and annually over 800,000 visitors take advantage of the centres facilities. Adjacent to the centre is a large public car park with spaces for disabled people. The Leisure Centre facilities are accessible for wheelchair users (a lift is available and disabled toilets).

The Centre will be the location for the 2014 Commonwealth Games swimming event. The existing Leisure Centre is being extended to provide a new 50m warm up pool with associated changing, 1,000 additional spectator seats for the competition pool, and new community halls to replace Shettleston Halls which were destroyed by fire.

Winter Gardens: The Winter garden is an 'A' listed 19<sup>th</sup> century curvilinear iron structure of exquisite design and form standing as an impressive focal point in the centre of the park. It was recently refurbished with the support of Historic Scotland and the Heritage Lottery Fund. The facility is now closed.

The former north wing of the glasshouse was demolished and replaced by a modern style structure with glass walls and tented roof. The new north wing is used for functions and is a perfect setting for Wedding photographs. There is also a vending machine providing hot and cold drinks.

The east and west wings of the glasshouse show a fine display of temperate and tropical plants as well as providing seasonal displays.

The building accommodates an indoor children's soft play area for under 5's with a new outdoor play area at the rear of the building linking it to the soft play area.

The Winter Gardens have been designed to ensure that all facilities are accessible for wheelchair users, (disabled toilets are available).

To the rear of the building car parking is available for staff and blue badge holders. The Winter Gardens attracted 40,000 visitors each year when it was in operation.

**Hidden Garden:** The Hidden Garden is a new attraction which was designed in spring 2003 as a secluded performance arts venue for the park. There are a number of decked performance spaces with ramps linked by a meandering footpath. These spaces are used by the poetry and drama groups who meet in the park.

It has been developed to be used as a special place for quiet contemplation and has been planted with a selection of plants to please all senses and also includes a bog garden.

Visitors will not find any directional signage or fingerboards; instead the challenge is to roam the park in search of this special sensory garden.

This space has been designed to make it accessible to all and is wheelchair friendly.

**International Rose Trials:** Located on the south side of the park, the Rose Trial beds currently cover an area of approximately 1 hectare on a south facing slope facing Tollcross Road. The Rose Trials area is undoubtedly one of the most attractive and accessible sections of the park.

The first plantings took place in the autumn of 1986 and each year since then 25 – 30 new varieties of roses have been planted. The main part of the rose garden comprises of 16 beds depicting the petals of a single rose, with over 240 varieties, approximately 4100 plants. Each rose bed has its own plan detailing the rose varieties growing in the bed.

New rose varieties are submitted by Rose breeders and Rose Growers from various countries and the garden provides an opportunity to assess new varieties growing in climatic condition common to Glasgow and the West of Scotland.

The final assessment of the varieties on trial is carried out by a panel of International Rose Experts at the end of August. Awards are made to varieties receiving the highest points and include the Lords Provost Cup, Gold and Silver Medals, Tollcross Fragrance Prize and Best Established Rose.

Members of the public also have the opportunity to participate in assessing the roses and an award 'The Peoples Choice4' is made to the rose variety receiving the most votes in the public judging competition.

**History of the Rose' – Garden:** Located to the west of the International Rose Trial beds, a rose garden is set out which depicts the theme of the 'History of the Rose'. The garden tells the story of the development of rose species from as early as 1596 through to the more modern varieties of the 20<sup>th</sup> Century. Around 36 of these old species are planted throughout the beds.

## **SECTION 2.6 TOLLCROSS PARK: WELL MAINTAINED AND CLEAN**



**Colour in the summer**

Our aim is to maintain the highest standards of horticulture, cleanliness, grounds and building maintenance.

This section of the Management Plan examines Tollcross Park as a well maintained and clean place under the following headings.

- **Litter**
- **Grounds Maintenance**
- **Buildings and Structures Maintenance**
- **Vandalism and other Damage**
- **Long Term Maintenance of Buildings and Structures**
- **Bridges Maintenance**

If you have a view about any of these issues tell us what you think.

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## 2.6 WELL MAINTAINED AND CLEAN

2.6.1 The instruction to carry out maintenance within the park comes from:

- An electronic data base which generates weekly job tickets for routine maintenance operations.

Additional maintenance works are identified through:

- Regular management inspections (walking the job).
- Staff reporting damage, the need for repair or additional maintenance.
- Other Services using the park.
- The public and Friends groups.

2.6.2 Grounds maintenance works used to be carried out by the depot staff in the Park but is now carried out by the City Parks and Open Spaces team at Greenfield due to depot closure at Tollcross Park. Although, there are currently 2 staff stationed at the park, ***the effects of this closure on Tollcross Park needs to be monitored and impacts on maintenance addressed if any.***

2.6.3 ***A formal inspection system must be introduced and analysed to find if this improves efficiency.***

2.6.4 **Litter.**

Litter is removed from the park and the bins emptied in the summer (April – October) at least daily. In periods of good weather, when the park is heavily used, litter removal and emptying bins may require to be increased to twice a day. In the winter (November – March) this frequency can be reduced to three times per week though this will be monitored by the City Parks and Greenspace Manager and additional litter removals introduced if required. Once removed from the park, waste collected enters the council's normal waste stream where recyclables are removed and the remainder is taken to an appropriate landfill site.

2.6.5 **Grounds Maintenance**

2.6.6 Standard routine maintenance operations are scheduled on cyclical maintenance programmes which identifies the frequency and timing of individual operations throughout the year. However, there is also work required that is either reactive, infrequent, species specific and of a specialist nature.

2.6.7 There is a complex mix of horticultural features but on the whole, Tollcross Park is maintained on cyclic grounds maintenance regime, details of which can be found in **Appendices Section 6 – 6.3** attached to this management plan. All works are carried out in line with good horticultural practice and monitored by the Neighbourhood Services Area Manager.

2.6.8 There are a number of landscape features within the park ranging from newly planted to fully or over mature features which require regular and appropriate maintenance.

2.6.9 ***A review of the current job ticket system is required to ensure that Tollcross Park is maintained to a high standard and is fit for purpose in all areas of activity in particular restoration of parkland after events.***

***There is a need to develop a snow/flood clearance plan for priority roads and footpaths.***

#### **2.6.10 Buildings and Structures Maintenance**

2.6.11 Building and structures maintenance covers two general areas; maintenance required as a result of vandalism/breakages and the longer term maintenance required to ensure the long term future of the buildings and structures in Tollcross Park.

#### **2.6.12 Vandalism and other Damage**

2.6.13 The system for identifying running repairs dealing with vandalism and other damage for example graffiti, to buildings and structures requires the Neighbourhood Services Area Manager team to contact Access Glasgow (the Council's arms length property maintenance provider) and report the repair required. Access Glasgow is responsible for authorising the works, which are funded from a central repair fund established to deal with ongoing repairs. Where works are of a more substantial nature, such as a reported electrical fault and cannot be repaired because the building needs a rewire, then the Service requires to identify a separate budget code for this work. This arrangement is considered to be working well at present. CCTV in the park deters acts of vandalism though there are occasional acts of anti-social behaviour.

#### **2.6.14 Long Term Maintenance of Buildings and Structures**

2.6.15 Maintenance schedules for the buildings and structures in Tollcross Park are dated. They do not fully reflect current industry practice and because of budget constraints can be limited in implementing the complete range of necessary measures. The responsibility for the management and maintenance of the buildings not leased or managed by others in Tollcross Park lies with the City Parks and Greenspace Manager (North).

2.6.16 Many of the listed monuments and structure were either extensively refurbished or received minor repairs during the Heritage Lottery and Historic Scotland funded Regeneration Project for Tollcross Park. A historic Landscape Survey was carried out in the late 90s and provided proposals for a lot of restoration work in the Park. The development of improved maintenance schedules and commitment to implement them could substantially prolong the life of the buildings, structures and listed monuments and in the long term save significant sums of money. There is clear requirement to:

- ***Ensure that modern maintenance schedules are developed for all buildings and structures (including lighting, fences, walls and furniture) in consultation with other partners in the Park with a dedicated budget for implementation.***

#### **2.6.17 Bridges Maintenance**

2.6.18 Land and Environmental Services Structures Team maintain all of the bridges in Tollcross Park. The Main Drive Bridge, North Glen Bridge and South Glen Bridge are in good condition but continued inspection is necessary.



## SECTION 2.7 SUSTAINABILITY



### **Burn and Woodland**

Our aim is to protect and enhance the areas of core nature conservation interest and adopt environmental management principles to help reduce the impact of management operations on the environment.

This section of the Management Plan examines Sustainability issues affecting Tollcross Park under the following headings.

- **Environmental Management System**
- **Use of Pesticides**
- **Use of Horticultural Peat.**
- **Green Waste Disposal.**
- **Horticultural and Arboricultural Standards.**

If you have a view about any of these issues tell us what you think.

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## 2.7 SUSTAINABILITY

### 2.7.1 Environmental Management System

Glasgow's parks are registered since 24 May 2004, to BSI Environmental Management System – ISO 14001 which is a national quality auditing system/benchmark. This certification process operates on a 3 year cycle and is independently audited by UKAS accredited auditors twice every year. The certificate number is EMS 74572 and the scope is for 'The management and maintenance of crematoria, cemeteries, parks, country parks, livestock, landscape work and glasshouses. The operation and maintenance of golf courses, playing fields, outdoor events and outdoor recreation facilities is also included.

### 2.7.2 Use of Herbicides and Pesticides

***A pesticide policy needs to be developed that considers the minimisation of use of pesticides or in the interim consider use of national code of practice for use of pesticides.*** The current specification allows for 4 herbicide applications per annum to grass edges and obstacles in grass areas. The specification also allows for 3 applications to hard standing areas. Only affected areas are treated and the use of strategies that are sensitive to public concerns and the environment are used. All operatives involved in the application of herbicide are trained to the approved certification level required. ***The only herbicide used regularly in Glasgow's Parks for the control of unwanted vegetation is Glyphosate based.*** Other pesticides are trialled for the control of invasive non native species such as Japanese Knotweed, where there is an indication that control may be achieved using fewer applications or a product that claims a better environmental profile. Glyphosate based herbicide is mainly used as spot treatment for the control of unwanted vegetation on hard standings, footpaths and spot treatment of weeds in shrub beds. The pesticide intercept is used in the production of the bedding plants used in the park and will still be present at the time of planting in the park. The Neighbourhood Services Area Manager maintains a record of all herbicide use.

**2.7.3 Use of Horticultural Peat.** The only peat used in the park is in the production of the bedding plants for the seasonal bedding displays. All of the bedding plants are produced by our nursery which has achieved a 57% reduction in peat usage through a change in production methods. The nursery no longer uses compressed peat and achieves a further 20% saving on the annual quantity required by incorporating wood fibre into the compost. The Nursery has also substantially reduced the quantities of Pesticide used by switching to a product (Intercept) which is mixed into the compost in one application rather than multiple applications by conventional means. ***The Service will continue to seek alternatives to peat and reduce the use of pesticide in the production of bedding plants.***

**2.7.4 Green Waste Disposal.** Very little green waste is generated within the Park; a grass cut and lift is only operated on the former bowling greens (now used for kick about and events), all other areas are cut and arising left to recycle. Any material arising from shrub pruning is chipped and recycled back into the shrub beds. Where work is undertaken on trees, the smaller branches are chipped and recycled in the park or on informal footpaths; larger commercial sized timber is stored and sold in lots when sufficient quantities are gathered. Any green waste not to be recycled in the park is put into a container and moved to one of the Councils designated storage areas. When sufficient quantities are gathered the waste is then transported to our partner organisation Scottish Water for composting at their facility in Cumbernauld.



- 2.7.5 **Horticultural and Arboricultural Standards.** The purchase of trees shrubs and plant material for Glasgow's parks is undertaken by a centralised procurement process. The City Parks and Greenspace Manager is the budget holder and is responsible for identifying the requirements from a list and this is then put out to competitive tender and the contract is awarded on the basis of price and quality - 70% price and 30% quality to preserve provenance, reduce cost, preserve quality and to safeguard local biodiversity. When the plant material is delivered it is taken to and accepted as suitable at operational depots and planted. This system operates on a three year cycle. ***A review of the procurement and inspection process is currently underway with a view to establishing central budgetary control and consistent standards throughout the city.*** The outcome of this review was implemented in financial year 2011/12.
- 2.7.6 There are over 2000 trees at Tollcross Park and the canopy is a vital component in defining the structure and internal spaces of the park and in providing the backbone for the establishment of various habitats and a variety of characteristics throughout the park. The original broad brush management proposals were set down in 1997 with some elements covering a thirty year period till 2027. Now having ***extended beyond the ten year stage of the plan there is a clear need to review and where necessary update / amend the original proposals to reflect any changes that have occurred, through implementation and tree health issues, and what influences and impacts they are having on the original proposals.***
- 2.7.7 Tree inspections are carried out in the Park on a two yearly basis to maintain health and safety obligations, with ad hoc surveys being carried out as and when required (e.g. after storm damage, or preceding new building/landscape developments, major public Events etc).
- 2.7.8 **Vehicle Usage.** Land and Environmental Services have introduced a new pattern of working to provide a 7 day a week service and achieve efficiency savings city wide. The new pattern of working 4 days on and 4days off effectively means that only half the workforce requires to be transported on a day to day basis. This allows for substantial reductions in the size of the vehicle fleet required and more efficient utilisation of the remaining vehicles. Similar efficiencies are also achieved with the utilisation of plant and equipment as these are common to both shifts. A full assessment of the reductions in numbers of vehicles and plant is ongoing.
- 2.7.9 **Energy Conservation.** Land and Environmental Services is an amalgamation of three major operational council services Parks, Roads and Cleansing all of which had their own operational depots. LES are rationalising these depot arrangements wherever possible to take advantage of efficiencies of scale utilising larger premises more efficiently to house a generic workforce to service the operational requirements of parks Roads and Cleansing in 3 areas of the city. These depot rationalisations deliver substantial savings in energy consumption as the premises are either demolished, utilised by third parties or mothballed utilising minimum resources to maintain security.
- 2.7.10 **Pollution Reduction.** All of the measures, interventions and initiatives in this section contribute to reducing the potential polluting effects of delivering a parks service. Rationalising our operational depots reduces our overall energy consumption, using less and recently acquired electric vehicles helps with our air quality and carbon footprint, sourcing local provenance trees and

## Tollcross Park Management Plan 2013 - 2018

shrubs preserves biodiversity and reduces the travel distance. A review of the purchase of tree shrub and plant materials reduces waste and prevents the introduction of inappropriate plantings, composting green waste reduces the amount going to landfill, reducing the amount of peat and seeking alternative composts helps to preserve biodiversity, spot treating unwanted vegetation with herbicide reduces the quantity applied and reduces any potential pollution risk and being registered to an national quality Environmental Management System ensures that a focus is maintained on this aspect of the service.

## SECTION 2.8 CONSERVATION AND HERITAGE



**Rose Gardens with Mansion House in Background**

Our aim is to protect and enhance biodiversity throughout the site, promote understanding of and interest in biodiversity and to maintain and promote the historic significance of the park.

This section of the Management Plan examines Tollcross Park as a Conservation and Heritage place under the following headings.

- **Natural Features Wildlife and Flora.**
- **Landscape Features.**

If you have a view about any of these issues tell us what you think.

