



LONDON BOROUGH OF RICHMOND UPON THAMES

SERVICE PROPOSAL

For

GRIMWOOD ROAD GARDEN SITE

53 Grimwood Road, Twickenham, TW1 1BY

SERVICE PROPOSAL

1. Introduction

- 1.1. The purpose of this service level agreement is to describe the requirements and outcomes expected from a Leaseholder of The Grimwood Road Garden Site by Richmond upon Thames Council (“the Council”). It sets out the expected activities and characteristics to provide a community garden facility that meets the needs of the local community and is particularly accessible to people who are vulnerable such as those with learning disabilities, mental health issues, disability or are socially isolated.
- 1.2 This service proposal relates to the garden site and associated boot room, office space, kitchen and toilet facilities and there is no intention to change the use of the current building on the site.

BACKGROUND

2. Grimwood Road Garden Site

- 2.1. This site is approximately a third of an acre of land located within a residential area at the end of a Close and known as 53 Grimwood Road, Twickenham. Within the site is a 1970’s rectangular single storey building known as The Twickenham Training Centre. The majority of this office space is occupied and managed by Achieving for Children (AfC) under a lease until March 2026. The building is used to provide training and conference facilities for AfC, schools, Richmond Council and other groups. At the north-eastern corner of the building is a small vacant suite of rooms, which have their own independent access and have previously been used by the horticultural centre. They have their own kitchen and WC facilities. The site also contains a car park and a large garden/horticultural area, which includes a large greenhouse, metal struts for a polytunnel, various sheds, plant racking and raised beds. Three car parking spaces are designated for use by the Leaseholder of the garden site.
- 2.2. The garden site has been used previously to provide horticultural workshops and courses for people with Learning Disabilities.
- 2.3. It has not been in use since a service contract with Balance, who were providing tribute recycling and garden maintenance employing seven people with Learning Disabilities was terminated in 2018. Since then, the garden site has remained vacant and has become dilapidated and overgrown.

3. Local Context

- 3.1. St Margarets and North Twickenham has a current ward population of 11,945¹. It has a slightly higher proportion of residents aged 35-49 years than the Richmond average.

¹ [DataRich – Population Explorer](#)

- 3.2. St Margarets and North Twickenham has four public parks and three allotment sites (Marsh Farm, Cavendish House and Brook Road).

SERVICE REQUIREMENTS

4. Business Aims

- 4.1. The Leaseholder shall manage the garden site / horticultural area, boot room, office space, kitchen and toilet facilities as set out in the lease.
- 4.2. The Leaseholder will manage, co-ordinate and ensure the delivery of a broad portfolio of services and activities that meet and respond to local need and priorities; and complement other public sector and voluntary sector services and activities that are delivered in the borough.
- 4.3. The Leaseholder is required to ensure that the needs of a wide range of local stakeholders are taken into consideration.
- 4.4. The Leaseholder will be required to consult and agree with the Council improved and new service models.

5. Business Objectives

- 5.1. The Leaseholder shall manage the garden site, office space and facilities to ensure that:
- The site is welcoming and accessible to different service users and members of the community.
 - The garden site would expect to be widely used (subject to planning, if required) 7-days per week (for example between Monday to Friday 10am to 4pm and weekends).
 - The exterior and interior of the greenhouse, polytunnel (if reinstated), shed and office spaces are kept in full repair. The garden site is to be kept tidy/ neat.
 - The Council would be open to the leaseholder improving the facility and offer e.g. through fundraising initiatives, subject to prior written consent.
 - The Leaseholder to publicise activities that are running and scheduled etc.

6. The Leaseholder

- 6.1. Proactively and regularly engages with the local community, public and voluntary sector stakeholders and relevant business community to understand local needs and identifies appropriate ways that these could be met through use of the Grimwood Road Garden Site.

- 6.2. Implements a professional and engaging communication and marketing strategy to raise awareness of the Grimwood Road Garden Site and the different activities that are run from there. The marketing of the site should ensure accessibility to residents including targeted cohorts e.g. people with Learning Disabilities and residents in Twickenham and surrounding areas.

7. Business Outcomes

- 7.1. Expected key outcomes of the service will include:
 - 7.1.1. The Service is financially sustainable, self-funding and able to invest in developing the garden site and the wider community offer
 - 7.1.2. The Grimwood Road Garden Site becomes a vibrant, well used and well-resourced community destination for St Margarets and North Twickenham. Proposed activity would need to be sensitive to the residential location of the site.

8. Key standards and principles

- 8.1. The Leaseholder shall adhere to and demonstrate the following core values and principles through their policies, procedures and practices:
 - 8.1.1. Meet local need: services and activities must meet the needs of the local community.
 - 8.1.2. Flexibility and Equality: responding flexibly in order to meet the needs of the Richmond's diverse communities.
 - 8.1.3. Value for Money: ensuring services are needs led to ensure better value for money as well as affordable to access.
 - 8.1.4. Holistic and Partnership Approach: reducing social isolation, promoting social inclusion and integration, working with other local providers to improve the wider offer.

