



# Whitstable Castle and Park

## Management Plan (2012 to 2022)

**Our vision:** *To create a unique, sustainable hub of community life, in Whitstable's only public park, where people will wish to visit to enjoy cultural, educational and recreational activities in a special place of high quality historic architectural and landscape character.*

January 2012 (Revised February 2015)



*Restoration project  
in progress (2010)*



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### 1.0 The current situation

#### 1.1 Introduction

This is the first management plan for Whitstable Castle and its associated green spaces. Up until now the site has been managed by a number of different organisations with the main aim being to maintain the status quo; there has never been a long-term vision for the future management of the park.



*Before restoration (2008)*

In 2009/10 Canterbury City Council successfully coordinated a three million pound restoration of the Castle and park with the help of a two million pound Heritage Lottery Fund award.

This is a detailed management plan with the purpose of guiding the management and maintenance of the park landscape over the next ten years. A new charitable Trust composed of nine local people and two elected councillors was formed in late 2007. It is this management body, The Whitstable Castle Trust, that will be responsible for overseeing and coordinating the implementation, monitoring and revision of the plan. A small working group of trust members, led by the Head Gardener, will be formed to manage the park, the teagarden and the picnic area. The Bowls Club and the recently relocated Pre-school will be tenants to the Trust in



*After restoration (2010)*

due course and each will be responsible for the full management of their own sites (buildings and open space).

This Management Plan has been produced in accordance with the Heritage Lottery Fund's 'Parks for People' guidance dated February 2006 and meets The Commission for Architecture and the Built Environment Space (CABE space) and Green Flag criteria. The structure of the plan is based on 'A guide to producing park and greenspace management plans' (CABESpace). It also takes into account the key criteria to be met in obtaining a Green Flag Award (Keep Britain Tidy and CABESpace).

Because the vast majority of the site's capital investment needs have been completed using Heritage Lottery Fund (HLF) funding, the ten-year management plan will have a strong maintenance and management rather than development and improvement emphasis.

This Management Plan will be monitored and reviewed on a regular basis. With the exception of the Work Plan, which will be reviewed and updated annually, the main content of the plan is unlikely to change markedly so will be reviewed at five yearly intervals.



*Before restoration: fenced compound storage space (2008)*



*After: 'Tankerton Cove' play space added as part of restoration works (2011)*

It is hoped that the plan will engage, inform and enthuse all involved so that the time and money invested in the restoration works will enable the full potential of the site to be realised.

## 1.2 Policy context

### 1.3 Extracts from key Canterbury City Council strategies relevant to the project:

- [Corporate Plan 2008 to 2012](#)

Whitstable Castle is specifically named as one of the eleven key projects.

The council aims to secure external funding to comprehensively refurbish the Grade II listed castle building and gardens.

The Corporate Plan sets out a vision of how the district will look in 20 years time. Underpinning the vision is a commitment to green and sustainable principles. Quality of the local environment is a key factor in attracting new businesses and tourists.

A named objective is to build on Canterbury's strength as an international destination and upgrade the range of attractions, festivals and events.

- [Open Space Strategy \(2009 to 2014\)](#)

The city council has just updated its first Open Space Strategy for the Canterbury district. Consultation with all sections of the district's population has been carried out as part of the preparation process on a wide range of issues relating to open spaces within the district.

Whitstable Castle has been identified as a strategically important open space of high value and high quality. The strategy contains a policy for it to become one of three key 'flagship' (Green Flag winning) urban parks serving the district (one in each town).

- [Canterbury District Local Plan Review July 2006](#)

The Local Plan has a particular emphasis towards regeneration and economic development but at the same time seeks to ensure that the districts heritage is conserved and enhanced.

The Local Plan seeks to encourage and manage the revitalisation of the coastal towns.

- [Local cultural strategy for the Canterbury district \(2003-2010\)](#)

A key overarching theme of this strategy is to conserve the district's rich inheritance of natural and built heritage and to balance this with the need to raise awareness of, and increase access to, local heritage.

A relevant action plan objective is to celebrate the cultural heritage of the district, conserving the past by improving access to public spaces through community involvement and promotion.

The strategy recognises the cultural festivals based at Whitstable Castle: Whitstable Contemporary Arts Biennale, Whitstable Oyster Festival, and Whitstable May Day Festival and seeks to develop the cultural infrastructure of the district.

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### 1.4 Site description and information base

- Name of site

Whitstable Castle and Gardens (originally Tankerton Tower and then Tankerton Castle)

- Owner

Canterbury City Council.



- Location and size

Located on the eastern edge of the town, the castle has a site area of: 1.5 hectares (incl. the bowls club). The associated sites of the teagarden (0.2 hectares) and picnic area (0.1 hectares) combine to form an assemblage of neighbouring green spaces.

- Topography, soils and climate

The castle building and gardens are perched on high ground elevated approximately 8-10m above the level of the town centre and promenade.

The soils are clay/loam overlaying London clay and the climate is one associated with a north facing coastline; the site is exposed to fierce, cold northerly winter winds, although this is mitigated today by mature structural tree planting.

- A brief summary of the history of the park and the restoration project

Important events relating to the development and decline of the park:

- Early 1790's: Charles Pearson (acquired land through marriage) built an octagonal tower to initiate the development of the castle building.
- 1820's: Tower extended by Charles' son.
- 1836: Property sold to cousin Wynn Ellis (wealthy Victorian entrepreneur noted as a great benefactor to the National Art Collection). Used as a retreat for his mistress.
- c1845: Wynn Ellis extended property to develop it as a country seat
- reconstruction of the west front
  - coach house added
  - gardens extended and laid out in Regency style
- 1875: Wynn Ellis died aged 85 and was laid to rest in All Saints Churchyard, in Whitstable. The Wynn Ellis connection with 'Tankerton Towers' (as the Castle was then known), was followed by two shorter

periods by his daughter and son and then briefly by a grandson.

- 1887: Charles Newton-Robinson, a London barrister, purchased the property for £16,000.
- 1896: New road called Tower Hill built. It divided the estate and reduced the size of the Castle's garden.
- 1897: Property sold to Thomas Edward Adams for £3,250. Mr Adams added the gatehouse incorporating some living accommodation and was responsible for holiday fetes in the impressive gardens.
- 1920: Albert Mallendain, a wealthy paper manufacturer purchased the property. He had a great affection for the town and enjoyed playing the role of Lord of the Manor (a title which came with the ownership of the property).
- 1934: Mallendain decided to move and offered the property to the then Urban Council for £10,500 with a condition of sale being that it should be maintained for public use.
- 1935: The local council purchased the property, changed its name to Whitstable Castle and used the buildings as offices. It immediately set about converting the once private garden into a public pleasure garden. A small covered stage and paved dance floor were created on the site of the old tennis courts to the east of the Castle. The pleasure garden was launched in May 1935 as

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- part of the towns Silver Jubilee celebrations. The town gained its first and only public park. The outdoor entertainment facility lasted until the early 1950's when interest waned.
- 1936: Newly created bowling green opened.
- 1948: Tea garden and putting green opened. The thatched roofed kiosk used for the tea room came from the bowling green.
- 1960: A detached building known as 'North Lodge' fronting Tower Hill, which incorporated the last surviving building of the copperas works, was pulled down to make way for a car park.
- 1972: Local government reorganisation saw the council move to offices in Canterbury.
- 1975: A campaign led by the Whitstable Society demonstrated the practical need for a centre for community activities.
- The Castle building leased to the newly formed Castle Centre Association (voluntary organisation) to manage as a facility available to the community. Responsibility for the structure of the building and the surrounding public park remained with the city council.
- The top floor of the building was later leased to Whitstable Castle Pre-school. Rooms in the remainder of the building were rented to local community groups.
- 2000 onwards: Castle Centre Association beginning to generate an income by using the Castle as a venue for weddings and events.
- The increasingly run-down appearance of the outside of the castle building and the park beginning to lead to anti-social behaviour problems.
- 2006: The city council decide to apply for lottery funding to undertake a comprehensive restoration and re-structuring of the main buildings and park.
- 2007: Funding obtained by the pre-school to adapt the previous caretakers bungalow into a self-contained school within the park.
- Stage 1 approval obtained from the Heritage Lottery Fund for a comprehensive restoration scheme.
- 2008: Stage 2 Heritage Lottery Fund approval obtained.
- 2009: Restoration of the Castle building, toilet block and park commenced in March.
- 2010: Completion of the restoration project and opening of the park to the public (September 4th).
- 2012: First Green Flag and Green Heritage awards obtained.



# Whitstable Castle : approved masterplan



Master plan of main Castle and park including Tea Garden and picnic area north of Tower Hill

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List of existing surveys/documents relating to the site:

- Deeds of the castle held by Canterbury City Council.
- 'Copperas and the Castle' publication by Geoffrey Pike
- Ordnance survey plans (1:2500 scale) 1873; 1907; 1923; 1938; 2004
- Various local newspaper articles from the Whitstable Times

- Conservation designations:

The site is within the Tankerton Conservation Area. The castle building is Listed Grade II.