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## 2.8 CONSERVATION AND HERITAGE

- 2.8.1 **Natural Features Wildlife and Flora.** Tollcross Park has a range of habitats of varying importance for nature conservation.
- 2.8.2 The grassland diversity is low in the intensively managed areas but has been enhanced in the recently created Wildflower meadow. Areas of grassland adjacent to the woodland in the west are also now being managed less intensively and have been enhanced with wildflower seeding. The enhancement of these meadow grasslands now provides a focus for Environmental Education projects run by the Countryside Ranger Service and Conservation teams. ***The intensive amenity grassland management produces a 'green desert' and therefore change in grassland maintenance is required to increase meadow areas.***
- 2.8.3 The woodland at Tollcross Park ranges from mature woodland in the glen, which follows the route of the Tollcross Burn. There is also established plantation woodland on the west side of the park and more recent woodland plantation to the north. ***The plantation woodlands are establishing well and are at the stage to be assessed for biodiversity enhancement.*** The glen woodland has a range of native and non-native mature trees. Understorey has been established recently. Native ground flora is present and has been enhanced in recent years. The glen wood supports a wide range of plants and animals including Great-spotted Woodpecker. This is in line with Glasgow's Local Biodiversity Action Plan and also the Nature Conservation (Scotland) Act 2004.
- 2.8.4 The water features in Tollcross Park have very limited existing value for nature conservation. The Tollcross Burn runs through the glen wood but has been formalised and has little associated wetland vegetation. There is a pond in the Children's Farm which is mainly a water feature for the animals housed there and there is no vegetation. There is a small bog garden in the performance area but this does not have any areas of standing water. ***Where the banking has collapsed the burn should be naturalised and Himalayan balsam removed where it occurs. Marginal vegetation should be established with the vegetation not cut within 3m from the burn. Proposals to recreate a wetland/lagoon at the southern end of the glen must be explored.***
- 2.8.5 **Landscape Features.** Tollcross Park covers 95 acres of undulating green open space and sweeping paths, contained within a framework of mature tree planting makes an important contribution to the quality of life in the East End. The landscape is further enhanced by several historic buildings and colourful floral displays.
- 2.8.6 The formal layout with the prevalence of exotic species and floral displays owes much to the Victorian emphasis on discipline and the influence on the botanical adventurers. Many beds of *Prunus laurocerasus* (laurel) and *Aucuba japonica* can still be found particularly along the main avenue. In many aspects the park has changed little in character or design over the last 100 years.
- 2.8.7 The northern extension of the park is situated on a high plateau from which spectacular panoramic views of the city and Campsie Hills have been observed.

- 2.8.8 The Glen is an eye catching feature of the park where the Tollcross Burn flows through creating a natural glen which now forms a nature walk filled with wildlife including bats, foxes and woodpeckers.
- 2.8.9 The park has many features and facilities to tempt visitors and local residents to its grounds. It boasts formal gardens and open parkland in which to relax and play. Quiet contemplation can be had in the gardens adjacent to the Winter Gardens and for the more active and energetic there is the Leisure Centre and Orienteering trail.
- 2.8.10 **Buildings and Structures.** There are many buildings and structures of historic significance at Tollcross Park. These buildings play an important role in improving the quality of life of local people and visitors.
- 2.8.11 Tollcross Mansion House: This historic house is set within its own landscaped area the Jacobean style Mansion House is an “A” listed building which was built in 1848 by the Edinburgh Architect, David Bryce, being commissioned by James Dunlop as the centre piece of his Tollcross Estate. The house closed down in 1976 until 1992 when the National Trust undertook the renovation of the building restoring it back to its original glory. The Mansion House is now maintained and managed by Shettleston Housing Association and the Church of Scotland as housing for people with special needs.
- 2.8.12 Feature gates at Tollcross Road: This is the original main entrance to the Mansion House. The entrance gates are defined by Sandstone pillars topped with an ‘Acorn’. The sandstone pillars date back to the 1850’s and the ‘Acorns’ are very distinctive and important to the park and the local streetscape. The metal gates have been redesigned to incorporate the symbol of a rose which is significant to the park and the International Rose Trials.
- 2.8.13 South Lodge: The lodge house which dates back to before 1860 is situated adjacent to entrance gate on Tollcross Road. The building is a single story sandstone structure and was renovated during 1993 and is now in private ownership.
- 2.8.14 Private Dwelling House 515 Tollcross Road: Single storey detached bungalow of timber construction set within its own grounds.
- 2.8.15 Flagpole: The flagpole sits within its own fenced area just to the north of the old bowling greens. It is made of wood, probably Douglas Fir and stands some 25 metres in height. It is understood it was added to the Park after the Second World War. The flagpole is in good sound condition and the pulleys and cables are in full working order. ***It was recommended in the Historic Landscape Survey - The Regeneration of Tollcross Park (1996-97) that consideration should be given to relocating the flagpole as part of a viewing area to the north of the park as it seems out of place in its existing position.***
- 2.8.16 Sports Pavilion: The sports pavilion is located in the North West area of the park with access to Muirysfauld Drive. The building is single storey structure of brick and render. The building is currently used by the Glasgow Baseball Association.
- 2.8.17 Bandstand: The bandstand sits in the centre of the formal gardens adjacent to the Winter Gardens. It is an open gazebo style structure with eight

columns supporting a pagoda roof finished in steel with scrolls between each supporting column.

- 2.8.18 Winter Gardens: Located in the centre of the park the original Winter Garden building is an "A" listed timber and steel structure. The original structure was constructed in the early 1900's to house the floral displays grown in the associated glasshouses. The restoration of the structure was completed in 2002 with the former north wing of the glasshouse demolished and replaced by a modern style structure with glass walls and a tented roof. The Winter Gardens is now closed due to health and safety reasons.
- 2.8.19 North Glen Bridge: The rustic timber bridge sits on the site of the original bridge which dates from the late 1800's. The bridge was renewed to its original style and installed in 2001.
- 2.8.20 Main Drive Bridge: This dates back to the 1840's and the sandstone lower section is still intact. The original sandstone balustrades have since been removed and replaced with concrete/cement render.
- 2.8.21 South Glen Bridge: A metal structure on steel "I" Section steel beams with timber decking. It was upgraded in 1991 similar to the previous design dating back to 1897. The bridge is used jointly for pedestrians and the vehicle entrance to the glen cottage.
- 2.8.22 Glen Cottage: The building was originally the gamekeeper's cottage and dates from before 1860. It remains in its original form with the exception of a new tiled roof. The cottage is now privately owned and occupied.
- 2.8.23 Feature Gates Wellshott Road/Tollcross Road: This entrance is the most recent feature added to the park. It was designed by artist Andy Scott and tells the story of the Owl and the Pussycat on the sculptured railings. The entrance is illuminated as part of 'Glasgow City of Light' to create an ethereal fairytale appearance.
- 2.8.24 Leisure Centre: The leisure centre was constructed in 1996 and is located on the south east corner of the park with vehicle access to Wellshot Road. It is a large structure comprising of swimming pool, sports hall, fitness suites and café.
- 2.8.25 Feature Gates Wellshott Road: These gates are an identical design to the entrance on Tollcross Road, defined by Sandstone pillars topped with an 'Acorn'. The sandstone pillars date back to the 1850's and the 'Acorns' are very distinctive and important to the park and the local streetscape. The metal gates have been redesigned to incorporate the symbol of a rose which is significant to the park and the International Rose Trials.
- 2.8.26 Coach House and Courtyard: The Coach House itself dates back to 1850 while some of the other buildings around the courtyard were possibly added at the turn of the 20<sup>th</sup> century. It was originally designed to house carriages and stable horses. The building has recently been refurbished to provide new staff and visitor facilities.
- 2.8.27 Steel Sculpture: This sculpture located at the children's' farm is a life size replica of a female highland cow in steel designed by artist Andy Scott.
- 2.8.28 Children's Farm: The children's farm is located to the north of the Coach House and courtyard on the site of the walled garden. It has a wide range of

buildings and animal pens which are connected by a slab footpath. More recently new storage facilities and stables have been added.

- 2.8.29 Dwelling House 254 Wellshott Road: Brick and render detached bungalow built in 1978 set within its own grounds. The house is presently occupied by a member of staff for the children's farm.
- 2.8.30 Park railings: The railings surrounding the park are constructed in mild steel and are 1.4 metres high, with the exception of the railings on top of the retaining wall along Tollcross Road. Outwith the three featured entrances noted above, all other entrance gates into the park are of similar construction to the boundary fence. Internal railings are of similar type as the perimeter.
- 2.8.31 Lighting: There are a number of areas within the park that are illuminated. The main paths through the park from Wellshot Road and Anstruther Street to Tollcross Road are lit by period lamp standards, while the footpaths leading to the leisure centre have precinct style lights. There is flood lighting at the leisure centre car park (now being upgraded) and around the winter gardens.
- 2.8.32 Walls: On the south side of the park on Tollcross Road, the perimeter of the park is defined by a sandstone retaining wall varying in height. Records suggest that the wall dates back to the 1850's.
- 2.8.33 CCTV and Park furniture: Description of these structures is detailed in sections 2.5.9 and 2.4.10 respectively.

#### 2.8.34 **STRATEGIC DEVELOPMENT OPPORTUNITIES**

- 2.8.35 **Recent Developments:** Glasgow City Council was successful in gaining substantial Heritage Lottery and Historic Scotland Funding to regenerate specific elements of Tollcross Park. Work commenced in May 1998 and carried on through to completion in December 2002. The three principal elements of the park regeneration project were:
- 2.8.36 **The restoration of the Winter Gardens Building.** This Victorian glasshouse has been fully restored from a derelict and dangerous shell of a building to a fully functioning Winter Garden with impressive plant displays in the two main wings of the building. A new modern north wing has been added to the structure and this provides kitchen and dining areas, toilets, staff accommodation, plant rooms and adjacent car parking. The building is now a symbol of the park's renaissance rather than a feature of its decay. The Winter Gardens was available for hire as a venue for functions and events until its closure due to health and safety reasons.
- 2.8.37 **The development of the courtyard buildings into a visitor centre for the park.** These buildings were previously in use as an operational depot for park maintenance workers. This caused numerous problems due to the many vehicles constantly entering and leaving the park through the Wellshot Road gateway as well as the unsuitability of the buildings for staff accommodation and the need for porta-cabins in the already overcrowded yard. The adjacent Pets Corner was tucked away behind the depot and was also in need of upgrading of the facilities for the public and the animals. The removal of the operational depot to the new premises in Greenfield Park has enabled the Courtyard to be transformed to provide new visitor facilities. These include the environment centre, a study room for groups and schools, public toilets, direct access to the former Pets Corner and improved animal enclosures,

stables and indoor accommodation. Dedicated staff now based in the Courtyard provides a regular programme of environmental activities principally for children, making use of the whole park. The Parks Development Officer has been the catalyst for involving a wide range of local groups and organisations to use the park as a base for their activities and for staging events. The number of events taking place in the park has grown from an initial 2 per year to nearly 200. A Manager for the Children's Farm (Pets Corner) has also been appointed and an increased range of animals are able to be kept in the park due to the improved enclosures, indoor accommodation and animal welfare facilities which are now available.

- 2.8.38 **The regeneration of the parkland including the restoration of many of the original park design elements.** The parkland had seen little investment in the planting, trees, carriageways, paths or structures, apart from the introduction of the International Rose Trials in the mid 1980's. Many of the historic parkland features had deteriorated over a number of years leaving many of the paths, bridges, garden areas etc. in need of significant restoration. The Historic Landscape Survey provided a detailed set of proposals to undertake the necessary restoration work. The appearance of the park has now been transformed with widespread resurfacing of paths, repairs to bridges and fencing, the creation of new garden areas, a new bandstand structure and lighting along the main carriageways. There has also been selective felling and replanting of trees throughout the park to enhance existing avenues and restore important tree belts.
- 2.8.39 A recent addition to the park is the new allotment site situated in the North West corner of the park which was completed in July 2011 to provide growing space for local people. The new allotment occupies the site of a former allotment at the park.
- 2.8.40 The current strategy will be to continue to implement improvements and maintenance through the Parks Development Programme using this management plan as a guide.
- 2.8.41 **Development Opportunities**
- 2.8.42 ***The Park has been identified as the location for the swimming event for the 2014 Commonwealth Games which has the potential to enhance the existing facilities and other park infrastructure.*** The Swimming event will leave a legacy for the people of Glasgow and will be managed by Glasgow Life.
- 2.8.43 Tollcross Park is one of 11 Hub (strategic) parks selected as part of a Commonwealth Parks Twinning Initiative (Healthy World 2014). The twinning initiative will be implemented over the life of Tollcross Park Management Plan and will cover the theme healthy body. This is a joint initiative between Land and Environmental Services and Education Services and is centred on twinning Glasgow City Council's parks and educational establishments with countries of the Commonwealth as part of the introduction to, and legacy of, the 2014 Commonwealth Games. An African tree sculpture project was proposed within the (new) outdoor classroom area within Tollcross Park. The sculpture is representative of an African tree species. The new sculpture forms part of the new tree trail for Tollcross Park with accompanying on site interpretation storyboard. The tree sculpture was installed in 2012.



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- 2.8.44 Renew existing play area near leisure centre. Remove remaining old play equipment and replace with modern and stimulating equipment for toddlers to 16 year olds.
- 2.8.45 The old terraced overspill car park renewal is underway by regrading and new grass reinforcement which will allow for other uses.

## SECTION 2.9 COMMUNITY INVOLVEMENT.



### Park Visitors

Our aim is to encourage community involvement in the park through consultation, events, activities and the Friends of Tollcross Park.

This section of the Management Plan examines Tollcross Park as a Community Involvement place under the following headings.

- **Online Customer Survey System.**
- **European Commission (EU) Survey 2007.**
- **Environmental groups and organisations survey 2006.**
- **Glasgow Citizen's Panel, autumn 2006 and spring 2007, autumn 2007 and spring 2008.**
- **Strategic Best Value Review Consultations 2004.**
- **Friends Groups**
- **Achievements.**

If you have a view about any of these issues tell us what you think.

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## 2.9 COMMUNITY INVOLVEMENT

- 2.9.1 **Surveys.** In managing the park and preparing the plan the views of the community and other stakeholders are crucial. These are obtained through surveys, meetings and liaison with Friends of groups taking each in turn.
- 2.9.2 Surveys used to inform this management plan include:
- 2.9.3 **Online Customer Survey System.** *Land and Environmental Services are currently using an on line visitor survey system called GreenSTAT.* This is a standing survey which can be accessed on-line at any time and supplemented by additional on site, off site or face to face surveys if required.
- 2.9.4 **Tollcross Park Draft Management Plan Public Consultation 2012**  
The Councils Land and Environmental Services undertook a public consultation in 2012 to find out about usage and satisfaction levels of Tollcross Park and what the public thought of the management plan and its proposals. The management plan and questionnaires were put in the local library, sports centre and park facility and was also available electronically on the Council website. The findings of the consultation have been attached to this plan as **Appendix 6.5**
- 2.9.5 Detailed information from key stakeholders such as Friends of Tollcross Park and Langlands Primary School – Crookston Castle Campus (whose response apply to all Parks), as part of the consultation has helped inform the final Management Plan. Responses from the 60 questionnaires that were completed and detail information from key partners are referenced in sections of this plan.
- 2.9.6 Summary of the questionnaires in Appendix 6.5 are as follows; 81% (over three quarters) of respondents use the Tollcross Park for walking and the highest frequency of usage was 1 to 2 times a week, recorded by 49% (about half) of respondents. Almost all respondents, 96% are most likely to use Tollcross Park in summer with 74% respondents (three quarters) indicating their use of the Park is not seasonal. On average about 88% (well over three quarters) of respondents feel the park is very to fairly safe in the morning and afternoon but a significant minority 24% ( a quarter) said the park is very to fairly safe in the evening naming darkness and graffiti in some areas as issues of concern for feeling unsafe. Closure of winter gardens was a significant issue of concern to respondents.
- 2.9.7 61% of respondents agree or strongly agree with the vision “to ensure that Tollcross Park continues to provide quality facilities for recreation, leisure and education and to make the park the number centre of excellence for Rose trials in Europe”.  
74% (three quarters) of respondents agree with proposals to recreate wetland at the Southern section of the Glen.  
66% of respondents agree with proposal to relocate the Flagpole from its current position at the old Bowling Greens to the high point at the northern area of the park.

There was a general feeling that the park is thought of highly and valued among respondents. However, with a bit of investment it could be improved and perhaps returned to the standard it once had.  
It was commented that staff within the park do a good job, are informative and helpful.

Respondents felt increasing the number of swings and play areas for kids, more toilets, more bins and building a café would all benefit and improve the park. Also, the re-opening of the Winter Gardens is a theme throughout the consultation. It is felt that when, or if, this re-opens then it would improve the park overall and was also suggested that perhaps this was an ideal place for a café. Organising more events and activities would help improve the park overall and encourage more people to visit.