9. Service / Activity Required

- 9.1. The Grimwood Road Garden Site should provide opportunities for people to engage with a wide range of horticulturally based activities. The offer for local people should be dynamic with a variety of activities, some of which are regular ongoing fixtures and others that are linked to topics or seasonal opportunities. This may include, but is not limited to the following:
 - a) Activity space: e.g. hire of space for horticulture focussed activities.
 - b) Wellbeing support: e.g. mental health support, relieving loneliness and isolation.

- c) Education and Training: e.g. informal and formal opportunities to learn or gain qualifications in horticulture.
- d) Council run services / activities: e.g. Dementia support.
- e) Other services suitable to the site (subject to planning, if required), the deed of grant and local community to be provided at the discretion of the leaseholder.

10. Service Delivery/Requirements

- 10.1. It is anticipated that the garden site will be let to a voluntary sector or not for profit organisation who will maintain and manage the garden to deliver a broad portfolio of services which reflect the local need. This could include gardening activity to support people with learning disabilities, mental health issues, those who are suffering from loneliness and isolation or other vulnerabilities.
- 10.2. Equality, diversity and inclusion will be integral to the new offer, as well as the ability to respond to local need.

11. Inclusion

- 11.1. Richmond aims to be a borough which values the diversity of all its communities and enables all its residents to become full and active citizens, to feel safe, included, respected, valued and share a sense of belonging.
- 11.2. The services and activities offered from the Grimwood Road Garden Site will be accessible to all and will meet the needs of the diverse local population. There will be equality of opportunity and freedom from discrimination and no person shall face discrimination by being treated unfairly or being denied access to activities or services.
- 11.3. The Leaseholder will not discriminate (indirectly, directly or by association) on the grounds of race, sex, gender reassignment, marital or partnership status, sexual orientation, age, religion or belief, HIV status, or disability (e.g. sensory and physical disabilities, learning disabilities and mental health status).
- 11.4. Attendance to be monitored in comparison to local data and if it transpires that any group is under-represented, a review will be undertaken of the programmes and activities on offer. Services or activities can then be promoted or adapted in order to increase the representation of the under-represented groups.

PROPERTY CONSIDERATIONS

12. Lease arrangements

The salient head of terms for the proposed lease are available in the information pack.

GENERAL REQUIREMENTS

13. General

- 13.1. The Council is looking for a Leaseholder that can demonstrate expertise and a strong track record. The Leaseholder is also required to demonstrate a good knowledge and experience of developing income-generating activities to ensure sustainability of the offer.
- 13.2. The Leaseholder is required to demonstrate they have a good understanding of local need.
- 13.3. The Leaseholder must demonstrate that they have the skills to manage the site and activities including being able to meet all statutory requirements.
- 13.4. The Leaseholder is also required to provide long-term solutions which may diversify the offer in order to benefit local people.
- 13.5. The Leaseholder will be expected to have a good understanding of local context in order to maximise any opportunities for partnership working.

14. Collaborative, Partnership work and Stakeholder Involvement

- 14.1. The Leaseholder is required to develop constructive partnerships and a collaborative approach to working with existing local services, internal and external to the Council, to achieve the service objectives.
- 14.2. The Leaseholder will develop strong links, both formal and informal with local communities, service users, businesses and the voluntary and community sector. A good working relationship and links with Achieving for Children who manage the Grimwood Road Training Centre is essential.

PERFORMANCE MANAGEMENT

15. Service Monitoring Arrangements

- 15.1. Both the Council and Leaseholder are required to regularly monitor and review outcomes (where relevant).

- 15.1.1. Key performance indicators will be confirmed on take-up of the lease, but could include:
 - a) Number of people using the service
 - b) Number of people from defined groups (e.g. people with learning disabilities, people with mental health needs, people with dementia) using the service
 - c) Number of volunteers engaged
 - d) Horticultural outputs
 - e) Support the delivery of the Local Biodiversity Action Plan
- 15.2. The Leaseholder is expected to self-monitor and use quality management systems to ensure that services and activities provided are of an acceptable standard and meet local need.
- 15.3. The service will be required to show evidence of having taken account of service users' views about the service.
- 15.4. Service evaluations will take place at least 12 monthly for the length of the lease. Evaluations will include a service review, audit of complaints and compliments logs, audit of policies and procedures, review of monitoring reports, findings that were obtained from user consultations, etc.
- 15.5. An Authorised Officer of the Council shall have the right at any time to inspect the premises, equipment and documentation related to the lease and to inspect any associated area of activity forming part of the lease.