- Government deprivation designations:

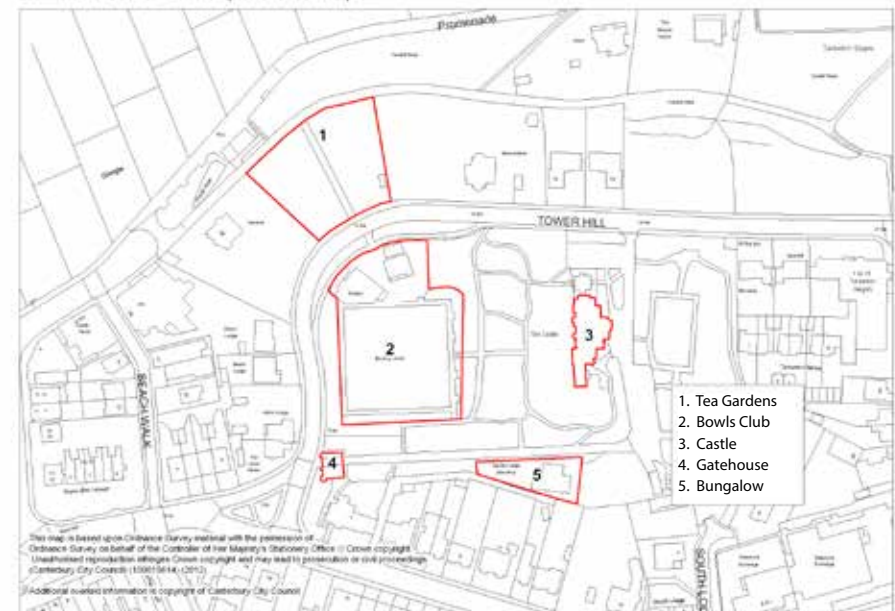
The neighbouring wards of Gorrell and Harbour have been classified as deprived by Child Poverty Index Standards. The Children's Fund has been funding activity/preventative projects in these wards for the last two years. The Child Poverty Index first appeared in the DETR's Indices of Deprivation (2000).

- Opening hours for the park and facilities

The park: open seven days a week 8am to 7pm or last user of building

The Castle and Orangery Tea Room: open seven days a week  
Summer: April to October 10am to 5pm  
Winter: November to March 10am to 4pm

Whitstable Castle: Ownership and leasehold plan



### 1.5 Details of leasehold and licence agreements relevant to the project

- Castle building

Owned by Canterbury City Council (CCC) and leased to the Whitstable Castle Trust for a period of 50 years from July 2011.

- Whitstable Castle Pre-school

The Pre-school now operates from the former Bungalow (5) on a 25 year lease from the City Council. They are responsible for the management of the site within the fence-enclosed boundary. In due course they will pay rent to the Whitstable Castle Trust.

- **Bowls Club**

Land owned by Canterbury City Council. Was originally part of the Castle park and before being converted to a bowling green was a vegetable garden. Leased to the Trustees of Whitstable Bowling Club for a 21 year period commencing 10 March 1999 (expiring 9 March 2020).

Tenant responsible for internal and external repairs and decorations, to maintain the bowling green and pay metered water supply.

Tenants to make at least one rink available to non-members save during team and inter club matches.

This site will continue to operate independently from the castle and will be maintained by the Bowls Club.

- **Tea Gardens**

Land owned by Canterbury City Council and now managed by Whitstable Castle Trust. The Trust may use own staff to manage it or may enter into a short-term lease agreement with an external organisation.

Trust responsible for maintaining kiosk building and gardens.

- **Gatehouse**

Owned by Canterbury City Council and leased to Whitstable Castle Trust as part of the Castle and Park package. Trust wish to refurbish and let as offices and holiday accommodation.



*Tea Garden (2010)*

## 1.6 **Main uses, recreational facilities, attractions and activities**

In addition to the regular use of the park for informal and peaceful relaxation, the Castle and park are used for a variety of activities and events including:

- Training courses
- Talks
- Meetings for example Whitstable Photographic and Natural History Societies, Yoga groups, etc
- Musical and theatrical performances, fairs, The Oyster Festival, Carnival events, May Day charity fund raising Fete
- Wedding and family celebrations
- School and college groups (Garden Studio space)

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- Art and craft demonstrations, workshops and exhibitions (Garden Studio space)
- Corporate groups
- Play space for young children (three to eight years of age)
- Orangery Tea Rooms
- Public toilets with baby-changing facility
- Tea Garden refreshment kiosk with panoramic sea views

### 1.7 Users of the park

The park attracts a wide cross section of the local population as well as visitors from outside the Canterbury and Whitstable district. The presence of the Castle Pre-school in the park with a capacity of 25 children, and the new play space mean the park is popular with parents accompanying young children. The tranquil gardens, views over the bowling green and two tea room facilities appeal to older members of the community.

A developing event programme, education packs for schools and a more effective marketing strategy will hopefully mean that a wide range of people from other age groups will use the Castle and park more regularly.

### 1.8 Existing management arrangement

The castle and park are managed as one single entity by The Whitstable Castle Trust. Prior to the restoration project the castle was managed by a local community group (The Castle Centre Association – now disbanded) and the park by Canterbury City Council. Advisors to the Heritage Lottery Fund argued for one



organisation to manage the whole site following the restoration project. The rationale being a single organisation is more likely to achieve a higher quality product.

### 1.9 Existing management and costs

The annual cost of the routine management of the park landscape prior to the restoration project totalled £28,679. The elements maintained included: lawns, shrub beds, trees, herbaceous beds, rose beds, climbing plants, bedding beds, the fountain, seats, hedges, planters and hard surfaces. Following completion of the restoration project it is estimated that the cost of maintaining the external spaces will increase to £36,000. The increase is the result of adding new facilities to the park, namely, the play area and the re-opening of the toilet block. Both require daily inspection and cleaning.

In addition, each year there are additional costs relating to miscellaneous non-routine costs to carry out emergency tree surgery work, repair/replace fences, railings and seats etc.

## 1.10 Measuring success

### 1. Increasing the range of audiences

	Baseline	Target	2010/11	2011/12	2012/13
Number of visitors	5,566	500,000	363,499	435,500	
% male	26	35	37	36	
% female	74	65	63	64	
% white British	97	95	95	95	
% BME	3	5	5	5	
% Disabled	4	8	8	8	
Largest age group visiting	50-59	35-55	30-39	30-39	
Smallest age group visiting	17-19	16-24	17-19	17-19	
Overall satisfaction with the park	92	95	95	96	

### 2. Increasing the range of volunteers

	Baseline	Target	2010/11	2011/12	2012/13
Number of volunteers	9	20	35	47	
Castle and park	7	10	7	7	
Horticulture	3	6	3	6	

### 3. Improving skills and knowledge through training

	Baseline	Target	2010/11	2011/12	2012/13
Number of trained staff	6	12	6	7	
Number of trained volunteers	21	30	21	22	
Park used by third party as training venue	6	12	11	11	