- 2.9.8 **European Commission (EU) Survey 2007.** The EU contracted Gallup-Hungary to carry out a survey on perceptions of quality of life in 75 European cities including Glasgow, in 2006. This survey complemented the work carried out in the context of the European Urban Audit. 500 randomly selected individuals were contacted from each city to answer 23 questions about the quality of life including parks and green spaces, in their cities. Approximately 75% of respondents from Glasgow were rather satisfied or very satisfied with parks and green spaces in their city. Parks and greens spaces in Glasgow were in the top quarter of European cities where a significant majority of respondents were satisfied with their parks and open spaces.
- 2.9.9 **Environmental groups and organisations survey 2006.** The Council's Land Services undertook a survey in 2006, using a questionnaire sent out to 149 environmental organisations regarding issues of use and benefits of parks and open space provision and role and involvement of local groups. 61% of the 79 of the environmental organisations that responded said parks and open spaces in Glasgow is accessible to all. All respondents said parks and open spaces in Glasgow are very important. A significant number, 42% of respondents said they use parks and open spaces for environmental projects and outdoor activities.
- 2.9.10 **Glasgow Citizen's Panel, autumn 2006 and spring 2007, autumn 2007 and spring 2008.** The survey was conducted by Ipsos MORI Scotland on behalf of Glasgow City Council using face to face interview among 1013 and 1007 Glasgow residents in autumn 2006 and spring 2007 respectively. The results identified that parks remain the most widely used Council service in all citizens' panel survey. 60% of respondents or their household members used parks in the last year or so in the autumn 2006 survey. This number increases to 67% in spring 2007. Satisfaction levels with parks were 83% in autumn 2006 and 81% in spring 2007. Although a majority of respondents (63% and 53% in autumn 2006 and spring 2007 respectively), were satisfied with children's play parks, a significant minority were dissatisfied with the play parks due to litter and graffiti, maintenance and range of equipments. Almost all respondents (93%) feel that it is important that the Council should deliver its services in a way that avoids damage to the wildlife and natural growing plants (biodiversity) in Glasgow (autumn 2006).
- 2.9.11 **Strategic Best Value Review Consultations 2004.** A broad range of range of exercises to ascertain stakeholder views and needs to improve the quality and effectiveness of parks were carried out including employee consultation, focus groups, school consultation, public consultation and inter-service workshops. Over 670 and 3000 responses were received from the public and schoolchildren respectively. Most respondents would like to see improved security and safety measures, increased community involvement, maximising usage for all, improved infrastructure in particular play equipment and effective communication about park provision and enforcement. The information has informed actions in this plan.

#### 2.9.12 Friends Group

2.9.13 The Friends of Tollcross Park was established in 1996. Membership is made up of local people with interest in Tollcross Park and the group ensures that the Park continues to be a welcoming place for all people. The friends contact e-mail is [brian\\_1937@talktalk.net](mailto:brian_1937@talktalk.net)

2.9.14 The friends group do not have direct management responsibility for Tollcross Park, however, the value of the Friends group is wide and varied; the principal areas of support for the park are as follows;

- Fund Raising (they can access funding not available to the City Council)
- Consultation for proposed changes to Tollcross Park.
- Supporting and developing events.
- Encouraging volunteering
- Getting local people involved

2.9.15 In acknowledgement of the considerable input by The Friends of Tollcross Park to the Park, ***Glasgow City Council intends to continue to support the Friends group through regular contact and where required with resources to allow them to remain viable as an organisation.***

2.9.16 **Achievements.** Community involvement is now a major theme within the Parks Service as recommended by the Strategic Best Value Review 2005 (SBVR) of Glasgow parks and open spaces. The Conservation, Countryside Rangers and Community Action Teams are involved in many projects with schools and community groups.

2.9.17 The information gathered from local people, Councillors, community groups and the voluntary sector is helping to shape management decisions regarding present and future development of parks. Current approaches to community involvement in parks and open spaces in Glasgow include:

- |                 |           |
|-----------------|-----------|
| • Consultations | • Surveys |
| • User groups   | • Events  |

2.9.18 A considerable amount of work has already been done in identifying management actions required for the current and future improvement and maintenance of Tollcross Park through the Strategic Best Value Review 2005, the Historic Landscape Survey and the 2014 Commonwealth Games bid indicating Tollcross Park as the site for the swimming competition. These pieces of work is helping to guide and deliver current and future improvements to Tollcross Park and have all incorporated high levels of public consultation and community involvement. A range of improvements carried out over the last 10 years is as follows:

- Development of Courtyard building into new visitor centre
- Restoration of Winter Gardens building
- New bandstand structure and garden areas
- Lighting along main carriageway
- Seats and litter bins
- Repairs to bridges, paths and fences
- Tree avenue planting

2.9.19 The delivery of these improvements shows what can be achieved through strategic planning and community consultation. Some of the actions for this

## Tollcross Park Management Plan 2013 - 2018

plan require the securing of capital funds that Land and Environmental Services considers achievable within the life of the plan and will be delivered. The Strategic Best Value Review 2005, an appraisal of the green Flag criteria of the park as it is at present, an assessment of the current maintenance regimes and a review of customer surveys and comments from the online survey system will also be used to identify actions in this plan.



**Tollcross Park Children's Farm**



## SECTION 2.10 MARKETING



### Health Walk

Our aim is to actively promote Tollcross Park to all potential users.

This section of the Management Plan examines the Marketing of Tollcross Park under the following headings.

- **Events.**
- **Other Marketing Tools.**

If you have a view about any of these issues tell us what you think.

Telephone Number: Land and Environmental Services General Enquiries 01412875064

Email: [les@glasgow.gov.uk](mailto:les@glasgow.gov.uk)

Web Site [www.glasgow.gov.uk/parks](http://www.glasgow.gov.uk/parks)

## 2.10 MARKETING

- 2.10.1 Marketing plans are produced for specific events or occasions as part of the planning process in advance of the event, taking place. A range of media is used to promote Tollcross Park and the activities that occur within it.
- 2.10.2 The Glasgow City Council web site contains information on all of the cities parks and the events and activities taking place. The site is regularly updated and a weekly events programme 'What's on in our Parks' is posted.
- 2.10.3 **Events.** There is an established events programme for Tollcross Park throughout the year. Like most parks, many of the events occur during the summer months and they range from charity events, sporting events, cultural events and local events. Tollcross Park is one of the key events space for the city. The Leisure Centre however is marketed through Glasgow Life.
- 2.10.4 Events held in Tollcross Park include:
- Bards in the Park
  - Baseball and American football
  - East End 5K Fun Run
  - Tollcross Park Writers
  - Farm Craft and Shearing Day
  - Art Club
  - Farm Open Day
- 2.10.5 **Other Marketing Tools.** Historic and other relevant information about Tollcross Park is now available in a heritage trail leaflet. Health walks are led by volunteer Health Walk leaders provided by Glasgow Life on request. These can be organised by contacting Walk Glasgow coordinator Glasgow Sport, 20 Trongate, Glasgow G1 5ES 0141 287 0963 [walking@glasgowlife.org.uk](mailto:walking@glasgowlife.org.uk) . Self guided tree trails and heritage tours are available using the heritage trail leaflet.
- 2.10.6 Countryside Rangers and the Conservation team deliver the curriculum for excellence through outdoor learning to schools; provide interpretation to the public through countryside events and carry out surveys and conservation work with volunteer and work experience to take positive action for Glasgow's wildlife and its environment. The service operates city-wide covering over 90 parks and greenspaces in Glasgow. For further information, please contact the Countryside Rangers on 0141 276 0924 or email [countryside.rangers@glasgow.gov.uk](mailto:countryside.rangers@glasgow.gov.uk)
- 2.10.7 The visitor centre within the Courtyard is a facility where visitors can access information on a wide range of topics including; Wildlife/Natural History, Conservation, Environmental issues both local and global. There is also an indoor education area for visiting groups, schools and clubs which is used by the Countryside Rangers. The Winter Gardens West Wing is an Educational Centre for the East Side of the city with its display of botanical temperate and tropical plants based on the collection currently held at the Botanic Gardens. Nursery and Primary school children frequently use the facility for plant study programmes.
- 2.10.8 ***In order to increase new audiences, it is imperative to support and promote exiting engagement projects that exists within the park to get more people involved for example increased use of the Glasgow Parks Environmental Education pack.***



## SECTION 2.11 MANAGEMENT



**Park staff, schools and community members involved in the Tollcross Park**

Our aim is to provide a responsive, flexible and high quality management service.

This section of the Management Plan examines the Management of Tollcross Park under the following headings.

- **Service Profile**
- **Partnerships**
- **Park Management**

If you have a view about any of these issues tell us what you think.

Telephone Number: Land and Environmental Services General Enquiries 01412875064

Email: [les@glasgow.gov.uk](mailto:les@glasgow.gov.uk)

Web Site [www.glasgow.gov.uk/parks](http://www.glasgow.gov.uk/parks)

## 2.11 MANAGEMENT

- **Service Profile.** Land and Environmental Services (LES) is a major operational department which has the responsibility for providing cleansing, parks, roads, transport and design services for the city in the most effective, efficient and co-ordinated way. It provides the following list of services;
- City Parks and Open Spaces – Parks maintenance and development, Natural environment, Landscape design, Nurseries, Pollok Country Park, Botanic Gardens and Public realm.
- City Cleansing and Waste Management - Provision of refuse collection, street cleaning, recycling, waste management, civic amenities and landfill.
- Project Management and Design – Structures, Glasgow 2014, Sustainable transport, Roads design, Fastlink and the River Clyde.
- Environment and Sustainability – Business regulation, food safety, public health, licensing standards, bereavement services, sustainable Glasgow and carbon management
- Scientific and Regulation Services – Laboratory testing and analysis, food and consumer safety, bacteriological examination, environmental monitoring, instrumental analysis, calibration and safety testing, emergency response, Trading standards, illegal money lending investigation and regulatory enforcement.
- Road Services – Traffic management and road safety, asset management, Clyde tunnel, tidal weir, roads trading operations, roads maintenance, lighting maintenance, structure operations, walking and cycling.
- Service Development – Human resources, training, policy, policy monitoring, taxi inspection, fleet management, plant and vehicle maintenance.
- Commercial Business – Events, marketing promotions, graphics, ICT, contracts, sales, estimating and measurement.

2.11.1 **Partnerships.** Land and Environmental Services continue to work jointly with others and have partnership arrangements which include major regeneration and environmental improvement projects such as the East End Regeneration Route, Public realm projects, Quality Bus Corridors, Urban Woodland schemes, the Clean Glasgow campaign and play area and neighbourhood improvements in housing areas. In addition, LES have partnership arrangements with other local authorities for vehicle emission testing, tackling illegal money lending and scientific laboratory services.

2.11.2 Key partnership arrangements operating in Tollcross Park are:

- Glasgow life– Tollcross Leisure Centre
- Cordia - The public toilet and Cafe facilities
- Access Glasgow - Building maintenance
- LES Structures Team - The bridges
- Scottish Water – Green waste composting
- The Friends of Tollcross Park
- Glasgow Baseball association – Sports pavilion and football grounds
- Shettleston Housing Association and Church of Scotland – The Mansion House

2.11.3 **Park Management.** Land and Environmental Services aims to provide a responsive, flexible and high quality management service, which will use the Green Flag Assessment criteria as a monitoring tool to ensure the highest of standards are achieved and maintained.

- 2.11.4 The LES City Parks and Greenspace Manager has a citywide responsibility for the delivery and management of a comprehensive parks service. The Manager also has direct management responsibility for the specification of operations and developments within the park and an overview of partner operations and services.
- 2.11.5 Currently LES City Parks and Open Spaces team carry out Grounds maintenance works from the operational depot at Greenfield. The development of the management plan and Green Flag assessment provides an opportunity for the input of the City Parks and Open Spaces team to actively assist with the development of the plan, delivery of the actions and participate in the review process.
- 2.11.6 **Green Flag UK Standard.** It would be desirable for all of Glasgow's Strategic Parks to meet and where possible exceed the standards set by the Green Flag award scheme which is a nationally recognised quality award scheme for parks and gardens. The Green Flag Award is administered by Keep Scotland Beautiful.
- 2.11.7 Green Flag Sites must be freely accessible to the public and have a site specific management plan. Sites are judged against eight criteria and the management plan actions for Kelvingrove Park are aligned with these criteria which are as follows:
- A Welcoming Place
  - Healthy, Safe and Secure
  - Clean and Well Maintained
  - Sustainability
  - Conservation and Heritage
  - Community Involvement
  - Marketing
  - Management
- 2.11.8 ***The aim is to achieve Green Flag status for Tollcross Park within the timescale of the plan.***
- 2.11.9 **Park Assets.** Glasgow City Council recognises parks as assets and re-values them on a five year rolling programme. The current valuation for Tollcross Park is based on a value for community land and operational buildings. In 2009, CABI published a paper **Making the invisible visible: the real value of park assets**, which argued that this form of valuation does not reflect the true value in monetary terms of the nation's parks. Elements such as the hard and soft landscaping, the trees and topsoil also have a measurable asset value. The paper argues that this improved understanding of the current value of park and green space assets is an important first step in better strategic management. ***LES intend to examine the merits of this valuation system through using the development of management plans as pilot valuation areas to underpin proposed investment strategies contained within the management plan actions.***
- 2.11.10 **Financial and Resource implications.** The Financial implications of this plan are ambitious but achievable, exclusive of the investment required to accommodate the Commonwealth swimming and the twinning project. The plan also identifies further works and assessments in a variety of management areas, which will have considerable staff resource implications for Land and Environmental Services. The results of this analysis will identify priority areas for investment and it is anticipated that this could require a further investment to deliver. ***It is considered therefore that the output from these further works are identified in***

***priority order to demonstrate to potential funding agencies that a strategy is in place to enable the required actions at Tollcross Park to be delivered.***

- 2.11.11 **Potential Funding Sources.** Potential funding sources to fund elements of Tollcross Park Management plan have been considered from a holistic perspective in relation to the actions proposed for the Park. This is because the funding source potential for these elements would not necessarily be mutually exclusive and the criteria of some funders may allow for grant assistance to be given to different elements of the proposals.
- 2.11.12 In conducting the funding sources review there were a number of general points to be considered:
- Funding is normally made available only towards the capital costs of projects and revenue funding is normally excluded, although sources such as the National Lottery can make revenue funding available to support activity following on from a capital award. Such revenue funding support is typically granted for an initial period (e.g. 3 to 5 years – depending upon the National Lottery Funding programme) to establish a self-sustaining basis of the project;
  - Funding agencies usually prefer to participate in partnership funding packages whilst evidence must clearly be given that financial assistance is genuinely required for the project to proceed;
  - Funding assistance is normally discretionary with awards made only after a fully detailed application has been considered by the funding agency;
  - Normally a project applying for external funding will have to demonstrate operational viability, or illustrate the source of a long term commitment to meeting any revenue shortfall;
  - To create the most appropriate conditions for achieving viability, the maximum method of capital funding should be non-repayable grant aid to minimise the requirement to service any borrowings to fund the development costs.
- 2.11.13 Appendices 6 – 6.4 outlines the potential sources of funding which could be relevant to the actions identified in Tollcross Park Management Plan. The funding appraisal covers a breadth of funding sources and mechanisms and although the exercise cannot be fully exhaustive it nevertheless provides a sufficiently detailed “starter” in considering the funding options for the management plan.
- 2.11.14 **Monitor and Review.** This plan is a working document and therefore needs to be monitored 6 monthly and reviewed annually to ensure that proposed actions are being delivered on time and any new challenges addressed by everyone with interest in the plan.
- 2.11.15 ***A team of staff led by the City Parks and Greenspace Manager will be responsible for the review process with input from all relevant staff. It is envisaged that the action plan will be reviewed annually and an assessment made on progress including any shortfalls in delivery. Managers will consult with key stakeholders and communicate results of review to them.***

- 2.11.16 Managers will include actions in the work plan of their team members and specific dates allocated as delivery deadlines in discussion with team members. Managers will monitor actions with team members during one to one and team meetings. Any significant changes to the action plan must be agreed with the review team. The monitoring will therefore be conducted by Managers and their team members and the review by Managers and the City Parks and Greenspace Manager.

## SECTION 3 WHERE WE WANT TO GET TO

### 3.1 GLASGOW CITY COUNCIL KEY OBJECTIVES

3.1.1 The Council has developed its current Key Objectives in its Council Plan. These objectives, which were approved in February 2008, set the framework for the Council's main aims for the years 2008 to 2011 and are supported by a list of targets and actions. A report on progress against these targets [is](#) reported each year through a short update on the Council Plan which is available on the Council web site [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

3.1.2 The five Key Objectives are:

- **improving the efficiency and effectiveness of our services;**
- **increasing access to lifelong learning;**
- **making Glasgow a cleaner, safer city;**
- **building a prosperous city; and**
- **improving health and wellbeing**

### 3.2 LAND AND ENVIRONMENTAL SERVICES MISSION STATEMENT

3.2.1 In cognisance of the Council's overarching key objectives Land and Environmental Services Mission Statement is:

**Land and Environmental Services is committed to providing high quality services which contribute to the quality of life, safety and wellbeing of all customers through managing and maintaining Glasgow's land and transport environment in a sustainable manner.**

### 3.3 VISION FOR TOLLCROSS PARK

3.3.1 The vision statement has been developed to reflect the strategic role Tollcross Park has within the City of Glasgow and recognises the role it plays nationally, internationally and as part of the educational and cultural development of Glasgow and its people.

#### ***Vision Statement***

***To ensure that Tollcross Park continues to provide quality facilities for recreation, leisure and education and to make the park the number 1 centre of excellence for rose trials in Europe.***

### 3.4 ASSESSMENT

#### 3.4.1 Tollcross Park Management Plan Aims

3.4.2 Beneath the new vision are series of aims that have been linked to the Green Flag Award Scheme criteria.

3.4.3 The aims are set as follows. Each of these aims is further developed into targets, measures and timescales identified in the action plan in this Park Management Plan.

**The relationship between Green Flag Award criteria and Management Plan aims**

<b>Green Flag Criteria</b>	<b>Management Plan Aim</b>
A Welcoming Place	To ensure that Tollcross Park is welcoming and accessible to all users
Healthy, Safe and Secure	To ensure the safety of all staff and users of the park and to enhance range of facilities
Clean and Well Maintained	To maintain the highest standards of horticulture, cleanliness, grounds and building maintenance
Sustainability	To protect and enhance the areas of core nature conservation interest and adopt environmental management principles to help reduce the impact of management operations on the environment
Conservation and Heritage	To protect and enhance biodiversity throughout the site, promote understanding of and interest in biodiversity. Maintain and promote the historic significance of the park through education.
Community Involvement	To encourage community involvement in the park through consultation, events, activities and the Friends of Tollcross Park.
Marketing	To actively promote the park to all potential users
Management	To provide a responsive, flexible and high quality management service

## **SECTION 4 HOW WE WILL GET THERE**

### **4.1 Overview**

4.1.1 The Tollcross Park Management Plan is for five years starting financial year 2013/14. The completion date will therefore be 31<sup>st</sup> March 2018.

#### **4.1.2 Action Plan**

4.1.3 This Plan sets out the actions aligned with each of the Green Flag criteria and, for reference, the relevant paragraph numbers and sections. It also identifies the information source used to lead to the recommendations. The action plan also contains a section identifying strategic capital projects which Land and Environmental Services will endeavour to achieve within the life of the Plan.

4.1.4 The timescales mean the following:

- Short: immediate action required within the first year of the plan.
- Medium: action required within the first three years of the plan.
- Long: may not be achievable within the life of the plan, but progress should be made within the life of the plan.
- Ongoing.



**4.2 A Welcoming Place – Year 1 Actions**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.2.1	2.4.9	Signage	Development of this Management Plan	Landscape Design and Development Manager	A member of the Parks and Environment team to be assigned to the signage working group to represent parks and open space signage issues.	Short	Existing Resources

**A welcoming Place – Actions required within the first three years**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.2.2	2.4.9	Signage	Development of this Management Plan	Landscape Design and Development Manager	The possibility of installing road and footpath directional signage along major roads and footpath near the Park is investigated and if appropriate implemented.	Medium	£5,000
4.2.3	2.4.4	Signage	Development of this Management Plan	Landscape Design and Development Manager	Carry out a DDA compliance audit of, equipments, footpaths (towards the burn in particular) and entrance points and implement findings	Medium	£4500

**A Welcoming Place – Action ongoing within the life of the Plan**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.2.4	2.4.14	Park Furniture	Management Requirement	Landscape Design and Development Manager / City Parks and Greenspace Manager	All items of furniture within Tollcross Park should be put on an appropriate annual maintenance regime. There needs to be better distribution of benches and bins near play areas in the north of the park.	Ongoing	Existing Resources

**4.3 Healthy Safe and Secure – Year 1 Action**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.3.1	2.4.6	Signage	Development of this Management Plan	Landscape Design and Development Manager	Consult Park users about perceived barriers and implement solutions	Short	Existing Resources
4.3.2	2.5.9	Security	Development of this Management Plan	Landscape Design and Development Manager	Promote Safe Park message to all visitors in partnership with Police using flyers	Short	Existing Resources
4.3.3	2.5.10	Dog Fouling	Manage Requirement	Landscape Design and Development Manager / City Parks and Greenspace Manager	Develop a partnership with the Glasgow Community Safety Services Team for them to visit identified dog-fouling hotspots (children's play areas) and deliver effective enforcement measures (use of CCTV).	Short	Existing Resources
4.3.4	2.5.13	Equipment and Facilities	Development of this Management Plan	Landscape Design and Development Manager	Replace Play area near Leisure Centre	Short	£100,000 with possible contribution from Glasgow 2014 and Glasgow Life

**Healthy Safe and Secure – Actions required within the life of the Plan**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.3.5	2.5.8	Equipment and Facilities	Management Requirement	Landscape Design and Development Manager / City Parks and Greenspace Manager / LES Health and Safety Officer	Continue to monitor, review and develop safety procedures to ensure equipment and facilities are safe for all to use.	Long	Existing Resources
4.3.6	2.5.9	Security	Management Requirement	Landscape Design and Development Manager	Develop and promote safe park message (in partnership with Police and GCSS) to park users and local schools. Also assess if there is need for additional lighting in certain areas of the park.	Long	Existing Resources

**4.4 Well Maintained and Clean – Year 1 Action**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.4.1	2.6.2	Well Maintained and Clean	Management Requirement	Landscape Design and Development Manager / City Parks and Greenspace Manager	Monitor the effects on the standards of presentation and maintenance of the park because of the depot closure.	Short	Existing resources
4.4.3	2.6.3	Well Maintained and Clean	Management Requirement	Landscape Design and Development Manager / City Parks and Greenspace Manager	Introduce a formal inspection system to review the need for additional maintenance, monitor and deal with vandalism e.g. graffiti and identify running repairs.	Short	Existing Resources
4.4.4	2.6.9	Grounds Maintenance	Development of this Management Plan	Landscape Design and Development Manager / Neighbourhood Services Area Manager	A review of the current job ticket system for maintenance works to be undertaken given there is no dedicated on site management to issue day to day instructions on a needs basis. Need for snow/flood clearance plan for priority roads and footpaths	Short	Existing Resources

**Well Maintained and Clean – Actions required within the first three years**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.4.5	2.6.16	Buildings and Structures Maintenance	Development of this Management	LES structures	Modern maintenance schedules must be developed for buildings and structures in the park (in consultation with partners)	Medium	Existing Resources



**4.5 Sustainability – Year 1 Actions**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.5.1	2.7.2	Use of Pesticides	LES Maintenance Schedules	Landscape Design and Development Manager	Develop a pesticide policy that considers the minimisation of the use of pesticides /adopt Scottish national code of practice	Short	Existing Resources
4.5.2	2.7.2	Use of Pesticides	Development of this Management Plan	Landscape Design and Development Manager	Review the need for any pesticide use in as part of the Job ticket maintenance review	Short	Existing Resources
4.5.3	2.7.5	Horticultural and Arboricultural Standards	Management Requirement	Landscape Design and Development Manager	Implement the outcome of the review for the procurement and inspection of tree shrub and plant material.	Short	Existing Resources

**Sustainability – Actions required within the first three years**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.5.5	2.7.3	Use of Horticultural Peat	Development of this Management Plan	Landscape Design and Development Manager	Seek to reduce the use of horticultural peat to zero and consider alternative composts wherever practical.	Medium	Existing Resources
4.5.6	2.7.6	Horticultural and Arboricultural Standards	Management Requirement	Landscape Design and Development Manager	Review brush management proposals for trees to reflect changes occurred.	Medium	Existing Resources

**4.6 Conservation and Heritage – Year 1 Actions**

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
4.6.1	2.8.2	Natural Features Wildlife and Flora	LES Conservation Team	Natural Environment Manager	Create more Wildflower meadows by changing grassland management	Short/Medium	Existing and Partner Resources
4.6.2	2.8.3	Natural Features Wildlife and Flora	LES Conservation Team	Natural Environment Manager	Assess plantation woodland to establish biodiversity enhancement	Short/Medium	Existing and Partner Resources
4.6.3	2.8.15	Landscape Features	Historic Landscape Survey	Landscape Design and Development Manager	Relocate Flagpole as recommended in the Historic Landscape Survey of Tollcross Park	Short/Medium	Existing Resources

**Conservation and Heritage – Actions required within the first three years**

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
4.6.4	2.8.4	Natural Features Wildlife and Flora	LES Conservation Team	Landscape Design and Development Manager	Marginal vegetation must be established within 3m from burn	Medium	Existing Resources
4.6.5	2.8.41	Development Opportunities	Commonwealth Games	Landscape Design and Development Manager	Identify related improvements needed to offset impact of the venue for the swimming as part of the preparatory works for the 2014 Games	Medium	Commonwealth Games
4.6.6	2.8.42	Development Opportunities	Commonwealth Games	Landscape Design and Development	Implement the Commonwealth Games Twinning project	Medium	Commonwealth Games

Tollcross Park Management Plan 2013 - 2018

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
				Manager			
4.6.7	2.9.7	Community Involvement	Management Plan survey	Landscape Design and Development Manager	Explore options to bring Winter Gardens back into use	Medium	Existing and partner resources
4.6.8	2.8.4	Natural Features Wildlife and Flora	LES Conservation Team	Landscape Design and Development Manager	Explore proposals to recreate wetland at southern end of the glen	Medium	Existing and Partner Resources

**Conservation and Heritage – Actions required within the life of the Plan**

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
4.6.8	2.8.4	Natural Features Wildlife and Flora	LES Conservation Team	Landscape Design and Development Manager	Naturalise burn where banking has collapsed	Long	Existing Resources
4.6.9	2.8.4	Natural Features Wildlife and Flora	LES Conservation Team	Landscape Design and Development Manager	Remove Himalayan Balsam wherever they occur along banks of burn	Long	Existing Resources

#### 4.7 Community Involvement – Year 1 Actions

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
4.7.1	2.9.4	Surveys	Development of this Management Plan	Landscape Design and Development Manager	Undertake an internal assessment of Green Flag criteria in relation to Tollcross Park in 2012 using GreenSTAT and other survey information prior to the Green Flag application.	Short	Existing Resources

#### Community Involvement – Actions ongoing within the life of the Plan

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Action	Timescale	Estimated Cost £
4.7.2	2.9.3	Online Customer Survey System	Development of this Management Plan	Landscape Design and Development Manager	Monitor GreenSTAT and other survey and pass information to the management plan review team to ensure revisions reflect customer expectations.	Ongoing	Existing Resources
4.7.3	2.9.17	Friends Groups	Development of this Management Plan	Landscape Design and Development Manager	Continues to support the Friends through regular contact and where required with resources to allow them to remain viable as organisations.	Ongoing	Existing Resources

#### 4.8 Marketing – Year 1 Action

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Strategic Action	Timescale	Estimated Cost £
4.8.1	2.10.5	Other Marketing Tools	Development of this Management Plan	Landscape Design and Development Manager	Promote the heritage trail to all local schools and community groups	Short	Existing Resources

#### Marketing – Action required within the life of the plan

Item	Paragraph Number	Management Plan Section	Information Source	Lead Officer	Strategic Action	Timescale	Estimated Cost £
4.8.3	2.10.8	Other Marketing Tools	Development of this Management Plan	Landscape Design and Development Manager	Promote and support projects that increases audience for example health walks, heritage tours and educational visits	Long	Existing Resources

**4.9 Management – Year 1 Actions**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Strategic Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.9.1	2.11.9	Green Flag UK Standard	Development of this Management Plan	Landscape Design and Development Manager	Apply and achieve Green Flag award for 2013	Short	Outline Cost 1000
4.9.2	2.11.10	Landscape Impact Assessment	Development of this Management Plan	Landscape Design and Development Manager	Prepare a landscape impact assessment to justify funding bids	Short	Existing Resources

**Management – Action ongoing within the life of the plan**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Strategic Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.9.3	2.11.9	Green Flag UK Standard	Development of this Management Plan	Landscape Design and Development Manager	Retain Green Flag status for the life of this plan	Ongoing	Outline Cost 4000
4.9.4	2.11.10	Landscape Impact Assessment	Development of this Management Plan	Landscape Design and Development Manager	Annual review of landscape impact assessment to ensure it is up to date	Ongoing	Existing Resources
4.9.5	2.11.11	Financial and Resource Implications	Development of this Management Plan	Landscape Design and Development Manager	Prepare funding applications to suitable external agencies to support the prioritised actions required to deliver this management plan.	Ongoing	Existing Resources



**Management – Action ongoing within the life of the plan**

<b>Item</b>	<b>Paragraph Number</b>	<b>Management Plan Section</b>	<b>Information Source</b>	<b>Lead Officer</b>	<b>Strategic Action</b>	<b>Timescale</b>	<b>Estimated Cost £</b>
4.9.6	2.11.16	Monitor and Review	Development of this Management Plan	Landscape Design and Development Manager	Appoint Team to review progress of the Management Plan at yearly intervals.	Ongoing	Existing Resources

## SECTION 5 HOW WE WILL KNOW WE HAVE ARRIVED



**Tree planting at Tollcross Park**

This section of the Management Plan examines the indicators that we will employ to ensure Tollcross Park continues to meet the Green Flag standards as:

- A Welcoming Place
- Healthy, Safe and Secure
- Clean and Well Maintained
- Sustainability
- Conservation and Heritage
- Community Involvement
- Marketing
- Management

Progress with Tollcross Park will be identified under the following headings.

- **Management Plan Monitoring**
- **Budget and Service Plan**
- **Land and Environmental Services Annual Performance Report**
- **Online Survey and Customer Feedback**
- **Parks Development Programme Monitoring**

If you have a view about any of these issues tell us what you think.

Telephone Number: Land and Environmental Services General Enquiries 01412875064

Email: [les@glasgow.gov.uk](mailto:les@glasgow.gov.uk)

Web Site [www.glasgow.gov.uk/parks](http://www.glasgow.gov.uk/parks)

## SECTION 5 HOW WILL WE KNOW WE HAVE ARRIVED

**5.1 Introduction.** The effective management of the city's parks and open spaces and local transport network requires Land and Environmental Services to regularly monitor performance and to report these findings to the public, the Council and other stakeholders. Land and Environmental Services use a variety of methods to report on performance.

**5.2 Management Plan Monitoring.** Identified in the Management section of this plan is a commitment to review progress on a yearly basis. The outcome of each review will be communicated to the Plan's target audience identified in paragraphs 1.6.2 – 1.6.4 and our partner organisations for comment. The outcome of each review will also be reported to the LES Senior Management Team for approval and action if required. Any proposed changes to the plan will be subjected to the same process.

**5.3 Budget and Service Plan.** The Council's financial approach requires all services to combine their annual budget proposals with their annual service plan to produce an annual Budget and Service Plan. The Plan sets out the proposed service changes and financial efficiencies for a financial year in line with the Council's approved budget.

This includes

- An overview of the Service with details of responsibilities, budgets and staffing
- The opportunities and challenges currently facing Land and Environmental Services
- Details of the service changes for 2009/10. These cover individual proposals for income generation and efficiency savings.

**5.3.1** Our commitment to improving our parkland through the adoption of Green Flag standards, the targets for achieving Green Flag awards and the resources required to do so will be clearly identified in the Plan.

**5.4 Land and Environmental Services Annual Performance Report.** The Annual Performance Report details the achievements and levels of performance reached during the previous year. It also sets out new targets for service delivery in the coming year. The commitment to adopt Green Flag standards and achieve green Flag awards for some of our parks and Local Nature reserves will be clearly identified and progress reported on an annual basis

**5.5 Online Survey and Customer Feedback.** Land and Environmental Services have access to an online survey and customer feedback system in house and also to the GreenSTAT system linked to the Council's web site. The outcome from this system will be used to inform the management plan monitoring and review process.