#### Numbers of staff and volunteers

*Full-time salaried staff:*

Business manager

Events manager

Head chef

Assistant chef

Head gardener

Assistant gardener

Caretaker

Administrative staff

Orangery tea room staff

*Volunteers:*

Castle auxiliary staff

Garden auxiliary staff

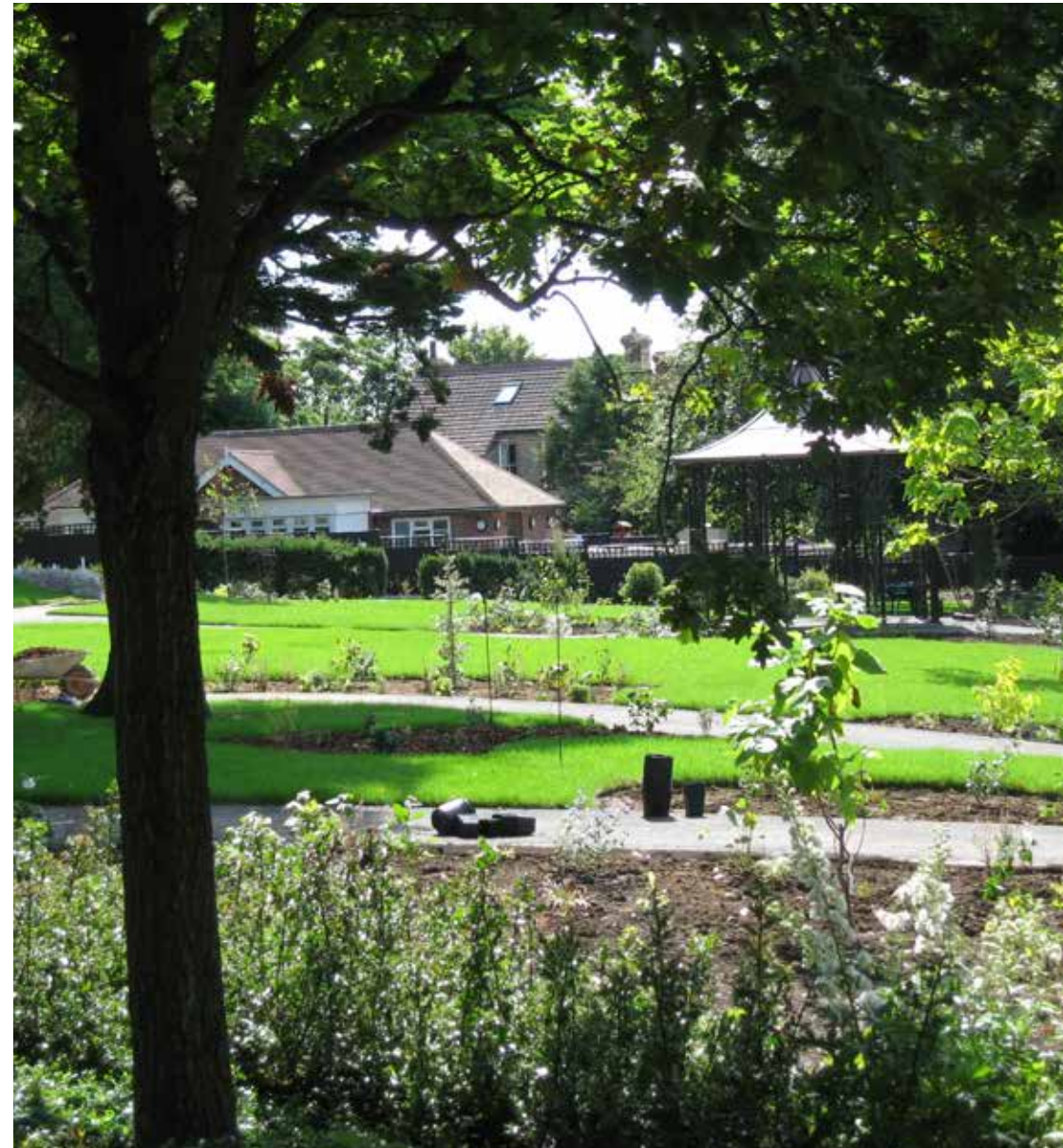
## 2.0 Ambitions and expectations

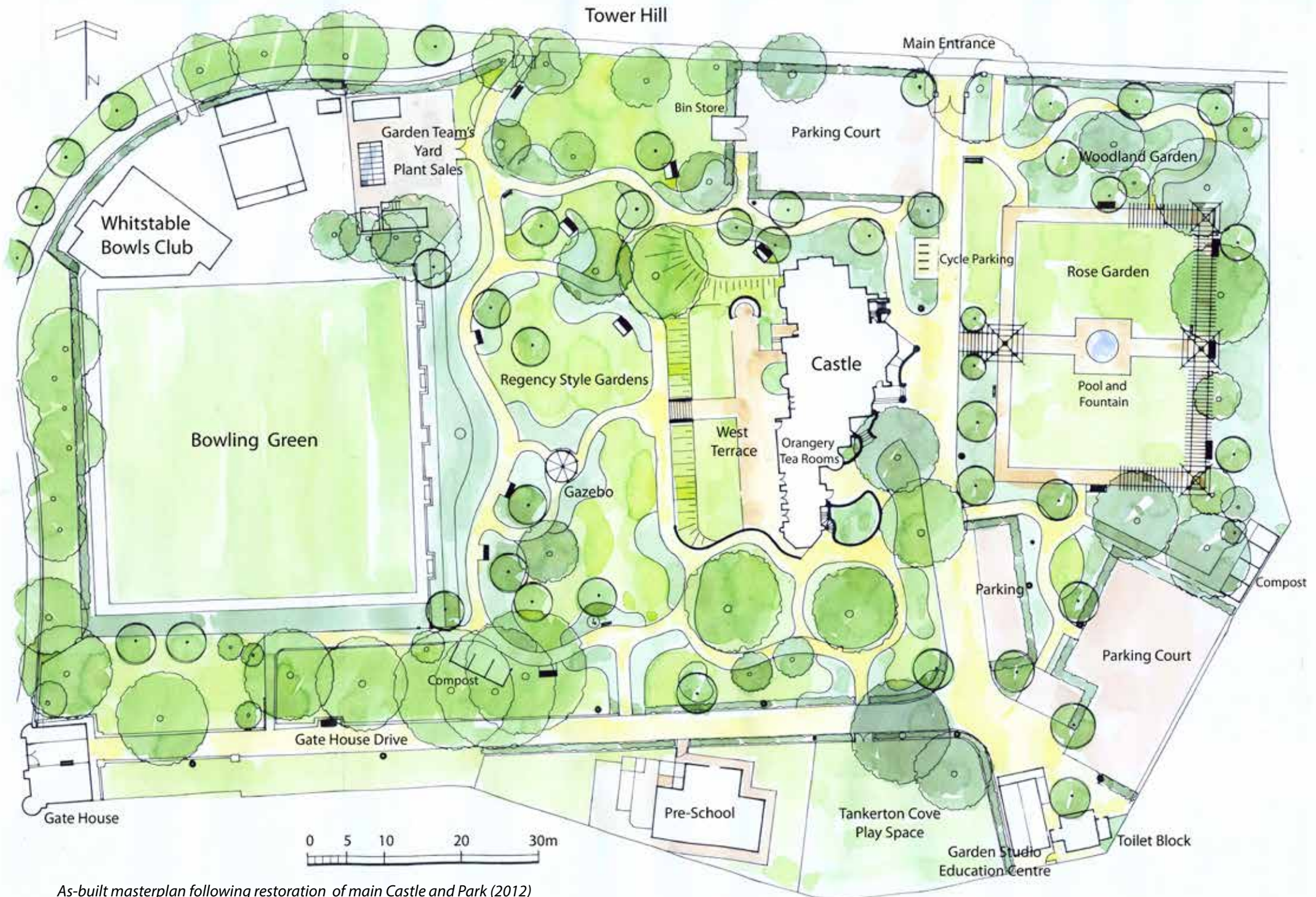
### 2.1 Vision statement

To create a unique, sustainable hub of community life, in Whitstable's only public park, where people will wish to visit to enjoy cultural, educational and recreational activities in a special place of high quality historic architectural and landscape character.

### 2.2 How key Green Flag criteria influenced the restoration of the park

Care was taken during the design process to acknowledge and respond to key Green Flag criteria. Table 2 below shows how deficiencies were recognised and corrected in the restoration project.





As-built masterplan following restoration of main Castle and Park (2012)



**Table 2: Green Flag Award criteria analysis**

Green Flag Award criteria		Analysis of existing situation/issues prior to restoration project	Action plan – restoration project changes
1	<b>A welcoming place</b>	1.1 No signage to announce location and entrances	1.1 New signage to announce location and entrance points and to interpret detail within site has been installed.
		1.2 No safe road crossing points	1.2 Tower Hill has been converted to one-way circulation with on street parking. A 'raised table' crossing point and speed reducer was introduced in 2012..
		1.3 Limited facilities/events to attract wider audience	1.3 New facilities and an event programme have been introduced.
		1.4 No trained staff to welcome visitors	1.4 Full-time staff and volunteers trained in visitor management now in place to meet and greet visitors.
		1.5 The garden landscape lacks identity and offers a confused message	1.5 The Garden landscape has been restored to a period theme with a clear identity and strong sense of place.
2	<b>Healthy, safe and secure</b>	2.1 No coordinated walking routes within gardens that safely link to neighbouring green spaces and to the wider locality	2.1 Coordinated walking routes with safe linkage to neighbouring green spaces have been created.
		2.2 Outside space feels unsafe after dark	2.2 New lighting to provide illumination and perimeter railings/gates to enable the site to be locked after dark have been introduced.

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Green Flag Award criteria		Analysis of existing situation/issues prior to restoration project	Action plan – restoration project changes
		2.3 No trained staff to provide a reassuring presence	2.3 Multi-skilled trained staff have been introduced to welcome and provide visitors with a reassuring presence.
		2.4 No toilet, drinking water or first aid provision	2.4 The existing toilet block has been restored and reopened. New café and first aid facility has been created in the castle.
		2.5 No 'open access' to the castle building to provide reassurance for visitors in case of emergency	2.5 A new reception has been created largely staffed by trained volunteers.
		2.6 Little natural surveillance from adjacent residential properties	2.6 Existing vegetation has been sensitively managed to open up views into the site.
		2.7 No health and safety policy for the site	2.7 A health and safety policy has been developed for the site.
3	<b>Well maintained and clean</b>	<p>3.1 The site is generally perceived to be well-maintained and to be clean.</p> <p>However, the quality of the open spaces is poor in terms of layout, plant species, sense of place, connectivity etc</p>	3.1 The restoration of the castle and park has significantly improved the quality of the open spaces. A full-time head gardener has been appointed to manage the outside space working with a team of volunteers.

Green Flag Award criteria		Analysis of existing situation/issues prior to restoration project	Action plan – restoration project changes
		3.2 No specific policy on how to address vandalism, dog mess, used needles and syringes, chewing gum, fly posting, fly-tipping and graffiti etc incl. Target response times	3.2 One year on from the completion of the restoration project and the anti-social problems associated with the 'old castle and park' do not now occur. In the unlikely event that they arise, immediate action will be taken to prevent escalation.  A policy on litter, vandalism and maintenance is to be finalised.
4	<b>Sustainability</b>	4.1 No recycling of plant waste nor resource conservation for example rainwater conservation	4.1 All organic material now composted and recycled using new compost bins.  Rainwater collection and storage tanks now in place.
		4.2 No environmental management policy	4.2 An environmental management policy aimed at a sustainable approach to the management of the site is in the process of being prepared.
5	<b>Conservation and heritage</b>	5.1 The site has a wealth of natural and built heritage features able to give the site a unique identity.  Investment and good design is needed to optimise the quality of these historic features.	5.1 Good design and management as a result of the restoration process has meant the sense of place and quality of the historic buildings and landscape have been significantly enhanced.

Green Flag Award criteria		Analysis of existing situation/issues prior to restoration project	Action plan – restoration project changes
		5.2 No wildlife habitat enhancement carried out.	5.2 New compost bins, native planting, log piles, bird and bat boxes collectively enhance the wildlife interest of the park.
6	<b>Community involvement</b>	6.1 No information collected concerning visitors/users.	6.1 Staff and volunteers to be trained to undertake visitor satisfaction surveys to monitor public opinion.
		6.2 No community involvement in the management of the site.	6.2 Staff to be trained in volunteer management to enable working days, green-gyms, horticultural master classes etc to be provided.
		6.3 Develop an event and festival programme to attract and involve the local community	6.3 A programme of events to attract a wider range of people and to involve the local community will be developed (see appendix B).
7	<b>Marketing</b>	7.1 No Marketing Strategy in place to: <ul style="list-style-type: none"> <li>- provide information to users concerning management strategies, activities, features, ways to get involved.</li> <li>- provide effective promotion of park as a community resource</li> </ul>	7.1 A marketing strategy for the park is in the process of being developed <ul style="list-style-type: none"> <li>- obtain Green Flag award and use to positively promote the park</li> <li>- develop website using trained volunteers</li> <li>- involve trained volunteers in event management and communication with the local community.</li> </ul>

Green Flag Award criteria		Analysis of existing situation/issues prior to restoration project	Action plan – restoration project changes
8	<b>Management</b>	8.1 The site has been managed without a Management Plan since coming into public ownership in 1935.	8.1 This Management Plan has been produced to: <ul style="list-style-type: none"> <li>- provide a clear sense of direction shared by all involved</li> <li>- act as a vehicle to engage the local community</li> <li>- protect and enhance investment in the site and maintain quality standard</li> <li>- measure progress.</li> </ul>

### 3.0 Management objectives and work plan – how objectives will be achieved

The following table includes management objectives and related action points for 2012/13. Objectives and action points will be reviewed and amended each year.

**Table 3: Work plan**

Theme	Objective	Action	Lead	Date	Indicator	Priority
<b>A welcoming place</b>	Attract more visitors to the site	Install new brown and white tourism sign(s)  Install new directional signs in town centre	DS	By September 2012	Number of satisfied visitors	H
	Improve staff welcome	Provide staff and volunteers with training in visitor welcome and management	DS	By June 2012	Number of satisfied visitors	H
<b>Healthy, safe and secure</b>	Improve and formalise Health and Safety	Finalise Health and Safety Policy	DS	By April 2012	Completion	H
	Prompt and effective action to deal with any anti-social behaviour	Effectiveness of policy and response time to be reviewed in relation to visitor satisfaction surveys and staff feedback every year	DS		Number of times within target response times	H
<b>Well maintained and clean</b>	Work programme for routine tasks	Produce work programme. Staff and volunteers to be trained to carry it out to a high standard.	DP	By March 2012	Number of complaints received	H

Theme	Objective	Action	Lead	Date	Indicator	Priority
	Apply for 'Loo of the Year' award	Enhance toilet block and apply for award	DS	By April 2012	Successful application	M
<b>Sustainability</b>	Safeguard financial sustainability by developing income-generating events/ activities programme	Business Plan and programme of events/activities to be produced annually	DS	By February 2012	Amount of income generation per year	H
	Improve environmental performance	Produce an Environmental Policy	DS	April 2012	Completion of agreed Policy	M
<b>Conservation and Heritage</b>	Restore historic buildings and structures	Monitor recent restoration work  Continue to seek funding to undertake phased completion of repair works not included in restoration project.	DS		Annual expenditure on repairs	M
	Limit new facilities and uses to those which compliment the historic character of the site	Produce a policy statement on the inherent character of the gardens and the rationale behind the choice of facilities.  Apply for a Green Heritage Award	DS		Green Heritage Award	M

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Theme	Objective	Action	Lead	Date	Indicator	Priority
	Enhance wildlife conservation of the park	Plants for bees and butterflies; bat and bird boxes; conserve old trees; compost heaps and log piles; hibernacula etc	DS		Number of and range of species present	M
<b>Community involvement</b>	Encourage community involvement	Produce an annual programme of tasks suitable for volunteer involvement managed by trained staff  Use Green Flag award to publicise opportunities	DS	By March 2012	Number of participating volunteers  Number of visitors	M
<b>Marketing</b>	Ensure Castle and Park are promoted effectively as a community resource to increase visitor numbers and income	Finalise Marketing Strategy	DS	By April 2012	Number of visitors and volunteers	M
	Ensure website up to date	Check images and text to ensure relevant and up to date.	DS	By March 2012	Number of users and reaction	M
<b>Management</b>	Ensure the various green spaces of the park are managed effectively and efficiently.	Monitor and review this management plan annually in response to comments, issues and changes in technology etc	DS		Number of satisfied visitors	M





### 3.1 Finance

It is proposed that the future management of the site (buildings and landscape) should become the responsibility of the new trust: Whitstable Castle Trust. It is hoped this will lead to better coordinated management and a higher quality end product. The Business Plan details where funding will come from and how it will be expended.

### 4.0 Monitor and review

An important attribute of any management plan is adaptability. Monitoring and review allows the process of management planning to be kept alive after the written document has been completed. It serves to keep dialogue on-going, maintains the involvement of key participants and enables success to be recognised.

The main body of the plan is unlikely to require annual change so it is proposed this will be reviewed every five years. The work plan will be reviewed and updated annually. This is the most dynamic section if the plan is used effectively. A working group of Trust members together with the Head Gardener will be nominated to monitor work plan progress.

## Appendix A

### Whitstable Castle and Park – Routine management/maintenance operations (landscape)

Area/feature	Task	Frequency
<b>Gatehouse Drive</b>	Remove leaf and twig debris from drive	Once a week in autumn or after strong winds
	Clean/empty drainage gullies	Four times a year
<b>Play Area</b>	Rake sand pit and top up sand as necessary	Twice daily
	Remove sand and debris from water channel. Ensure sluice gates work	Daily
	Empty gullies in water channel of sand and debris (2 No.)	Once every three days
	Put up and remove shade awnings (2 No.)	Once each year
	Weed, feed, prune and replace plants	Four times a year
	Clean seats and table	Daily
	Empty litter bin (1 No.)	Daily
	Brush scattered sand into artificial grass	Daily
	Daily equipment check	Daily visual check
	Monthly equipment check	Monthly manual check
	Annual equipment check	Annual detailed check
	Annual power brush of artificial grass	Once a year
	Sweep hard surface	Daily

Area/feature	Task	Frequency
<b>Fountain and pool</b>	Turn off / on water supply	Twice a year
	Net and remove debris from pool	Daily
	Inspect and remove debris from pump chamber	Once a week
	Apply appropriate chemical to reduce algae growth	As instructed
	Clean and repaint fountain	Once a year
	Manually top-up water level as necessary	As necessary
<b>Pergola (Rose Walk)</b>	Clear pathways of debris	Once a week in summer and winter
	Check wooden structure and repaint where needed	Once a year
	Replace climber wire where needed	Once a year
	Replace vine eye where needed	Once a year
<b>Paths and terraces</b>	Use leaf blower/vacuum to clear debris	Once a week all year
	Jet wash paths where slippery	Once a year, treat with 'Alimallatalox' ( If ever needed)
	Remove leaf debris from drainage gullies and jet through	Three times a year
<b>Plant beds</b>	Weed clearance	All year round
	Cultivate/mulch beds to suppress weeds and feed plants	Once a year, autumn or spring
	Restock beds with new plants - annuals, biennials and perennials	All year
	Spot treat perennial rhizomatus weeds	Up to six times a year
	Prune small trees and shrubs when required at correct time of year	Once/twice a year at correct times of year
	Cut back all herbaceous perennials in early winter/late winter or early spring	Once a year

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Area/feature	Task	Frequency
	Grass edge beds	Once a week spring through to early autumn
	Collect selected seeds to be used for sale or to grow for garden stock plants	Collect in early autumn through to early winter – Head gardener to advise
	Take cuttings from selected plants to be used for sale or for garden stock plants	Cuttings to be taken at correct times through the year – Head gardener to advise
	Inspection covers to services in plant beds	Inspect and secure covers four times a year
<b>Parking courts</b>	Sweep along curbs to remove debris	Once/twice a month all year round
	Spray hard standing areas with a translocated herbicide	Twice a year
<b>Tea garden</b>	Mow lawn areas	Once a week, spring through to early autumn
	Re-seed worn areas	Spring through to late summer
	Grass edge the beds	Once a week spring through to early autumn
	Weeding beds	Once a week during active growth
	Pruning small trees and shrubs to retain shape, vigour and increase flowering	Once/twice a year when required
	Restock beds with new plants	All year
	Cultivate/mulch beds to suppress weeds and feed plants	Once a year, spring or autumn
	Repair/renew irrigation system	When needed (annual check)
<b>Picnic area</b>	Mow lawn area	Once a week spring through to early autumn
	Brush cut margins	Two to three times a year
	Prune tree extremities above railings	Once a year-winter period
	Remove suckering growth from tree bases	Every two to three years
	Crown lift trees	Every eight to 10 years, to be advised

Area/feature	Task	Frequency
<b>Seats</b>	Remove droppings / debris	Daily
	Clean with jet washer	When needed
	Repair as required	When needed
<b>Signs</b>	Wipe clean	Four times a year
	Oil timber surrounds and posts	Apply 'Danish Oil' twice a year in dry conditions
<b>Lighting columns</b>	Repaint with 'Brantho-korrux top coat exterior paint (black)	As required
<b>Railings and gates, litter bins etc</b>	Repaint with 'Brantho-korrux' exterior paint (black)	As required
	Touch-up gates where paint missing	Check and touch-up twice a year
	Oil hinges, locks and all working mechanisms	Check and oil once a year
<b>Electrical pop-up (Rose Garden)</b>	Raise from below ground and allow to dry in fine weather. Check in good working order.	Three times a year

Daniel Pretlove (Head Gardener) January 2012

## Appendix B

**Up-to-date details of events can now be found on the Whitstable Castle website.**

## Appendix C

### A summary of the achievements of Whitstable Castle Trust (September 2010 to April 2013)

From the outset, a key aim has been to create a self-supporting Trust to manage the Castle and park. The transitional Heritage Lottery Fund (HLF) funding for the manager and part-time education officer has been invaluable.

The Trust has experienced a very exciting and profitable first year of operation. With all profits ploughed back into the organisation they have been able to further improve both services and facilities.