**5.6 Parks Development Programme Monitoring.** Park management plans will identify actions that could be funded by the Parks Development Programme (PDP) budget. Suitable projects are identified and entered into a bids process and successful projects have a budget allocated and added to the PDP programme. LES landscape design project manage most of the PDP programme, major capital schemes are sometimes managed by LES Projects Team this is dependant on the scale and scope of the project involved. All projects are tracked within a project management system to ensure quality outcomes. Monitoring of the PDP takes place every 2 weeks where the progress of every project is discussed both in terms of budgetary and physical progress and remedial action identified if required. On completion projects are signed off with a completion certificate retained within the project file and the completed site is passed to City Parks and Open Spaces team for maintenance.



**LAND & ENVIRONMENTAL SERVICES**

**TOLLCROSS PARK**

**MANAGEMENT PLAN SECTION 6**

**APPENDICES**

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## SECTION 6 APPENDICES

This section of the plan provides the details set out in the appendices referred to in this management plan.

### 6.1 Strategic Policy Framework Details.

#### 6.1.1 Policies, Strategies and Legislation affecting the Management Plan

There are national and local policies, strategies and legislation that impact on this management plan.

‘Parks and green spaces are supportive of social and economic objectives and activities, help to reduce inequalities, poor health and social exclusion in deprived areas and reduce the inherent tension between the many social and ethnic groups who form the wider community. Providing for the recreational and leisure needs of a community assists the economic revival of cities, increasing their attractiveness as a place for business, investment, to live, work and take out leisure’

#### **Quotation from - Committee of Ministers - Council of Europe Recommendation on Urban Green Space.**

- 6.1.2 Many national and local policies, strategies and legislation have been examined and reviewed as part of the preparation of the plan and some of those that impact on this plan are summarised below;

#### **National Legislation.**

- 6.1.3 **Disability Discrimination Act 2005:** This is a piece of legislation that promotes the civil rights of disabled people and protects disabled people from discrimination. The act gives disabled people rights in the area of access to goods, facilities and services and therefore applies to Parks and Open Spaces.
- 6.1.4 This management plan assesses how adjustments can be made by undertaking all reasonable steps to make the park accessible to all. A Copy of the Disability Discrimination Act 2005 is available at [www.direct.gov.uk](http://www.direct.gov.uk)
- 6.1.5 **Race Relations (Amendment) Act 2000:** The Act requires named public bodies including Glasgow City Council to review their policies and procedures to remove discrimination and the possibility of discrimination and to actively promote race equality.
- 6.1.6 This management plan looks at how people from different ethnic backgrounds can have equal access and representation with regards to the benefits of parks and open spaces. For example, the plan recommends annual parks surveys that will include ethnic monitoring of respondents and actively developing partnerships with organisations working with different ethnic groups to increase their participation. A copy of the Race Relations (Amendment) Act 2000 can be found at [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

- 6.1.7 **Local Government in Scotland Act 2003:** This Act places a duty on local authorities in Scotland to fulfil the duty of best value by making arrangements to secure continuous improvement in performance (while maintaining an appropriate balance between quality and cost) and to make arrangements for the reporting to the public of the outcome of how the local authority has performed its functions.
- 6.1.8 The key aim of this management plan is to;
- Help set an appropriate budget for the park
  - Develop work programme for staff
  - Keep everyone with an interest in the park informed of how the park is being looked after through annual park surveys.
- 6.1.9 A copy of the Local Government Scotland Act 2003 is available at [www.scotland.gov.uk](http://www.scotland.gov.uk))
- 6.1.10 **Dog Fouling (Scotland) Act 2003:** This Act makes it an offence for any person in charge of a dog to fail to remove and dispose of appropriately of any excrement on certain public places including parks and open spaces. The act allows local authorities and the Police to issue fixed penalty notices to those they believe have committed the offence.
- 6.1.11 In putting together this plan, we have undertaken consultation with park staff and the public to identify the extent of dog fouling in the park if any and to identify existing and new measures that can be undertaken to reduce or eliminate the problem of dog fouling if it exists. A copy of the Dog Fouling (Scotland) Act 2003 is available at [www.scotland.gov.uk](http://www.scotland.gov.uk)
- 6.1.12 **Environmental Assessment (Scotland) Act 2005:** The Environmental Assessment (Scotland) Act 2005 establishes new methods of protecting the environment and extending opportunities for involvement in public policy decision making by systematically assessing and monitoring the significant environmental effects of public sector strategies, plans and programmes, seeking expert views at various points and requiring public statement as to how opinions have been taken into account. A copy of this Act is available at [www.scotland.gov.uk](http://www.scotland.gov.uk)
- 6.1.13 **Nature Conservation (Scotland) Act 2004:** This act protects wildlife and places a duty on local authorities including Glasgow City Council to further the conservation of biodiversity in undertaking their functions. Glasgow City Council is undertaking this role through the Glasgow Local Biodiversity Action Plan (LBAP).
- 6.1.14 This Management Plan recognises the benefits of how parks and open spaces are linked to the countryside beyond by a series of wildlife corridors and habitats. The plan assesses how biodiversity can be enhanced in this park through various actions described in the Conservation and Heritage section of this plan. A copy of the Nature Conservation (Scotland) Act 2004 and Glasgow Local Biodiversity Action Plan is available at [www.opsi.gov.uk/legislation](http://www.opsi.gov.uk/legislation) and [www.glasgow.gov.uk/biodiversity](http://www.glasgow.gov.uk/biodiversity) respectively.



### **Local Policies and Strategies.**

- 6.1.15 **Glasgow City Council key objectives:** The City Council has developed key objectives as part of its future plans and targets up to 2011. The City Council's vision is to create “a prosperous city for all Glaswegians”.

The five Key Objectives are:

- improving the efficiency and effectiveness of our services;
- increasing access to lifelong learning;
- making Glasgow a cleaner, safer city;
- building a prosperous city; and
- improving health and wellbeing.

- 6.1.16 The management plan contributes significantly to all of the above key objectives by ensuring that there is continuous improvement in how the park is maintained. Promotes the educational benefits of the park as an outdoor classroom to all. The prioritised work programme addresses the needs of stakeholders and provides opportunities for projects that promote healthy living improving the health and well being of Glaswegians. A copy of the Councils' Plan and key objectives is available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

- 6.1.17 **Strategic Best Value Review of Glasgow Parks and Open Spaces 2005 (SBVR)**The SBVR document requires Glasgow City Council to produce management plans for all parks and makes recommendations to encourage greater use of parks, to communicate effectively with all stakeholders and to develop and enhance the range of facilities and amenities by working with partner organisations.

- 6.1.18 In putting together this plan, the requirement to produce management plans for parks is being fulfilled. In addition the objectives and subsequent actions developed in this plan compliment those in the SBVR document. A copy of the SBVR document is available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

- 6.1.19 **Glasgow Single Outcome Agreement (SOA):** This is an agreement between local authorities in Scotland and the Scottish Government on the most effective routes to deliver services in line with local needs and national priorities. In July 2008, Glasgow City Council and the Scottish Government signed Glasgow's first Single Outcome Agreement (SOA).

- 6.1.20 Glasgow's SOA through the community planning partnerships aims to reduce health inequality, improve educational attainment, increase residents' involvement in community life and physical activity and improve physical environment and attractiveness of Glasgow.

- 6.1.21 This management plan recognises the role that this park plays in the delivery of the above priorities and establishes work programmes to improve and enhance how the park can be a place for outdoor classroom, a safe and welcoming place for all communities, a fun and attractive place and a healthy green place. A copy of the Glasgow SOA is available at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

- 6.1.22 **Glasgow City Council City Plan 2:** Provides detailed guidance on the shape, form and direction of development in Glasgow, indicates the way in which the Council wishes to see the City's physical structure develop over the lifetime of the plan and identifies the planning action and infrastructure investment required to deliver this change. The plan is a vital element of the City's response to the regeneration challenges and opportunities that will emerge over the coming years. As such, it outlines a broad development strategy over a 20 year period and a more detailed investment and action agenda for the Council and its development partners over the next 5 years.
- 6.1.23 The Aim identified in the section on open space protection is; To ensure that areas of formal and informal open space are protected from inappropriate development, in order to maintain or enhance the quality of life, health, wellbeing and amenity of the communities they serve and also promote sustainability and biodiversity.
- 6.1.24 The Policy identified to achieve this aim is; In accordance with policy DEV 11: Green Space, there is a strong presumption in favour of the retention of all public and private green/open space.
- 6.1.25 In relation to Development in Parks the city plan states: The potential for the development of commercial facilities (e.g. cafes and restaurants) in parks may be considered where such uses will contribute to improved customer service and increased park usage. This will require developers to consult with local communities. Such proposals, where appropriate in terms of the nature of the park and their impact upon it, should be set within the context of a Park Management Plan.
- 6.1.26 **Local Transport Strategy (LTS):** Glasgow's transport vision is to provide a world class transport system which is safe, reliable, integrated and accessible to all citizens and visitors and also supports the physical, social, economic, cultural, environmental and economic regeneration of the City.
- 6.1.27 In order to achieve this, the LTS contains a balanced strategy, which concentrates on promoting and enhancing sustainable transport modes such as walking, cycling and public transport, with limited investment in roads infrastructure to tackle key congestion points, provide essential links to development areas and provide links to enable public transport to provide effective circumferential services.
- 6.1.28 **LES Budget and Service Plan.** The Council's financial approach requires all services to combine their annual budget proposals with their annual service plan to produce an annual Budget and Service Plan. The Plan sets out the proposed service changes and financial efficiencies for a financial year in line with the Council's approved budget.
- This includes
- An overview of the Service with details of responsibilities, budgets and staffing
  - The opportunities and challenges currently facing Land and Environmental Services
  - Details of the service changes for the financial year the plan is set. These cover individual proposals for income generation and efficiency savings.
- 6.1.29 Our commitment to improving our parkland through the adoption of Green Flag standards, the targets for achieving Green Flag awards and the resources required to do so will be clearly identified in the Budget and Service Plan

- 6.1.30 **Land and Environmental Services Annual Performance Report.** The Annual Performance Report details the achievements and levels of performance reached during the previous year. It also sets out new targets for service delivery in the coming year. The commitment to adopt Green Flag standards and achieve green Flag awards for some of our parks and Local Nature reserves will be clearly identified and progress reported on an annual basis.

## 6.2 History of Tollcross Park.

### 6.2.1 | Date | Event | |------|-------| |------|-------|

1242	- King Alexander II granted the land of Schedinestun (Shettleston) to William Bondington, Bishop of Glasgow and his successors. Including Tollcross,
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1810	- Land was acquired by James Dunlop of Carmyle.
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1897	- Glasgow Corporation acquired 83 acres of land, including the Mansion House for the sum of £29,000 and the Lords Provost, Sir David Richmond, performed the opening ceremony on the occasion of Queen Victoria's Diamond Jubilee.
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1765	- James Watt, a technician at Glasgow University was asked to mend Newcomen's atmospheric engine. He had the vision of condensing steam in a separate vessel while walking on Tollcross Park; Watt's invention launched the industrial revolution.
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1848	- The mansion house of the Tollcross estate was built in a Jacobean style designed by the architect David Bryce for James Dunlop.
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1900	- A further acre of land was purchased for £417 to save a group of trees on the Western boundary.
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1905	- Children's Museum was opened in the Mansion House as a branch of the Kelvingrove Museum.
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Early 20 <sup>th</sup> Century	- Bailie A G McDonald, an ex Convener of the Parks Committee gifted his own glasshouses to the park along with a collection of plants.
--------------------------------	--

1906	- The bandstand was erected in 1906 and was originally located to the west of the Winter Gardens, several years later it was relocated to Shettleston Hill.
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1950	- Tollcross Park was graced with a visit by Fred Perry the famous professional tennis player.
------	---

1996	- Tollcross Park Leisure Centre situated in the east end of the park was completed.
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1998 – 2002	- Glasgow City Council was successful in gaining substantial Heritage Lottery and Historic Scotland Funding to regenerate specific elements of Tollcross Park.
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### 6.3 Details of Grounds Maintenance for the Park

Land and Environmental Services undertake the following Park maintenance operations:

Grass Cutting	Between March and October
Grass hi freq	Between March and October
Manual Edging	Create new edge Edging Shears
Trim Grass Edges	Between March and October
Chemical treat grass edges	Between March and October
Chemical treat obstacles	Between March and October
	De-litter agreed frequency
Play Areas	LES Agreed number of Visits per Week 3 monthly inspections of play equipment & fences by Blacksmiths Any repairs as required De-litter agreed frequency
Shrub Beds	Prune by species Spot treat weeds Hoe & weed De-litter agreed frequency
Rose Beds	Spring prune Autumn Prune Hoe & Weed Spot treat weeds Apply Fertiliser De-litter agreed frequency
Flower Beds	Planting out spring / summer Planting out autumn / spring Hoe & Weed beds agreed frequency De-litter beds agreed frequency
Hardstanding	Chemical treatments per year Brush surface De-litter agreed frequency

## 6.4 Funding Sources.

- 6.4.1 **Tollcross Park Key Stakeholders.** Glasgow City Council as the single landowner of the Park, will have the lead responsibility for the implementation of the actions identified in the Management Plan and consequently would require being an investment stakeholder in the delivery of the proposals. Other key partners with interest in the park are Glasgow Life, Friends of Tollcross Park and the Humane Society. These partners have been consulted and would be involved in the delivery of some aspects of the plan and the Council through the commissioning of this management Plan has indicated its recognition of the importance of the site as an asset which is worthy of future commitment and investment. Nevertheless it is recognised that the Tollcross Park will be competing for Council capital and revenue budgets principally held by Land & Environmental Services, Development & Regeneration Services and the East and Calton Area Committee, all of which are under increasing pressures from both existing project commitments and other potential project developments within the area. The Management Plan is time related over 5 years and the actions are categorised as short medium or long term therefore phasing any funding commitment to the project would be required and therefore appropriate advance planning would need to be undertaken to ensure that the preferred project proposals are built into the Council budget process.
- 6.4.2 A further A further GCC potential funding stream for Tollcross Park could be utilising the Environment Policy 2 (which super-seeds Residential Green Space Standards) of the Council's City Plan 2 (Policy ENV2) which specifies the minimum standards required for each category of Recreational Green Space within new housing developments. Such developments are obliged to meet their recreational green space obligations on a pro-rata basis in order to contribute to the improvement of the external environment of residential areas and meet the Council's objectives with regard to accessibility, sustainability, health and social inclusion. Whilst GCC has a general principle of recreational green space provision provided within a residential development site it recognises that from the effective planning context, provision may extend beyond the development site e.g. use or enhance existing green space provision or create new ones, or, be a combination of both on and off-site provision. Where provision is to be made off-site, a Section 69 Agreement is required to ensure that the obligations to provide recreational green space are implemented. Where the off-site provision is on Council owned land, a development contribution of £1000 per bed space is required. Given the recognised shortage of developable land in the West End and developers desire to maximise the number of housing units on what land is available there could be significant sums of money available to fund some of the actions in the Management Plan.
- 6.4.3 **Scottish Executive.** Community Planning Partnership Funds (CPP). Community Planning is described as,
- ‘The structure, processes and behaviours necessary to ensure that organisations work together and with communities to improve the quality of peoples' lives, through more effective, joined-up and appropriate delivery of services’.
- 6.4.4 The Local Government in Scotland Act (2003) provides a statutory framework for the Community Planning process and places a duty on Local Authorities to initiate, maintain and facilitate the Community Planning process. Glasgow Community Planning Ltd (GCP Ltd) is the support body for the Glasgow Community Planning Partnership which was formed in 2004 to take forward the city's approach to community planning. GCP Ltd only replaced the former Social Inclusion Partnerships in April 2006



6.4.5 The membership of the Glasgow Community Planning Partnership includes

- Glasgow City Council
- NHS Greater Glasgow
- Strathclyde Fire and Rescue
- Glasgow Housing Association
- Glasgow Chamber of Commerce
- Strathclyde Police

6.4.6 The Council and its partners are delivering community planning in Glasgow at a local level. There are 10 local partnerships in the city. These areas are:

- West
- Central and West
- Glasgow North East
- Maryhill/Kelvin and Canal
- East Centre and Calton
- Shettleston, Baillieston & Greater Easterhouse
- Greater Pollok & Newlands/Auldburn
- Govan & Craigton
- Langside & Linn
- Pollokshields & Southside Central

6.4.7 Funding is governed by the themes of the Glasgow Community Planning Partnership 5 Year Community Plan (2005-2010) "Our Vision for Glasgow" which seeks to tackle deprivation and to build upon neighbourhood regeneration as well as combating inequality and discrimination. This Plan contains five key themes;

- A Working Glasgow
- A Learning Glasgow
- A Healthy Glasgow
- A Safe Glasgow
- A Vibrant Glasgow

6.4.8 Any funding applications to the Govan and Craigton Planning Partnership to support this management plan will require aligning with at least one of these key themes.

6.4.9 **National Lottery Fund Programmes - Heritage Lottery Fund - Parks for People programme**. Parks for People" is the first joint programme administered by HLF (and involving the BIG) with £90 million committed over the next three years for Parks. Grants are available for urban or rural green spaces designed for informal recreation and enjoyment and will be usually owned and managed by a local authority. Applications for funding must show that the:

- Community values the park as part of their heritage;
- Park meets local social, economic and environmental needs;
- Park actively involves local people.

6.4.10 Parks for People projects should also offer a wide range of activities that conserve and improve heritage value; increase the range of audience, learning and enjoyment, and provide volunteering and training opportunities. Eligible capital works for funding support include amongst others:

- Repairing and restoring landscapes. Also, new landscape design if it improves and adds to the heritage;
- Recreation and play facilities;
- Improving access for all;
- Repairing boundaries, drainage and services;

However, priority should be given to repairing and using existing buildings in the park – rather than providing new Buildings or Facilities with all facilities benefiting the park and its users

- 6.4.11 HLF expect at least 25% of the project funding requirements to come from the applicant's own resources (either in cash or in kind) with grant awards from the Parks for People scheme ranging from £250,000 to £5 million per project. Although funding from other lottery distributor sources cannot be used as contributions for work which funding from the Parks for People programme is sought, this does not preclude funding applications to other lottery distributors (e.g. sports and play facilities) within the same park amenity.
- 6.4.12 **Big Lottery Fund.** The Big Lottery Fund in Scotland (BIG) has a number of grant funding. BIG wants to invest this money to bring real improvements to communities and to the lives of people most in need.
- 6.4.13 BIG Lottery seeks to make investment in social change in Scotland in four different ways:
- 6.4.14 **Growing Community Assets.** Through which BIG will help communities become stronger by acquiring or developing assets for their own use. BIG can fund projects which buy, improve or develop assets as well as employing development staff and help groups get the skills they need to develop or manage an asset. Applications can only be accepted from organisations that are set up to benefit a specific geographical area or a community of interest within such an area, are community controlled and are independent from local or central government. BIG mostly funds not-for-profit organisations but can fund organisations that distribute profits but are set up for community benefit e.g. co-operatives, community interest companies;
- 6.4.15 **Dynamic Inclusive Communities.** Through which BIG will help build stronger more vibrant communities;
- 6.4.16 **Life Transitions.** Through which BIG will support projects that help people deal with change in their lives and encourage them to move on;
- 6.4.17 **Supporting 21st Century Life.** Through which BIG will invest in projects that enable people to cope with new patterns of life and the pace of change communities are experiencing. This includes projects that promote activities which maintain or strengthen relationships and see different generations come together as well as focusing on health and well being. Applications can be made by Voluntary, community and social enterprise organisations; public and private sector organisations.
- 6.4.18 The potential scale of BIG grant funding for investment in communities ranges from between £10,000 and £1m per project.
- The "Young People's Fund in Scotland" which is a £20 million grant programme to help young people aged 11-25 learn new things and take part in healthy and positive activities that make them feel good about themselves. It is anticipated that most of the money will be used to fund projects in local areas that address important local issues. Groups can apply for grants ranging between £5,000 and 1 million, spread over one to four years. Eligible organisations for funding support include community or voluntary organisations, charities and statutory bodies such as local authorities or community councils.
- 6.4.19 **Scottish Natural Heritage.** A wide range of grants are available from Scottish Natural Heritage (SNH) these generally are for the following type of project;
- Promoting public enjoyment of the natural heritage
  - Improving the conservation of species, habitats and landscapes;
  - Increasing awareness and understanding of the natural heritage.

- 6.4.20 All SNH grants are discretionary and rates of contribution vary but do not generally exceed 50%. The types of funded work appropriate to the Tollcross Park and which may be eligible for grant include:
- Access provision;
  - Habitat enhancement;
  - Site interpretation
  - Environmental education.
- However, it should be noted that currently SNH does not award grants as their funds have been distributed to local Authorities who decide on which projects will be funded annually.
- 6.4.21 **Historic Scotland.** Historic Scotland have a range of grants applicable to the Park and these are;
- 6.4.22 **Historic Building Repair Grants in Glasgow.** Applicants, who have a responsibility for properties within the Glasgow City Council administrative area, should be aware that GCC will be taking forward the processing of applications submitted for Historic Scotland-Historic Building Repair grant within this area, on a 3-year temporary basis, as of 1st October 2009.
- 6.4.23 **Maintenance Plan Grants.** Modest spending on regular maintenance can reduce the need for costly repairs, protect the fabric of your building and save you money in the longer term. Historic Scotland can award grants for the preparation of maintenance plans for historic buildings that are considered to be of outstanding architectural or historic interest and where it is considered beneficial for the building to have its own maintenance plan.
- 6.4.24 Applicants must be organisations or individuals who have a legal responsibility for the repair of a historic building. Applicants will normally need to own the building or hold a full repairing lease – which has at least 21 years to run and need to demonstrate that the property is open to the public for at least 25 days per year.
- 6.4.25 **Landscape Management Plan Grants.** Gardens and designed landscapes are a significant and fragile element of our historic environment. Historic Scotland can award grants for the preparation of landscape management plans for sites included in the Inventory of Gardens and Designed Landscapes in Scotland.
- 6.4.26 Applicants need to own or control all of the property and provide details of how long it has been in their or their family's ownership. In cases of divided ownership, it is required to provide proof of whether there is general support for the production of a plan. Sites must be included in the Inventory of Gardens and Designed Landscapes in Scotland.
- 6.4.27 Applications are considered throughout the year on the Landscape Management Plan application form. Grants can be awarded at rates of up to 50% of the cost of preparing a plan prepared by a consultant who has an established record of such work with particular reference to historic gardens and landscapes.
- 6.4.28 **Greenspace Scotland.** Greenspace Scotland (GS) has been established as a national lead organisation to improve the environment in, and around, urban settlements in Scotland through the creation and sustainable management of green space – including public parks. GS functions on a crosscutting theme basis e.g. environmental improvements; health and well-being; recreation, sport and play; biodiversity and habitat creation etc. GS operates a federal structure of local partnerships and trusts – such as those operating in Aberdeen, Central Scotland, Edinburgh and Glasgow & Clyde Valley.

- 6.4.29 These current GS initiatives receive revenue funding support and raise external funding support which includes allocation for project funding bids – which are in harmony with, and which will assist, the local partnerships to deliver their aims and objectives.

## **Appendix 6.5**

### **6.5 Draft Management Plan 2012 Public Consultation**

#### **Park Management Plans and Park Development**

##### **Tollcross Park**

##### **Public Consultation**



**September – November 2012**

**Produced by**  
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## **Contents**

- 1. Background**
- 2. Park Usage**
- 3. Park Safety**
- 4. Park Information and Features**
- 5. Park Events**
- 6. Park Activities**
- 7. Park Management and Priorities**
- 8. Parks Management Plans**
- 9. Park Development**
- 10. About You**

## 1. Background

The Council's Land and Environmental Services carried out this consultation on draft Park Management Plans for seven city parks. A Park Management Plan is required to make an application for the Green Flag Award® scheme.

The Green Flag Award® scheme is the benchmark national standard for parks and green spaces in Scotland, England and Wales. It was first launched in 1996 to recognise and reward the best green spaces in the country.

The Management Plans were available online through the Council's website ([www.glasgow.gov.uk](http://www.glasgow.gov.uk)) and within the local area of each of the parks involved. Responses were welcomed from both the general public and other interested stakeholders both locally and nationally.

**Total Response - 60**

## 2. Park Usage

**Question 1a:** In general, what do you normally use the Park for? (select all that apply)

Activity	Number	Percentage (%)
Recreation – Cycling	8	14%
Recreation – Walking	47	81%
Recreation – Other	15	26%
Recreation – Dog Walking	7	12%
Route to Work/Education	4	7%
Route to Shops	6	10%
Route to other activities	11	19%
Do not use the park	1	2%
Other	12	21%

**Base: 58**

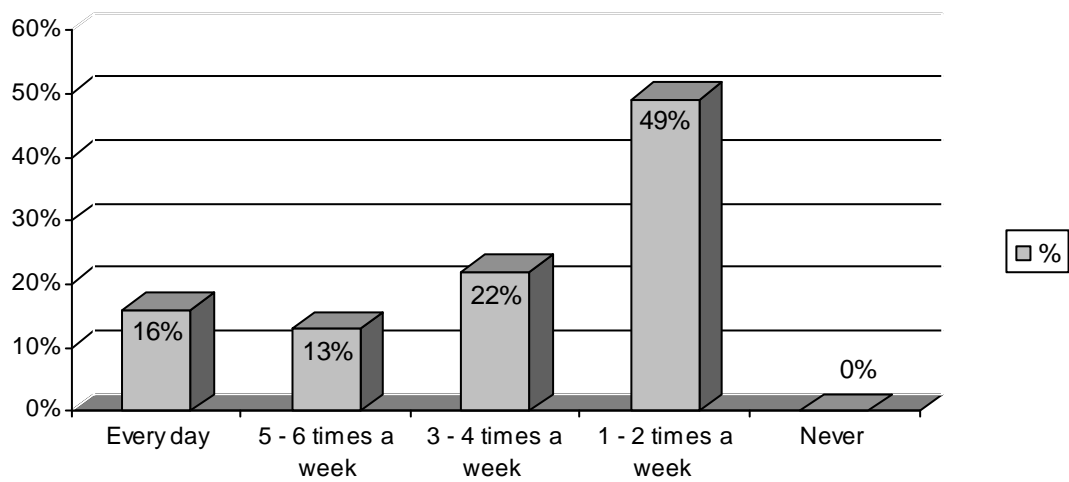
**Question 1b:** If other, please specify:

Respondents identified a number of other activities they used the park for, these included:

- Sitting on benches during good weather
- Running / jogging
- Take kids to play park

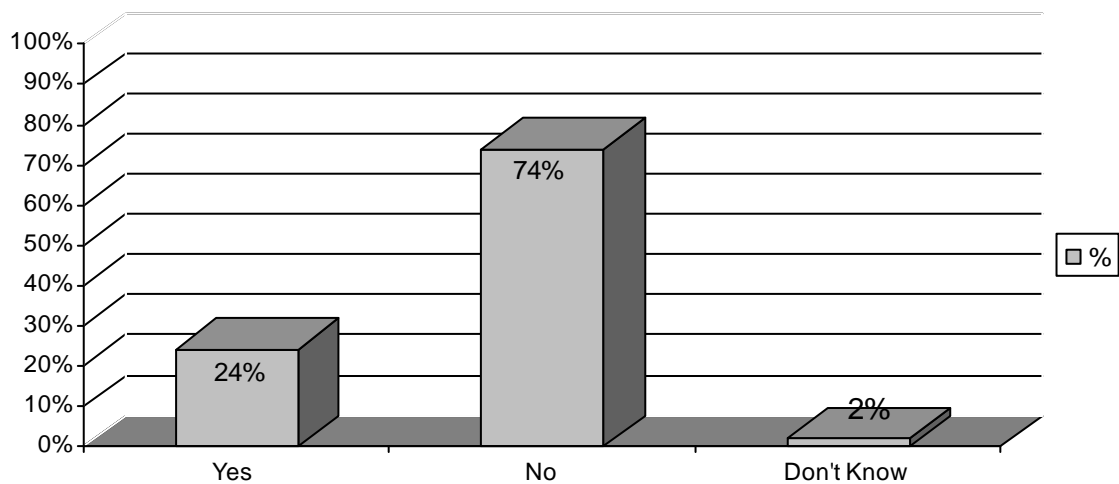


**Question 2:** Thinking about your main use of the Park, how often do you use it?



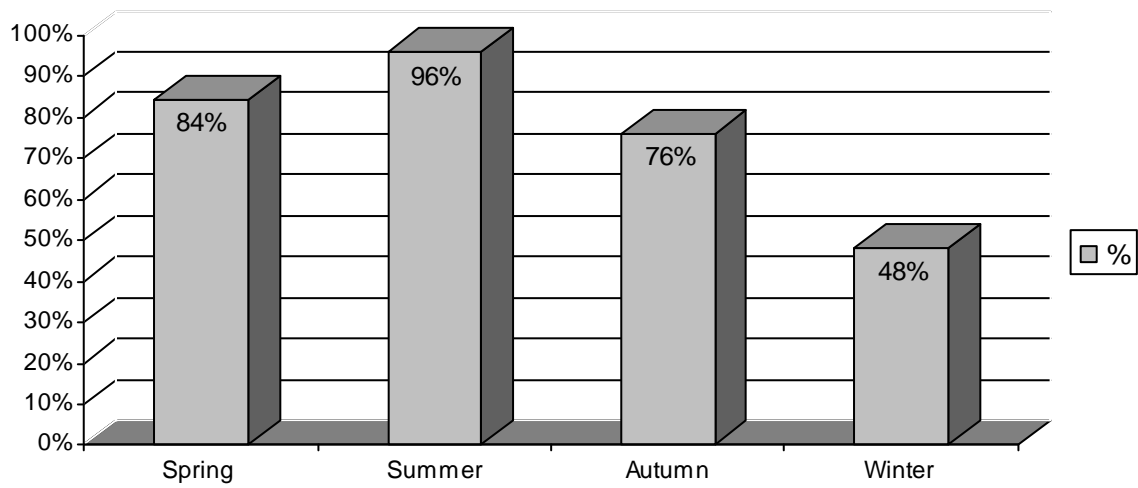
**Base: 55**

**Question 3:** Would you consider your use of the park to be seasonal?



**Base: 58**

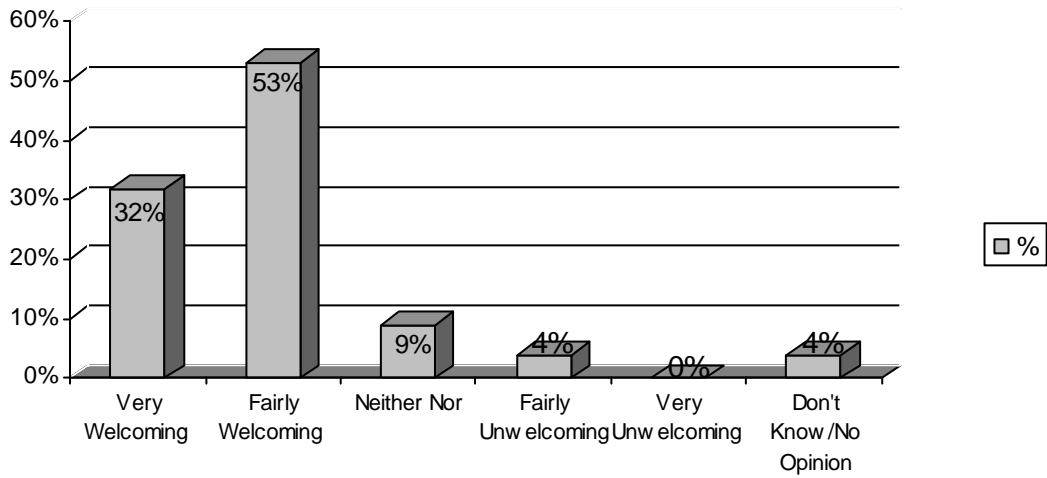
**Question 4:** If yes, when are you most likely to use the park? (tick all that apply)



**Base: 25**

### 3. Park Safety

**Question 5a:** How welcoming or otherwise would you say the park is?



**Base**

: 57

**Question 5b:** If unwelcoming, please provide details:

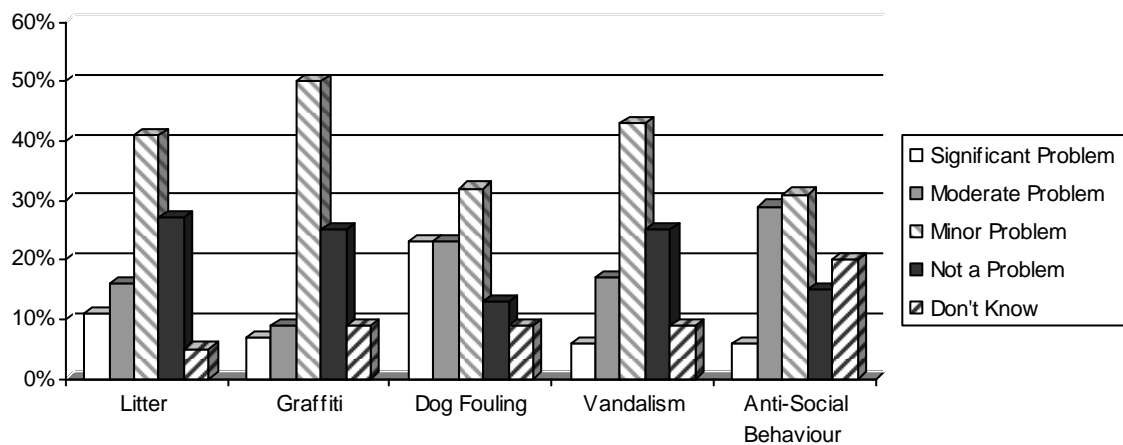
Respondents felt that there was some graffiti and litter in the park, as well as drains that required maintenance.