- **Castle tearooms** – originally open five days a week, but since last summer now open seven days a week. A new, improved coffee machine has just been purchased. The outside terrace is very popular in fine weather and extends the capacity. Occasional live musical performances have been well received, with more planned in the future.
- **Weddings** – the Trust have introduced a new all-Inclusive package offering for the hire of the Castle as a wedding venue which has proved very popular. For price information please contact the office at Whitstable Castle on **01227 281 726**. Arrangements typically involve the use of certain rooms in the Castle with the option of a marquee on the lawn of the Rose garden. The gardens, with a backdrop of the Castle, remain popular for wedding photographs, whatever the season. This, along with the stunning roof terrace, is one of the main assets when showing people the venue. Uninterrupted public use of the tearooms, and park when weddings are in progress takes place without any conflict. The number of weddings has risen from 10 in the first year of opening to 25 in 2013. A number of advanced bookings for 2014 and 2015 are currently taking place.
- **Room hire** – the number of rooms being let out to local community groups and business has continued to grow over the past year with improvements in the offer being seen as a major reason for this. Along with regular hirers such as the Whitstable Photographic Club, WEA Adult Education and Fitness Classes the Castle has increased its number of business clients through the introduction of a new business package. The improved catering aspect of the Castle has seen room hire for special celebrations generate additional revenue as well as offering an all in one package for the clients. Canterbury City Council and Kent County Council continue to use the Castle for regular meetings, training and consultations.
- **Events** – Whitstable Castle has been home to some very well attended events in the town over the last year and finally the town has a venue to be proud of. It is the town's only public park so it is able to offer attractive inside and outside space. Along with established events such the Antiques Fair, the Castle has upped its game by putting on Christmas Events. In addition to this in March 2013 the first in a number of large themed events was launched with 140 people enjoying a 007 night which was spread across the inside and outside of the Castle. On the back of last year's success which saw 'Whitstable's Got Talent' launched with hundreds of people filling the castle grounds and sitting on the lawns to watch local people perform in the bandstand. This year we are combining

## Whitstable Castle and Park

Management Plan (2012 to 2022)

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it with a Giant Picnic in the park event to attract even more people. As usual we are the central hub for the May Day Celebrations which will run again on the 6th May. In the summer of 2013, the Castle will be playing host to two plays in the Castle gardens: 'Sherlock Holmes' and 'William Shakespeare'. We anticipate that each performance will attract up to 500 spectators. There is a wide range of events planned for 2013 and these will no doubt be popular with the local community.

- **Education** - the Castle has an ongoing commitment to play an active role in local town life.

We offer arts and crafts activities to local children on a regular basis, as well as annual events such as a Sports and Wellbeing day, an Easter Trail around the gardens, Oyster Week activities, Christmas activities etc. We offer tours and talks for visiting groups of all ages, sharing with them the story of how the Castle came to be built here and of its links with the characters and local industries of the past. We have ongoing links with the local primary schools and other local centres of interest (eg Whitstable Harbour, foreshore officers and RNLI). We hope to show that there is something for everyone here – local or visitors and of all ages.

- **Gardening** – the Trust appointed a full-time Head Gardener, Daniel, in late 2010. He started in January 2011. In his first year he has worked with his assistant Tom and a growing group of enthusiastic volunteers which now numbers six people. A plant nursery has been set up in the gardener's compound. One of the volunteers managed to raise 1,400 plants from seed for the nursery. It is hoped that with better marketing the volunteer base and the nursery will be more successful next year. Daniel organised two talks on horticultural themes with cream teas to raise the profile of the park and nursery,

with more planned for next year. The park won the 'Whitstable in Bloom' competition in its first year despite the planting not having reached maturity. It also won a Silver Award in the 'Wild about Gardens' competition organised by Kent Wildlife Trust.

- **Volunteers** – The completion of the restored Castle and park has coincided with and an economic down turn. Local people have come forward and volunteered to help with all aspects of the day to day running of the site. Volunteers can now be called upon to staff reception, provide administrative back up in the offices, work in the gardens or help to steward special events.
- **Visitors** – The range and number of visitors has increased significantly above the baseline recorded prior to the start of the restoration project. This is presented in more detail under 'monitoring success' 1.10.
- **Website and media interest** – The Trust has set up a website to inform the wider world of its existence. The address is **[www.whitstablecastle.co.uk](http://www.whitstablecastle.co.uk)** The newly restored castle and park has been featured in several magazines and newspapers and on television. ITV have recently filmed part of a new food programme at the Castle. It is due to be shown later this winter.

Anthony Dance  
March 2013



## Appendix D

### Environmental policy

The castle grounds cover an area of approximately 4 acres, the majority of which falls within the Canterbury City Councils (CCC) Conservation area. The gardens are managed with biodiversity in mind, for instance in and around the composting area at the rear of the rose garden, logs and tree sections have been stacked carefully and then covered with up turned grass turves that have been lifted from various areas around the garden. This is to create habitats for invertebrates and the castle gardens population of native Stag Beetle.

The castle gardens encompass a wide range of habitats and species and many opportunities exist to conserve and enhance biodiversity. We have many areas in and around the castle gardens managed for wildlife. With the higher number of trees and hedging there is plenty of areas for wildlife to prosper. Over the next few years we are looking to place more nesting boxes in and around the site to help increase our populations of birds and bats.

We are also planting as many different flowering plants as possible. We will be planting plants with bright colours and scents which will attract pollinating insects, as well as people.

Additional benefits to the environment of the wider area around the castle grounds are considered as well as the importance of biodiversity for the health and well being of staff, volunteers and visitors to the castle gardens through the improvement of the landscape and planting schemes, as well a hugely popular play area for children.

- To work with local groups and local authorities to share knowledge and resources.
- To seek funding and grants to facilitate the castles biodiversity aims of the future.
- To involve staff, volunteers and the local community in biodiversity issues through volunteering and educational programs.
- To comply with any relevant UK legislation regarding biodiversity.
- To use biodiversity to promote healthy living and well being.
- To always consider ecological impacts and opportunities for ecological enhancement of any building designs or construction activities.
- Where practical practise low intervention horticulture.
- Recycle green waste whenever possible.
- Build on our links with the local community through annual events and interest groups.
- Introduce sympathetic management techniques to stimulate natural habitats.
- Where practical and safe, leave fallen timber in situ.

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- Horticultural operations to be timed carefully to reduce the impact on breeding, feeding and hibernating species.
- Communicate biodiversity issues through the castle website to engage with visitors, staff and volunteers.
- Enthuse people who use the castle and castle gardens.
- Research and implement new methods of pest and weed control.
- New seed and potting mixes produced by the head gardener will be used for all plants produced in the castles propagation programme. Compost produced on site has and will continue to be used in potting mixes, this is in line with the slow removal of peat from various compost products.
- Plants that are brought in from outside nurseries are checked to see if they either are peat free or if they are then they must be adhering to the SSSI-Site of Special Scientific Interest Status or a local equivalent.
- Pesticide use is limited, very limited, we use organic mixes made up by ourselves where applicable and only on small nursery stock plants. The mixture will usual consist of washing up liquid, full fat organic milk and water. This tends to work well on pests and some fungal diseases. We also rely on the many natural garden predators that we have in the garden through not spraying pesticides, we try and let nature run its course and not disturb the natural balance.
- Removal of pest by hand is another way we limit pest problems within the garden and lower the need to use pesticides.
- Herbicides are used in the garden to control persistent perennial rhizomatous weeds, it is seen as a control rather than eradication of perennial weeds. Spraying is mainly carried out on hard standing areas and a small amount of garden flower beds.
- We try to spray outside of nesting time as much as possible if we ever have to spray in areas where wildlife is present. We spot treat weeds in areas where heavy planting is present and where wildlife may be present. For public safety we spray early in the morning (6.30-7.00am)
- All chemical spraying is carried out by licensed and well trained garden staff who take great care when and where they should be spraying.
- Rain water is collected in the garden by water butts and also collected and stored in an underground rain water harvesting tank, fed by down pipes from the castle, max capacity is 3000 litres. Used by the garden team in and around the garden.

### Appendix D1

#### **Whitstable Castle: Biodiversity Assessment** *(Carried out by Canterbury City Council's Countryside Officer Brian Watmough in January 2008)*

The grounds of Whitstable Castle already contribute to the biodiversity of the town. The collection of open spaces which constitute the gardens form the largest group of mature trees in the town. An increase in biodiversity has the potential to increase people's enjoyment of the park.

## **Existing Biodiversity Interest**

The existing biodiversity interest can be considered in 5 major habitat features: trees, shrubs and hedges, grassland, flowerbeds, and buildings.

### **Trees**

The Castle grounds, together with the adjoining properties to the north, form the largest group of large mature trees in Whitstable. As such they provide potential feeding, nesting and roosting site for several bird species, notably wood pigeon, mistle thrush and song thrush. They also provide feeding areas for bats and possibly roost sites.

### **Shrubs and hedges**

Provide potential nest sites for birds such as dunnock, song thrush and blackbird. The fruit and seeds may be an important autumn and winter food for wildlife.

### **Flower beds**

Have potential invertebrate interest

### **Grass**

Is limited to small lawn areas to east and west of the castle and is currently maintained as short sward. Although areas of short grass are often described as green desert, they provide important feeding areas for bird species including dunnocks and, thrushes..

## **Buildings**

Leisler's bat has been recorded from within the castle. The building is used by pigeons and may also be used by sparrows and starlings.

### **Assessment**

The Whitstable Castle site is within a conservation area but has no wildlife designations although it is less than 1 kilometre from Tankerton Slopes which is a Site of Special Scientific Interest.

Confirmed records of bats in the castle and grounds suggest that there may be significant bat roosts. All bat species are protected by Habitat Regulations. These regulations were amended in August 2007 strengthening the protection given to bats.

The Kent Biodiversity Action Plan includes an objectives to :

“Maintain and enhance the current extent and quality of natural and semi-natural habitats within built-up areas and gardens” and

“Improve the biodiversity of built up areas and gardens by increasing awareness to the benefits of and encouraging management sympathetic to wildlife.”