**Question 6:** How safe or otherwise do you feel in the park?

Time	Very Safe (%)	Fairly Safe (%)	Neither Nor (%)	Fairly Unsafe (%)	Very Unsafe (%)	Do not use park at this time (%)	Don't Know (%)
Morning	42%	46%	6%	4%	0%	2%	2%
Afternoon	38%	49%	8%	2%	0%	2%	2%
Evening	0%	24%	11%	11%	17%	26%	11%

**Base: 57**

**Question 7:** In your opinion, how much of an issue, or otherwise, are the following in the park?



**Base: 57**

**Question 8:** Are there any other issues which you feel are a problem?

Respondents stated the following issues as being a problem:

- The park is very dark at night
- General upkeep and maintenance, especially areas away from rose gardens
- Closure of the Winter Gardens
- Lack of play areas for children

#### 4. Park Information and Features

**Question 9:** To what extent do you agree or disagree with the following statements regarding information provision WITHIN and SURROUNDING the park?

	<b>Strongly Agree (%)</b>	<b>Agree (%)</b>	<b>Neither Nor (%)</b>	<b>Disagree (%)</b>	<b>Strongly Disagree (%)</b>	<b>Don't Know (%)</b>
There are sufficient signs providing direction WITHIN the park	14%	46%	18%	11%	4%	7%
There are sufficient signs providing direction in the area SURROUNDING the park	9%	36%	13%	27%	4%	13%
There is sufficient information about specific features WITHIN the park	11%	30%	21%	23%	5%	9%

**Base: 56**

**Question 10:** How would you rate the following aspects of the park in terms of their maintenance?

	<b>Very Good (%)</b>	<b>Good (%)</b>	<b>Neither Nor (%)</b>	<b>Poor (%)</b>	<b>Very Poor (%)</b>	<b>Don't Know (%)</b>
Grass	50%	43%	4%	2%	0%	2%
Trees	32%	52%	5%	7%	2%	2%
Shrubs	32%	50%	11%	4%	0%	4%
Bedding Displays	54%	39%	0%	5%	0%	2%
Paths	27%	48%	16%	7%	0%	2%
Trails	24%	46%	9%	13%	0%	9%
Seats/Benches	20%	38%	13%	21%	5%	4%

**Base: 56**

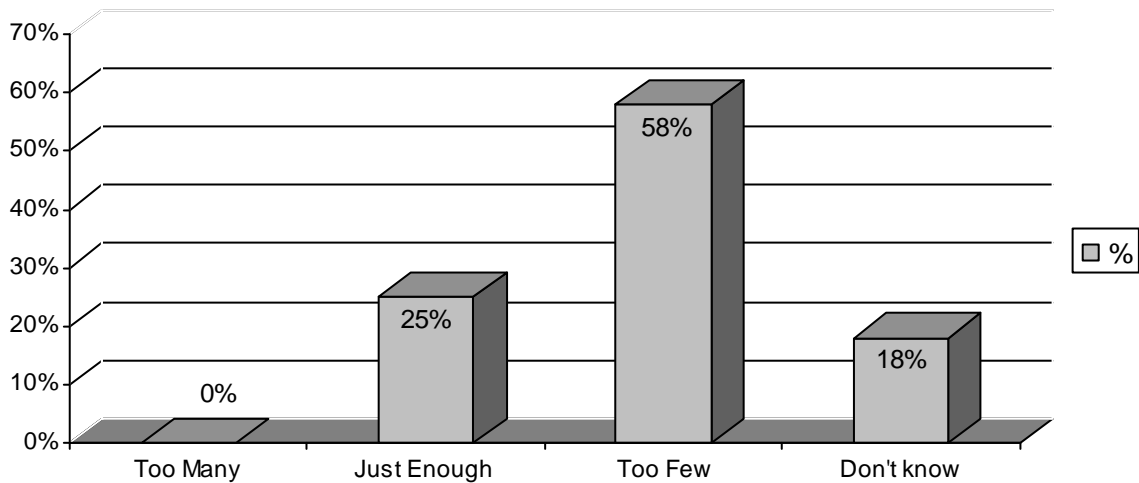
**Question 11:** Do you agree or disagree with the introduction of more natural features within the park?

	<b>Strongly Agree (%)</b>	<b>Agree (%)</b>	<b>Neither Nor (%)</b>	<b>Disagree (%)</b>	<b>Strongly Disagree (%)</b>	<b>Don't Know (%)</b>
Wild Flower Meadows	39%	46%	7%	2%	0%	5%
Wetland Creation	24%	46%	20%	4%	0%	7%
Long Grass (Wildlife)	24%	33%	26%	11%	0%	7%
Bird/Bat Boxes	34%	48%	5%	9%	0%	4%
Hedgerows	23%	29%	30%	9%	2%	75

**Base: 56**

## 5. Park Events

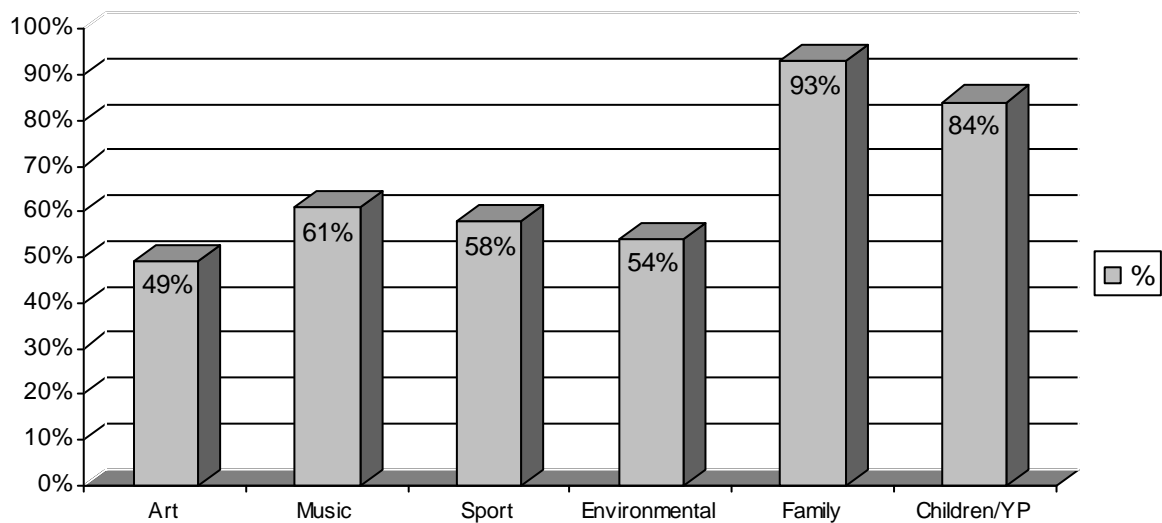
**Question 12:** How do you feel about the current number of events held in the park?



Base: 57

Ba

**Question 13a:** Which of the following types of events, if any, do you think there should be more of in the park? (Glasgow Show, Great Scottish Run, galas and fun fairs) (tick all that apply)



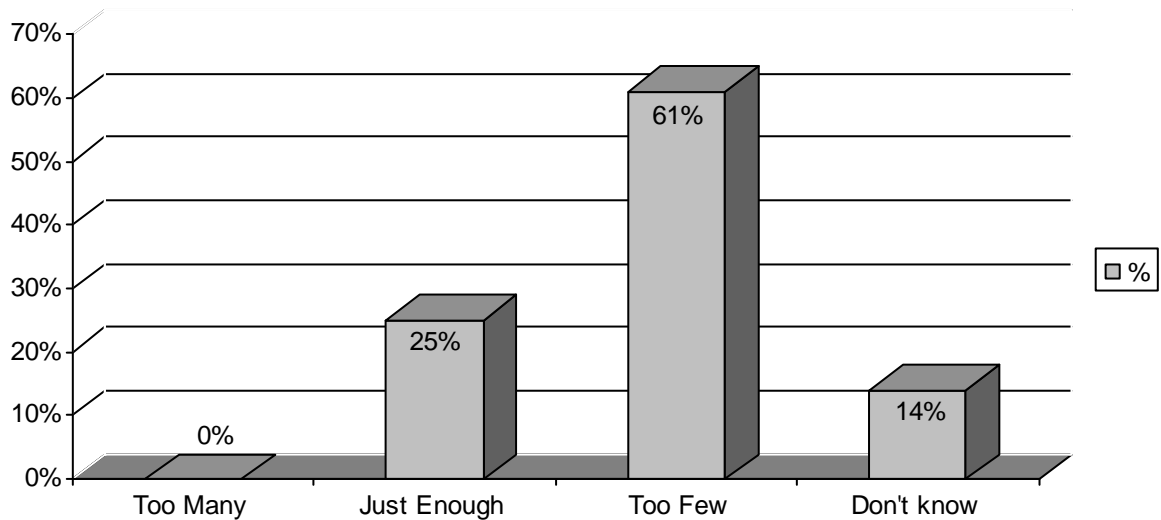
Base: 43

**Question 13b:** Other, please specify:

Respondents indicated that they would like to see more fetes, fairs and galas.

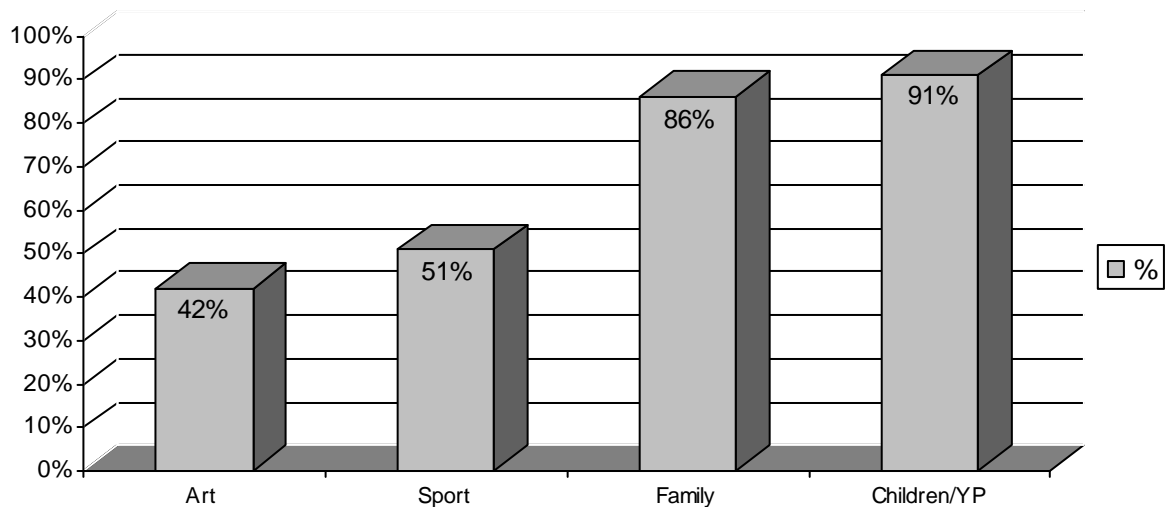
## 6. Park Activities

**Question 14:** How do you feel about the current number of activities available in the park?



**Base: 56**

**Question 15a:** Which of the following types of activities, if any, do you think there should be more of in the park? (Wild About Glasgow, nature walks etc.) (tick all that apply)



**B**

**ase: 43**

**Question 15b:** Other, please specify:

Respondents stated that the park should accommodate Educational activities.



## **7. Park Management and Priorities**

**Question 16:** Please choose from the following list, what you think should be the main priorities for the park. (please select your top three)

The three main priorities, mentioned by respondents were:

1. Access to toilets
2. Events staged in the park
3. Facilities for younger people

Other priorities mentioned, include:

- The presence of wildlife in parks and green spaces
- Formal gardening
- Sports facilities

**Question 17:** Please tell us what you like best about the park.

Respondents liked the following best in the park:

- The tidy and well kept grounds
- Variety of plants and shrubs
- The animals
- The formal Rose Garden
- Great park for taking the kids to and also to go for a walk

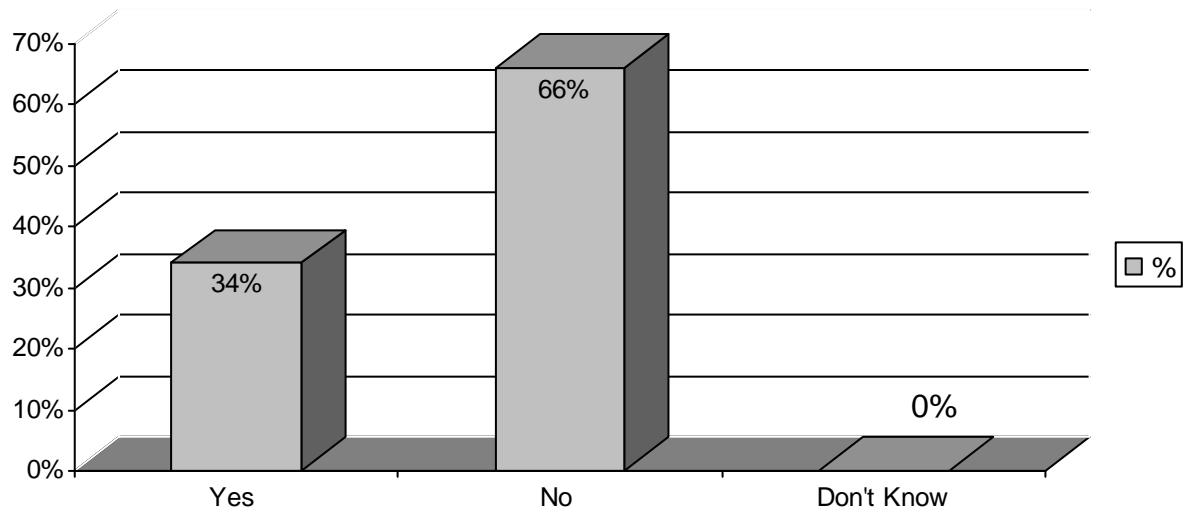
**Question 18:** Please tell us what you like least about the park.