Section 74 of the Countryside & Rights of Way Act 2000 lists habitats and species of principal importance for the conservation of biological diversity in England. One bird species on this list, the song thrush, regularly occurs in the Castle Grounds. In addition a further two species occurring in the castle grounds, starling and house sparrow are on the UK Red List of species of high conservation concern and 2 species, dunnock and mistle thrush are on the Amber list of species of medium conservation concern.

### Recommendations

#### Bats

An initial scoping survey of roofspace and grounds should be done as soon as possible; this will identify what other, more detailed surveys, are necessary.

These recommendations are based on experience and draw on recent studies of urban biodiversity, notably a study of London green spaces (2006) and CABI Space guidance "Making contracts work for wildlife: how to encourage biodiversity in urban parks" (2006). Specific recommendations are given for each of the main habitats features identified and more general recommendations given for management processes in park.

#### Trees

The mature trees, especially the oaks, are a significant resource for biodiversity. Consider providing nest boxes for hole nesting birds. Hole diameters should vary between 25 mm for blue tits, 32 mm for house sparrow and 45 mm for starling. Local supplier Jacobi Jayne: [www.jacobijayne.co.uk](http://www.jacobijayne.co.uk) New oak trees should be planted now to ensure continued presence of oak trees on site.

#### Shrubs and hedges

Maintain existing shrub beds and hedges. Consider reducing frequency of cutting where appropriate to provide a more varied structure, introduce climbers, e.g. honeysuckle and diversity to single species hedges, introduce locally native wildflowers (primrose, bluebell, herb Robert) at the base

#### Grass

Maintain existing open area of short mown grass as feeding area for birds, consider converting areas near base of shrubs and hedges into rough grass or wildflower meadow where appropriate.

#### Flower beds

Consider using flowering and fruiting shrubs that provide food sources for animals, replacing annual plantings with perennial or perennial/annual combinations, and retaining dead seed heads and skeletons of dead plants, leaving to stand over winter for seed-eating birds and winter invertebrate shelter.

#### Rose beds

Create ground cover using flowering herbaceous plants, use roses with abundant fruits, and grow modern disease resistant cultivars to reduce the need to spray, use hoeing rather than herbicides to keep weeds in check

#### Buildings

Obtain advice for requirements for bats. Provide nest boxes for sparrows and starlings (see above), consider a green roof system for any new buildings.

#### Grounds maintenance

Work with contractors to minimise use of peat and herbicides, adopting SMART targets for their reduction. Train grounds maintenance contractors and supervisors in biodiversity.

## Appendix D2

### Wildlife conservation

In line with well established conservation principals we are doing the following within the castle gardens:

- New tree planting in the garden has included native trees and other European Genus, these trees have been chosen for colour, texture and good presence of berries in the autumn/winter period perfect for all bird species in the garden.
- More log piles have been added to increase the native stag beetle, also new bird boxes for varying native birds made by local woodcarver will be added. These will be placed in the mature Oak trees that we have along the gate house drive.
- Buddleia clumps are being planted in areas of the garden that attract many insects to feed increasing the biodiversity of insect and bird species.
- Willow hedges have been planted at the northern end of the Tea Garden, these will be weaved together over time increasing places for wild life to increase. Also in this area native Sea Buckthorn hedge has been planted as well as a evergreen hedge at the southern end of the T-Garden, this will allow birds to nest for longer once the hedges are established.
- Insect Island is a particular wildlife conservation project, we are aiming to have this planted and complete by May 2013 using garden staff and volunteers. This project involves two basic elements, Native and Natural. We are leaving the grassed area to grow longer, cutting a maximum of three times over a year, strimming to let grass clippings fly or mowing and placing clippings back under base of the two native trees, Ilex aquifolium and Taxus baccata or along the base of the Taxus baccata hedge. This allows any insects sucked up by the mower to stay within the Island. Native and natural plantings will be planted into the lawn area being left to self seed over time and cover larger areas. The three existing flower beds will have native annual wild flower seed mix sown over them from March through to May at two to three week intervals this will allow maximum flowering of all species contained within the mix. This area will increase insect, invertebrates and bird species.
- The castle gardens will over time be developed through garden staff and volunteer help, this helps increase but also stabilize conservation and to keep heritage as was intended. We will strive to continue planting native tree species as well as increase other European species in line with the ever changing weather and climate. By doing this we look to increase biodiversity to a higher level year on year. Over the last two years we have added many new features, log piles, larger compost areas, patches of garden left to run wild, native planting and many new planters educating people on how to grow plants, vegetables and edible flowers in various ways.

## Appendix E

### Events and marketing policy

#### 1. **Marketing strategy for the castle and gardens**

Since April 2012 there has been a dedicated marketing officer in post which has led to an increased marketing presence, reaching customers through the press, local networking and publicity material.

The aim is to increase the number of reasons for people to visit the Castle and promote this accordingly. This has been achieved by the introduction of a much stronger events calendar, increased marketing in terms of Weddings and tailoring a specific package designed to increase the number of businesses using the Castle facilities for corporate meetings and away days.

New events such as 'Whitstable's Got Talent' created a local fair like feel and our Christmas offering was tailored much more around getting the community together by offering activities such as live music. We aim to continue this by running a series of food events on the terrace outside of the orangery to make the most of the beautiful gardens and wonderful Whitstable sunsets.

Publicity material has been increased and better designed to inform the community what is going on and there has been good relationships forged with local media to ensure the highest possible chance of press releases being published.

In May the Castle opened its own Facebook page. It now boasts 300 friends and has just launched a new Twitter account to keep the public in touch with what is going on.

#### 2. **Controlling visitor numbers to events to avoid damaging the castle and gardens**

We have certain capacity limits which are adhered to when events are held. This is not only to protect people from a Health and Safety point of view but also to help ensure the building does not get damaged in any way and to avoid uncomfortable conditions for visitors. We often ensure one room is free to cope with any overflow issues.

In the garden when we are running an event we try to protect the public and the landscape through good advanced planning and risk assessments. This includes reducing the risk of damage to grass during events that take place on our lawns by ensuring correct flooring or matting is laid where required. Also during events such as treasure hunts, clues are purposefully located in places where the gardens and plant will not be trampled on.

Risk assessments take place for all events and where there is potential damage to the gardens (from people/vehicles etc.) or potential damage from the grounds (such as wet weather/ice) these are highlighted.

## Appendix F

### Litter, vandalism and general maintenance policy

**This policy covers all aspects of keeping the castle gardens in a clean and tidy state, as well as being a safe environment.**

- The Castle Trust Keeps a very close eye on its grounds for litter and vandalism damage, with checks made daily for both. Response time is immediate for both to help keep the visitor experience pleasant.
- All litter bins are emptied daily and are cleaned and disinfected once a year.
- The gates to the gardens are closed at dusk unless activities are ongoing within the gardens or castle building, even then the gates are only opened when required to allow guest to leave, no one is allowed into the castle or gardens unless authorized after closing time.
- The Trust will repair any damage caused by vandalism, viewing this as the best way to deter such further actions.
- The children's play area is cleaned and inspected daily and left in clean and tidy state, all play equipment is checked and tested for safety and cleanliness. This is recorded and logged on a daily check list.
- Any graffiti is removed immediately, this is to deter further problems in this area.
- All pathways and walkways are cleaned and swept on a regular basis.
- The toilet block is cleaned and inspected daily.
- All surface water drains are cleaned and flushed up to four times a year to stop water from pooling and creating slippery surfaces and standing water becoming stagnant.
- All the gardens equipment is maintained and kept in good working order to facilitate the most efficient use of working time.
- A weekly work plan is devised by the head gardener to aid in the most efficient way of using staff and volunteer time in and around the castle gardens.
- Volunteers from the local community are encouraged to become part of the garden team helping with the maintenance of the gardens and to help complete various garden projects through the year.
- All garden staff and garden volunteers are asked to keep a look out for, litter, vandalism and any maintenance issues that need to be responded to.
- If serious incidents do occur CCTV can be used to help solve varying issues, by the castle trust or the local police.

## Appendix G

### Play policy and risk-benefit assessment

#### 1.0 Background

This play policy accords with guidance contained in Play England's 'Managing Risk in Play Provision: Implementation Guide' published in 2008.

It relates specifically to the equipped play space known as 'Tankerton Cove' located within the public park surrounding Whitstable Castle.

All risk management in play provision should start with a clear play policy. A play policy sets out the values, principles and understandings that form the framework for making judgements about play provision. It establishes the framework against which providers (Whitstable Castle Trust) can make judgements about reasonableness in risk management. It does this by affirming that risk is an inherent and necessary aspect of play.

A play policy makes explicit the duty of play providers to offer risk-taking opportunities, and asserts that, without such opportunities, children's happy and healthy development will be impaired. This policy has been formally endorsed by the Whitstable Castle Trust and Canterbury City Council.

#### 2.0 Play policy framework

The sign just inside the entrance to the 'Tankerton Cove' play space summarises the original design aim:

'This play space has been designed to be challenging and exciting for children aged from three to eight years of age. The use of natural materials, surfaces of different textures, including water and sand, and level changes mean a degree of risk has been deliberately designed into the play space. Parental supervision is advisable for younger children

Children require and deserve play spaces which are not just 'play areas' (a space with isolated pieces of play equipment on rubberised surfaces), but are stimulating, challenging and engaging play environments able to hold the interest of children so they will want to visit repeatedly.

There is a duty on play providers to provide managed play environments with an appropriate level of risk. To provide totally safe play spaces does a disservice to children and is potentially threatening to their personal safety in the longer term. In other words, children should have the opportunity to learn about risk in a managed environment designed for that purpose. In this way children equip themselves to deal with similar hazards in the wider world.

Inherent risks will add interest and enable children to test and discover their abilities. A well designed play environment needs more than just equipment. It needs planting, changes in level, a variety of materials and textures, spatial enclosure (both vertical and overhead) and, ideally, water and sand to enable children



to shape, mould and control their world whilst playing. The play equipment should be incidental to the overall concept.

In summary, Whitstable Castle Trust has adopted a play policy that recognises the value of managed risk-taking by children, of contact with 'natural' materials, and of the health and welfare benefits of challenging outdoor play environments, with an appropriate degree of risk 'built in' to enable children to discover, learn about and test their abilities.

### 3.0 Managing risk

Whitstable Castle Trust, in accordance with Play England's 'Managing Risk in Play Provision: Implementation Guide' (2008) will manage risk in relation to the equipped play area of Tankerton Cove through a descriptive risk-benefit assessment approach.

This approach recognises that providers can make sound judgements about many risks and benefits relating to play provision but that they need to record their considerations and evidence base systematically. This is, in legal terms, a 'suitable and sufficient' risk assessment in the context of children's play, since it is a reasonable approach to the task of balancing risks against benefits.

### 4.0 Risk-benefit assessment

Manufactured play equipment and furniture

The Tankerton Cove play space has been designed as a stimulating and challenging play environment which includes a number of pieces of manufactured equipment from a well known

and respected company. The following items of equipment were supplied by Eibe Play Ltd (Phone 01483 813 834) :

**Table 1: Schedule of Eibe play equipment present in the play area**

Quantity	Description	Eibe reference number
1	Eagle nest swing	5550515
1	Pinta pirate ship	5591475
1	Neptune carousel	5560590
1	Seaside/lakehouse	5590150
1	Sand raft on springs	5671220
1	Thuringia circular table and seat	5601430
16	Ebini seat	5601760
2	Crank water pumps	5662900
4	Aqua draw gate	5663030
1	Shade awning (4 x 4)	5602130
1	Shade awning (3 x 3)	5602130

All of the above items of play equipment and furniture conform to the appropriate industry safety standard – British Standard Environmental Norm BSEN 1176 (outdoor equipment). An appropriate level of challenge and risk has been designed into the equipment.

All equipment to be maintained in good, safe working order as follows:

- Weekly visual inspection to ensure equipment working without faults
- Monthly manual inspection to tighten-up any loose fixings
- Annual detailed inspection to check all structural and moving elements of each item of equipment
- Any reported faults or weaknesses to be addressed immediately

A written record of inspections and work carried out to be maintained by Head Gardener’s team.

Staff are to be specifically trained in the inspection and maintenance of the equipment.

### Non-prescriptive play equipment

Non-prescriptive play features in relation to Tankerton Cove include the stone sett paved water channel, stone boulders, sculptural timber screen wall, timber log walls and level changes.

**Table 2: Risk-benefit assessment of non-prescriptive play features**

Issue	Commentary	Information sources
Benefits of non-prescriptive play features	<p>Benefits of contact with natural materials – visual, tactile, audible sense stimulation. Ability to experience natural materials in wet and dry conditions (combination of water and sand). Natural materials combined with plants and sculpted objects to engage children and enrich their play.</p> <p>Level changes combined with log walls mean all spaces are not visible at any one time. Adds to interest and invites imaginative play. Gradients need to be negotiated with care – speed of movement and care needs to be adjusted in certain situations.</p> <p>Benefits in promoting environmental awareness.</p> <p>Can be low cost way to provide different play opportunities and improve design.</p>	<p>Everyday experience.</p> <p>Observation of children at play.</p> <p>Experience of providers using this approach.</p>
Risks	<p>Natural stone surfaces, especially when combined with water and sand can become slippery.</p> <p>Surfaces not always perfectly level – can cause child to fall.</p> <p>A child could suffer a ‘hard’, uncompromising landing onto stone or timber and not a cushioned safer surface.</p>	<p>Professional experience.</p> <p>Play inspectors.</p>

Issue	Commentary	Information sources
Expert views	A growing number of play experts actively promote the benefits of natural play environments.	Play England publication: 'Play, Naturally' (Lester, S and Maudsley, M, 2006)
Relevant local factors	The type of features included, their location in relation to equipment and other features, the maritime theme of the play space and the accessibility and character of natural environments nearby.	
Pros and cons of options	<p>Retain natural elements and level changes as they presently exist.</p> <p>Remove natural elements and reduce gradients.</p> <p>The second option is not feasible. The site has a natural level difference which has to be accommodated. The sensory and educational interest will be greatly diminished if the natural features / materials are removed.</p>	
Precedents/ comparisons	<p>Stirling Council makes extensive use of non-prescriptive play features.</p> <p>Most adults have experience of climbing on rocks and playing in woods and natural areas, and experience of watching children in these contexts. Articulating this experience will help inform the judgement.</p>	<p>Professional networks.</p> <p>Play England, Greenspace, CABE and other national agencies.</p>
Risk-benefit judgement	<p>There is no data that injuries involving such features/materials are more or less likely.</p> <p>The play policy of Whitstable Castle Trust acknowledges the importance of creating challenging, stimulating play environments with a degree of in-built risk. The sensory and educational contribution of natural materials, level changes and planting to compliment fixed play equipment is regarded as very important to successful play spaces, and, more importantly, to well- rounded child development.</p> <p>Judgement: The benefits outweigh the risks. The play area works successfully on several levels – it provides a fun environment with in-built managed risk in which children are challenged and stimulated to discover and learn about their abilities.</p>	

Issue	Commentary	Information sources
Implementing judgement locally	<p>An increasing number of providers are following this approach.</p> <p>Tankerton Cove play space has been open to public use for just over a year. It is different to most play spaces in the locality and is very popular with young children and parents. A measure of its success is the regular repeat visits by a high number of users, use throughout the winter months and its very good safety record – no reported serious incidents since first opening.</p> <p>Children and parents particularly like the presence of sand and water play.</p> <p>Parents with preconceived ideas about play space appear to have been persuaded of the merits of this different approach.</p>	

### 5.0 Conclusion

The importance of creating play spaces with high play value where children want to play and return to is paramount in the opinion of Whitstable Castle Trust. Too often, play spaces are sanitised to ensure they are cheap and easy to maintain with little understanding of the resulting deprivation caused to childhood development.

Care has been taken to create a rich play environment to test skills and encourage children to explore the boundaries of their abilities. Children will inevitably experience falls and mishaps in the process of playing. Thankfully, parents or supervisors will be close at hand and injuries will hopefully not be life threatening. Far better for children to learn lessons in a managed environment such as Tankerton Cove than in a more hazardous setting in the wider world.

Whitstable Castle Trust  
November 2011

## Appendix H

### Health and safety policy

The WCT recognises and accepts its health and safety duties as an employer for providing a safe and health working environment so far as is reasonably practicable for all its employees under the Health and Safety at Work Act 1974, the Fire Precautions (workplace) Regulations 1997 and the Management of Health and Safety at Work Regulations 1999 and other relevant legislation.

#### Policy objectives

The WCT will take all reasonable practicable steps to meet its responsibilities, paying particular attention to the provision and maintenance of

- A safe place of work and safe access to and egress from it.
- A healthy working environment.
- Plant, equipment and systems of work that are safe and regularly maintained.
- Safe arrangements for the use, handling, storage and transport of articles and substances.
- Sufficient information, instruction training and supervision to enable all employees and volunteers to avoid hazards and contribute to their own safety and health at work.
- Reasonably practical safe arrangements for protection against risk to health and safety of the general public or other persons which may arise from the WCT activities.

- Making suitable and sufficient assessments of the risks to the health and safety of employees and of persons not in the employment of the WCT arising out of or in connection with the WCT activities.
- Making specific assessments of risks in respect of new and expectant mothers and young people under the age of eighteen.
- Providing information to other employers whose workers are on the WCT premises of any risks to which those workers may be exposed.

#### Management responsibilities

The Centre administrator and WCT Committee are responsible for ensuring that the health and safety policy is carried out and that responsibilities for safety, health and welfare are properly assigned and accepted at all levels.

#### Employees' responsibilities

It is the duty of all employees under Section 7 of the Health and Safety at Work Act to take reasonable care for the lives of themselves and others who may be affected by their acts and omissions. Every employee MUST:

- Take care of his/her safety whilst at work.
- Take care for the health and safety of all members of the general public who may be affected by his/her actions and omissions, with particular consideration for the needs of persons engaged in activities organised by WCT.

- Comply with all safety instructions issued by the WCT or issued with products
- Co-operate with the WCT so as to enable it to carry out its own responsibilities successfully.
- Not wilfully misuse nor interfere with any item provided in the interests of health, safety or welfare.
- Report to WCT at the earliest opportunity and record in the appropriate book, all injuries, accidents or dangerous occurrences at work including those involving the public and participants in activities organised by the WCT. All incidents will be reported at the next committee meeting.

#### **Visitors and contractors**

On arrival, all visitors should be directed to the appropriate member of staff or host user/hirer of the building. This person will take responsibility for their visitors and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.

Contractors will be given instructions on safe working practice and safe evacuation in the event of an emergency. Any concerns relating to own safety or suspected unsafe working practices by the contractors must be reported to the Centre Administrator, or a member of staff, who will investigate and report on unsafe incidents to the WCT committee.

#### **First aid and accident reporting**

##### *First Aid:*

Appropriate first aid boxes are provided in the café, office and gardener's compound.

##### *Accidents:*

In the event of an injury or illness, those present should call for a member of staff or ring for an ambulance directly by dialling 999.

- All accidents must be reported to the Centre Administrator or another member of staff immediately, or as soon as practicable.
- All accidents must be entered in the accident book situated in the Castle Trust office.
- The procedures for 'notifiable' accidents as shown in Appendix A must be followed.
- The Centre Administrator will investigate incidents and accidents, writing a detailed report for the Trust's Management Committee to consider the actions necessary to prevent a recurrence.