Respondents liked the following least in the park:

- Vandalism
- Lack of bins
- Winter Gardens being closed
- Dog fouling
- Lack of facilities and events for young people

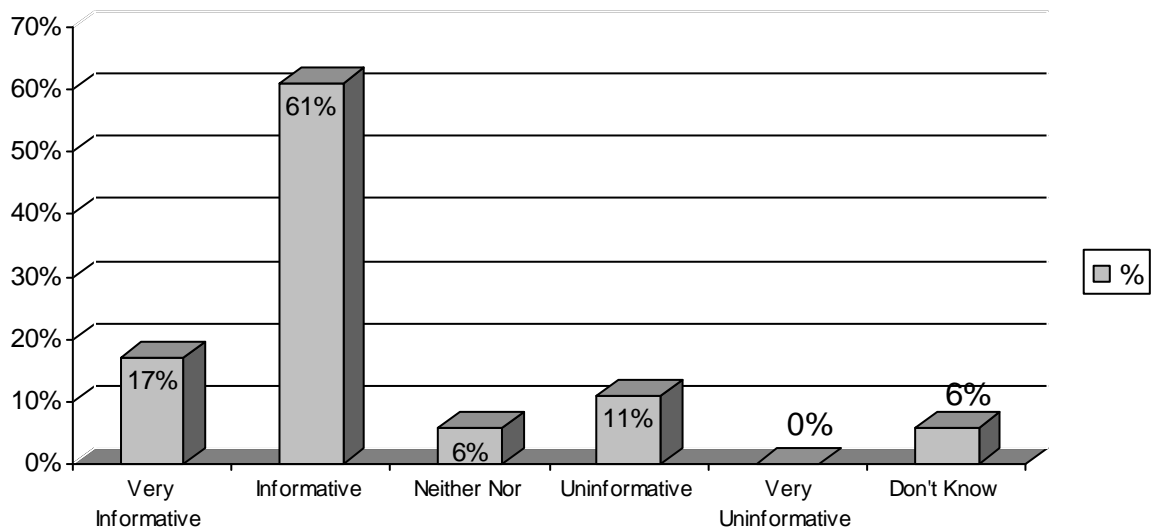
## 8. Parks Management Plans

**Question 19:** Have you read the Park Management Plan?



**Base: 56**

**Question 20:** How informative or otherwise did you find the Plan?



**Base: 18**

**Question 21:** If uninformative, what additional information do you think should be included?

Additional information should include:

- More details about the park
- Information on Winter Gardens
- Details on dealing with dog fouling

**Question 22:** To what extent do you agree or disagree with the following aspects of the Plan?

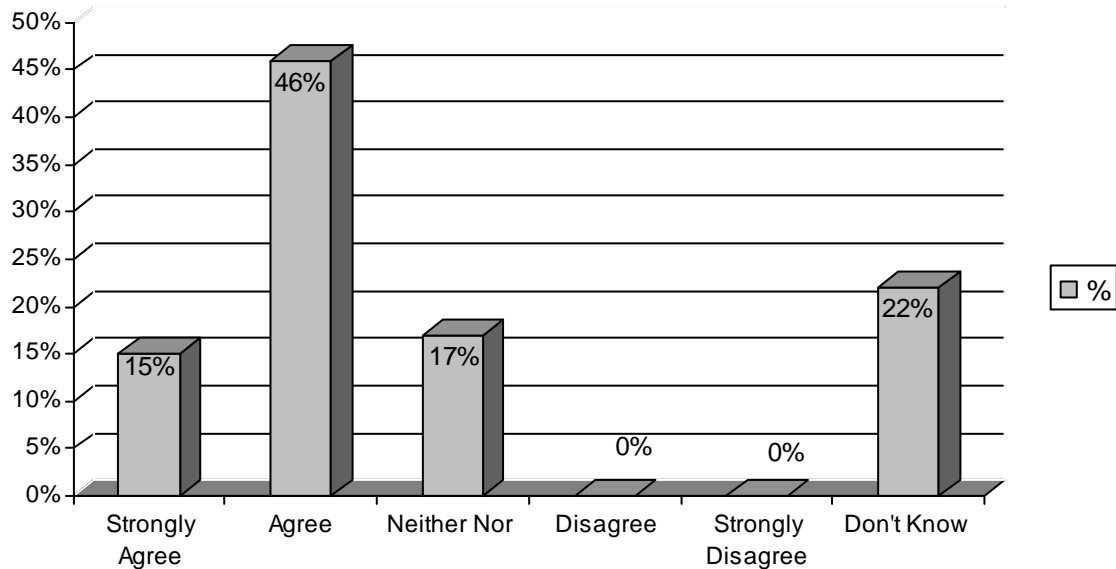
	<b>Strongly Agree (%)</b>	<b>Agree (%)</b>	<b>Neither Nor (%)</b>	<b>Disagree (%)</b>	<b>Strongly Disagree (%)</b>	<b>Don't Know (%)</b>
The Plan was easy to read	6%	56%	25%	6%	6%	0%
The format made it easy to follow	6%	59%	12%	24%	0%	0%
The Plan is comprehensive	6%	47%	41%	0%	6%	0%
The Plan reflects the priorities of the park	6%	59%	18%	12%	0%	6%

**Base: 17**

## 9. Park Development

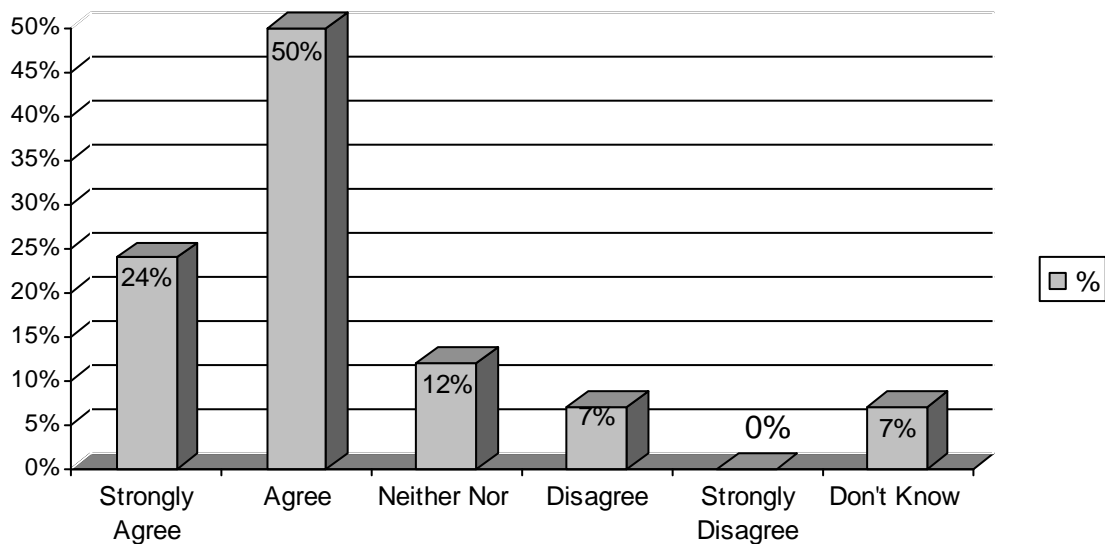
Glasgow City Council is committed to future development of the parks; however, in the current economic climate there are restrictions on the type and size of projects that can be undertaken within the next five years. Nevertheless, this should not prevent any long-term aspirations and so, we would like to hear your ideas.

**Question 23:** Do you agree or otherwise with the vision for Tollcross Park? (Cover Page)



**Base:** 41

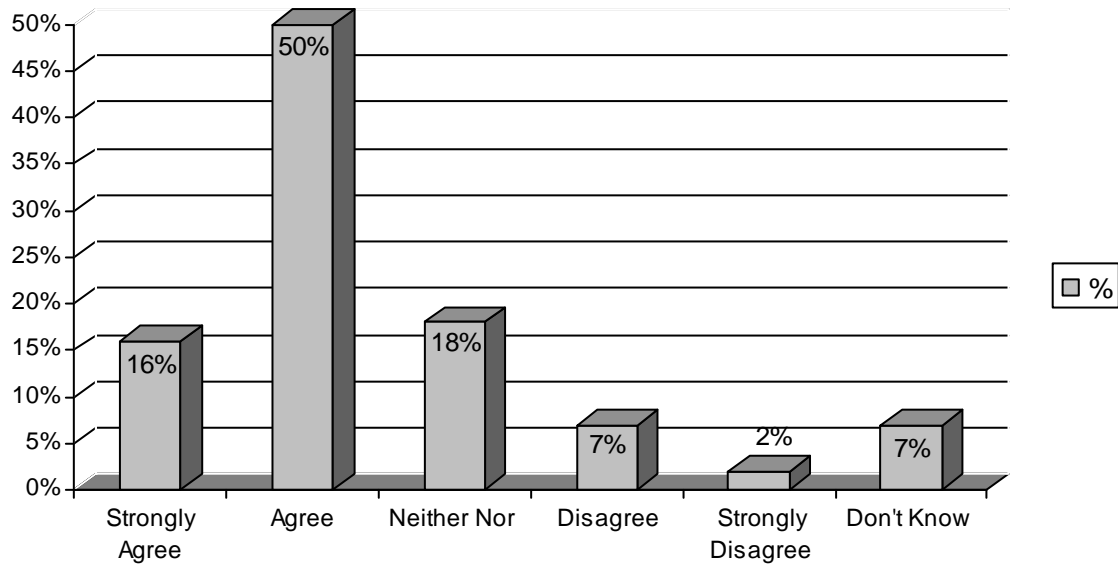
**Question 24:** Do you agree or otherwise to the proposal to recreate the wetland at the southern section of the Glen? (Section 2.8.4 Conservation and Heritage – Natural Features Wildlife and Flora)



**Base:** 42

**Question 25:** Do you agree or otherwise to relocate the Flagpole from its current position at the old Bowling Greens to the high point at the northern area of the park? (Section 2.8.15 Conservation and Heritage – Landscape Features)

## Tollcross Park Management Plan 2013 - 2018



**Base: 44**

**Question 26:** Do you have any other comments about the park or the management plan?

There was a general feeling that the park is thought of highly and valued among respondents. However, with a bit of investment it could be improved and perhaps returned to the standard it once had.

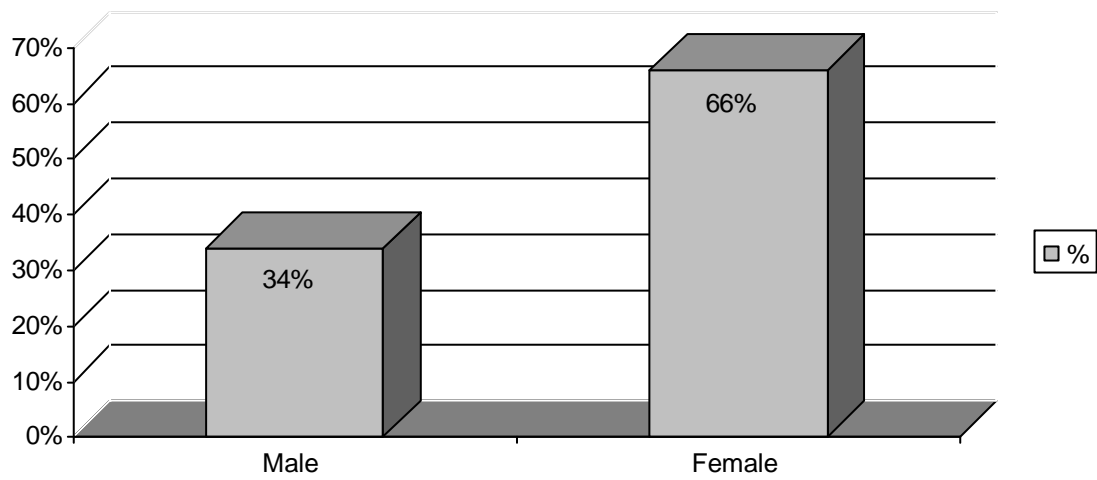
It was commented that staff within the park do a good job, are informative and helpful.

Respondents felt increasing the number of swings and play areas for kids, more toilets, more bins and building a café would all benefit and improve the park. Also, the re-opening of the Winter Gardens is a theme throughout the consultation. It is felt that when, or if, this re-opens then it would improve the park overall and was also suggested that perhaps this was an ideal place for a café.

Organising more events and activities would help improve the park overall and encourage more people to visit.

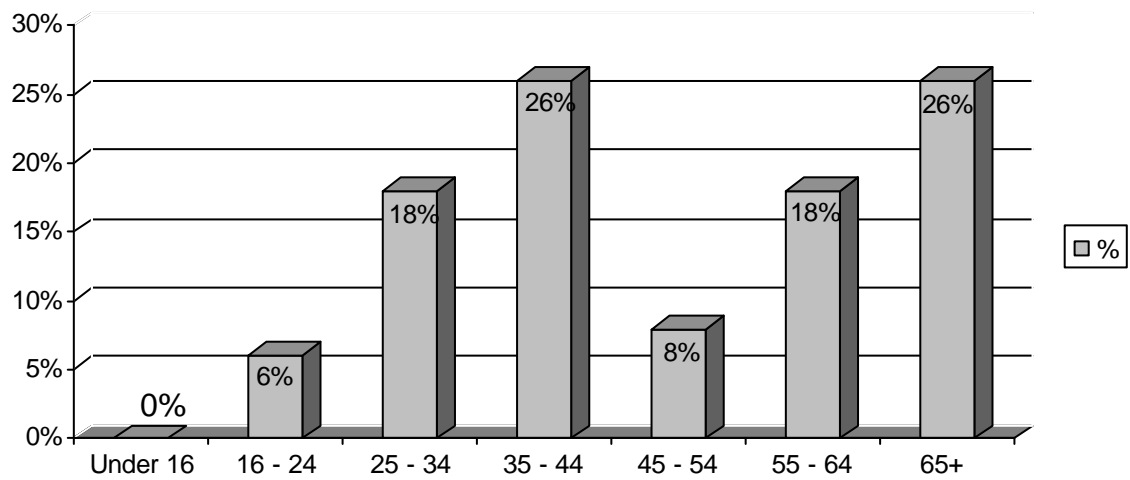
## 10. About You

### Question 28: Gender



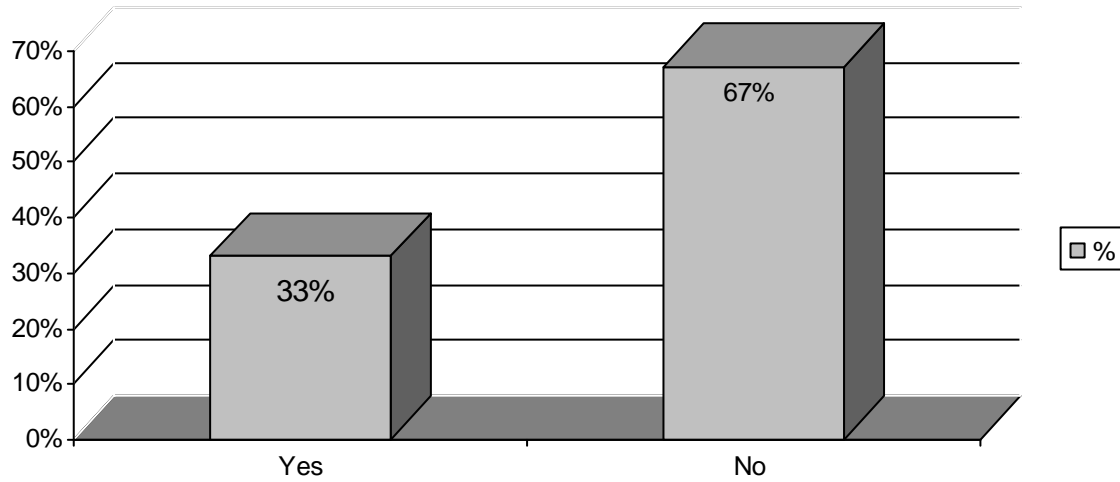
Base: 50

### Question 29: Age



Base: 51

**Question 30:** Do you have any long-term illness, health problem or disability which limits your activities or the work you can do?



**Base: 49**

**Question 30a:** How would you best describe your cultural or ethnic background?

Cultural/Ethnic Background	Number	Percentage (%)
White Scottish	45	90
White English	1	2
White Welsh	-	-
White Northern Irish	-	-
White British	3	6
White Irish	-	-
Gypsy/Traveller	-	-
Polish	-	-
Pakistani, Pakistani Scottish or Pakistani British	-	-
Indian, Indian Scottish or Indian British	-	-
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	-	-
African, African Scottish or African British	-	-
Caribbean, Caribbean Scottish or Caribbean British	-	-
Black, Black Scottish or black British	-	-
Arab	-	-
Other	1	2

**Base: 50**