#### **Fire drills and evacuation procedures**

- All staff must know the fire procedures, position of fire appliances and escape routes.
- The alarm system will be tested annually by ADT Systems. In the interim parts of the system will be checked by the Administrator on a weekly basis. The results will be entered in a log book.
- The Centre Administrator shall arrange for fire drills and fire prevention checks to be carried out at least once every three months and entered in the log book.

- People leaving the premises shall ensure fire prevention closedown checks for the parts of the premises that they have been using, including common areas.

### **In the event of fire**

- Persons discovering a fire should sound the nearest alarm.
- The first duty of all staff is to evacuate all people from the building by the nearest exit immediately the fire is discovered.
- All persons must evacuate the building and where possible, and without personal risk, leave all doors and windows closed.
- The assembly point for the whole building is the fountain at the front of the building. No-one should leave the assembly point without the permission of a member of staff.
- If a fire occurs the Fire Brigade must be called immediately by dialling 999.
- When the Fire Brigade arrives they will be advised of the location of the fire and whether all persons are accounted for.

### **Bomb warnings**

If anyone receives a bomb warning they should try to record exactly what is said and find out from the caller:

- The approximate location of the bomb
- The likely time of detonation
- Whether the police and fire brigade have been notified

The fire alarm will not be sounded, but the building will be evacuated taking into consideration any information from the bomb warning.

### **Food hygiene**

When handling or preparing food those concerned will:

- Regularly wash hands before and during food preparation, but especially after using the toilet.
- Inform a responsible person of any skin, nose, throat or bowel problem.
- Ensure cuts and sores are covered with waterproof dressings.
- Keep themselves clean and wear clean clothing.
- Not smoke
- Never cough or sneeze over food.
- Clean as they go, keeping all equipment and surfaces clean.
- Prepare raw and cooked food in separate areas. Keep perishable food covered and either refrigerated (less than 8°C) or piping hot (above 63°C).
- Ensure waste food is disposed of properly. Keep the lid on the dustbin and wash their hands after putting waste in it.
- Avoid handling food as far as possible.
- Say if they are unable to follow any of these rules.
- Advise the Administrator of any defects or concerns regarding the facilities eg uncleanliness, refrigeration operation, cracked food preparation surfaces.

#### **Cleaning materials, general machinery and high risk areas**

- All portable machinery must be switched off and unplugged when not in use
- Wandering cables should be avoided
- Warning signs should be used in the event of slippery floors.
- Where appropriate staff should use protective clothing and equipment and report any loss or defect in these.

#### **Safety inspections**

The Centre Administrator shall carry out regular safety inspections of the building and make a report of any problems to the next meeting of the Trust so that the necessary action can be taken.

#### **General**

All thoroughfares and exits must be left clear at all times.

Corridors and fire exits must not be blocked by furniture or equipment.

Cars must not be parked so as to cause any obstruction or hazard to the building.

Hazards or suspected hazards or other Health and Safety matters should be reported to a member of staff immediately or as soon as practicable. If the hazard is serious, immediate action must be taken.

#### **Appendix H1 – Accident reporting**

All accidents that occur on the premises or under the control of the WCT must be recorded.

Accidents involving employees at work or contractors

Any accidents require completion of Accident Book (HMSO B1 510).

For accidents reportable to the Health and Safety Executive

If accidents result in incapacity for work for more than three days, the staff member should complete form F2508 with copies to: Health & Safety Executive and the Castle Trust Chair.

If accidents result in fatality, fracture, amputation or other specified injury (see 4 below) then the staff member should immediately notify the Health & Safety Executive and WCT Chair.

If a reportable accident involves a contractor's employee and the premises are under the control of someone other than the contractor, then that person in control of the premises is responsible for reporting the accident.

If a contractor's employee is at work on premises under the control of the contractor, then it is the contractor or someone acting on his or her behalf who is responsible for reporting the accident.

#### **Accidents to members of the public**

For all accidents complete Accident Book (HMSO B1 510) and form Acc.1.

#### **For accidents reportable to the Health and Safety Executive**

If accidents result in fatality, fracture, amputation or other specified injury or anyone has gone to hospital (see section 4) then immediately notify the Health and Safety Executive and the WCT Chair.



Follow-up within seven days with completion of F2508. Copies to Health and Safety Executive and WCT Chair.

### **Specified major injuries or conditions**

Fracture of the skull, spine or pelvis; any bone in the arm or wrist, but not a bone in the hand; any bone in the leg or ankles, but not a bone in the foot. Amputation of a hand or foot; a finger, thumb or toe; or any part thereof if the joint or bone is completely severed.

Other specified injuries and conditions:

1. The loss of sight of an eye; a penetrating injury to the eye or a chemical or hot metal burn to an eye.
2. Either injury (including burns) requiring immediate medical treatment or loss of consciousness, resulting (in either case) from electric shock from any electrical circuit or equipment, whether or not due to direct contact.
3. Loss of consciousness resulting from lack of oxygen.
4. Decompression sickness requiring immediate medical treatment.
5. Either acute illness requiring treatment, or loss of consciousness, resulting (in either case) from absorption of any substance by inhalation, ingestion or through the skin.
6. Acute illness requiring medical treatment where there is reason to believe that this resulted from exposure to a pathogen or infested material.
7. Any other injury which results in the person injured being admitted immediately into hospital for more than 24 hours.

If in doubt, any injury will be reported.

### **Dangerous occurrences**

The Health and Safety Executive and the WCT Chair will be informed in the event of any of the following:

Collapse/overturning of machinery/explosion/collapse of closed vessel/boiler/electrical explosion/fire.

### **Occupational diseases**

Poisoning/skin disease/lung diseases/infections.

On receipt of a written diagnosis from a doctor, report the disease using form F2508A to the Health and Safety Executive and the WCT Chair.

If in doubt any occupational disease will be reported.

### **Appendix H2 – Fire prevention**

The Fire Brigade has provided advice on the following:

- The number and width of escape routes.
- Emergency lighting and its maintenance.
- The most suitable way of raising an alarm in the event of fire.
- The contents of fire instruction notices.
- The number and types of fire extinguishers or other fire fighting appliances that should be provided.
- Precautions to be taken with any activities involving the use of flammable liquids, naked flames or heating processes.

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- The maximum number of people who should be allowed in the premises at any one time.
- The arrangement of seating and gangways in rooms so as to allow free and ready access direct to fire exits.
- Exit doors are always unlocked.
- Escape routes and exit doors are clearly signposted and marked, so that anyone not familiar with the building can quickly see the way out.
- Escape routes and exit doors will never be allowed to become obstructed or hidden by chairs, stage props, curtains etc.

#### **Maintenance of fire equipment**

- Fire extinguishers, hose reels and fire alarm systems (where provided) are regularly maintained by specialist fire engineering firms.
- Staff will be trained to use this equipment.
- Equipment will be kept in its correct position and always clearly visible and unobstructed.

#### **Closedown checks**

- Checks are made to all parts of the premises at the end of an evening or session to ensure that
  1. No smouldering fires or cigarettes left burning
  2. Heaters and cookers turned off.
  3. Television and other electrical apparatus turned off and unplugged.

4. Lights off.
5. Internal doors closed.
6. Outside doors and windows closed and secured.

#### **Other steps taken to prevent fires**

- Smoking not allowed in the building
- Heating appliances fitted with adequate and secure fireguards.
- Portable heaters must be securely fixed and kept away from combustible materials.
- Convector type heaters are not covered with clothes or curtains.
- Temporary extensions or additions to the electrical installation carried out and checked by a competent electrician.
- Sufficient socket outlets provided to obviate the need for long training flexes.
- Damaged leads replaced.
- Cooking operations supervised by a reliable person.
- Portable electrical appliances are checked and tested by a competent electrician. Faulty units are repaired or replaced.
- All parts of the premises kept clear of waste and rubbish, particularly storerooms, attics and boiler rooms.

### **Appendix H3 – Display screen equipment**

In some cases it will be clear that the use of display screen equipment is more or less continuous on most days. Where use is less continuous 'user' status will apply if most or all of the following criteria are met:

- The individual depends on the use of display screen equipment to do the job, as alternative means are not readily available for achieving the same results.
- The individual has no discretion as to the use or non-use of the display screen equipment.
- The individual needs significant training and/or particular skills in the use of display screen equipment to do the job.
- The individual normally uses display screen equipment for continuous spells of an hour or more.
- The individual uses display screen equipment in this way more or less daily.
- Fast transfer of information between the user and the screen is an important ???
- The performance requirements of the system demand high levels of attention and concentration by the user, for example, where the consequences of error may be critical.

Staff using display screens are entitled to request an eyesight test which will be paid for by the Trust. If as a result of the eye test a staff member requires spectacles solely for use with display screen equipment they are entitled to reimbursement of the cost of a basic pair. If they wish to

choose more costly spectacles (eg a more expensive frame) the Trust will only reimburse the cost of basic spectacles.

If, as a result of tests, a member of staff requires spectacles for normal use e.g. reading or distance vision, but which may also include display screen equipment use, the Trust will make no reimbursement except for the cost of the eyesight test and the report.

The member of staff involved will pay the optician and then obtain reimbursement, attaching the receipt(s) and any other reports to form DSE1 and give these to the WCT who will arrange reimbursement.

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### **Appendix H4**

Kent Fire Brigade Fire Risk Assessment file held in Chief Executives office.

Apollo Health and Safety Buildings file kept in Chief Executives office.

Catering Equipment can be found in Lockhart Catering Equipment file held in Chief Executives office.

Other equipment found in Lockhart Operations and Maintenance Manual held in Chief Executives office.

August 2011

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You can also get this information in other formats, including Braille, large print, audio tape and other languages. Please phone Whitstable Castle Office on **01227 281 726** or email **[enquiries@whitstablecastle.co.uk](mailto:enquiries@whitstablecastle.co.uk)**

