

Whitstable Castle and Park

Management Plan (2018 to 2027)

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 August 2018)



Restoration project
in progress (2010)





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1.0 Introduction

This is the third management plan for Whitstable Castle and its associated green spaces. The Castle and grounds are owned by Canterbury City Council and managed by Whitstable Castle Trust for a period of 50 year lease from July 2011.



Before restoration (2008)

The trust is responsible for the daily management of the castle including the running of events, the maintenance of the castle building and gardens, the employment of staff and promotion and marketing of the castle.

In 2010 Canterbury City Council co-ordinated a £3 million restoration of the castle and the gardens £2 million Heritage Lottery funding.



After restoration (2010)

The castle trust and staff are made up of a Chairman, Directors, Council representatives, functions manager, front of house manager, head chef and head gardener.

The restoration is now completed and the management plan will have a strong emphasis on maintenance and management. The management plan will be monitored on a regular basis and the Action Plan updated annually.

The management plan will assist the Trust to:

- Manage and maintain the castle and gardens in the long term
- Continue to develop ways of involving people in the heritage
- Build on existing partnerships
- Outline management / maintenance costs



Before restoration: fenced compound storage space (2008)



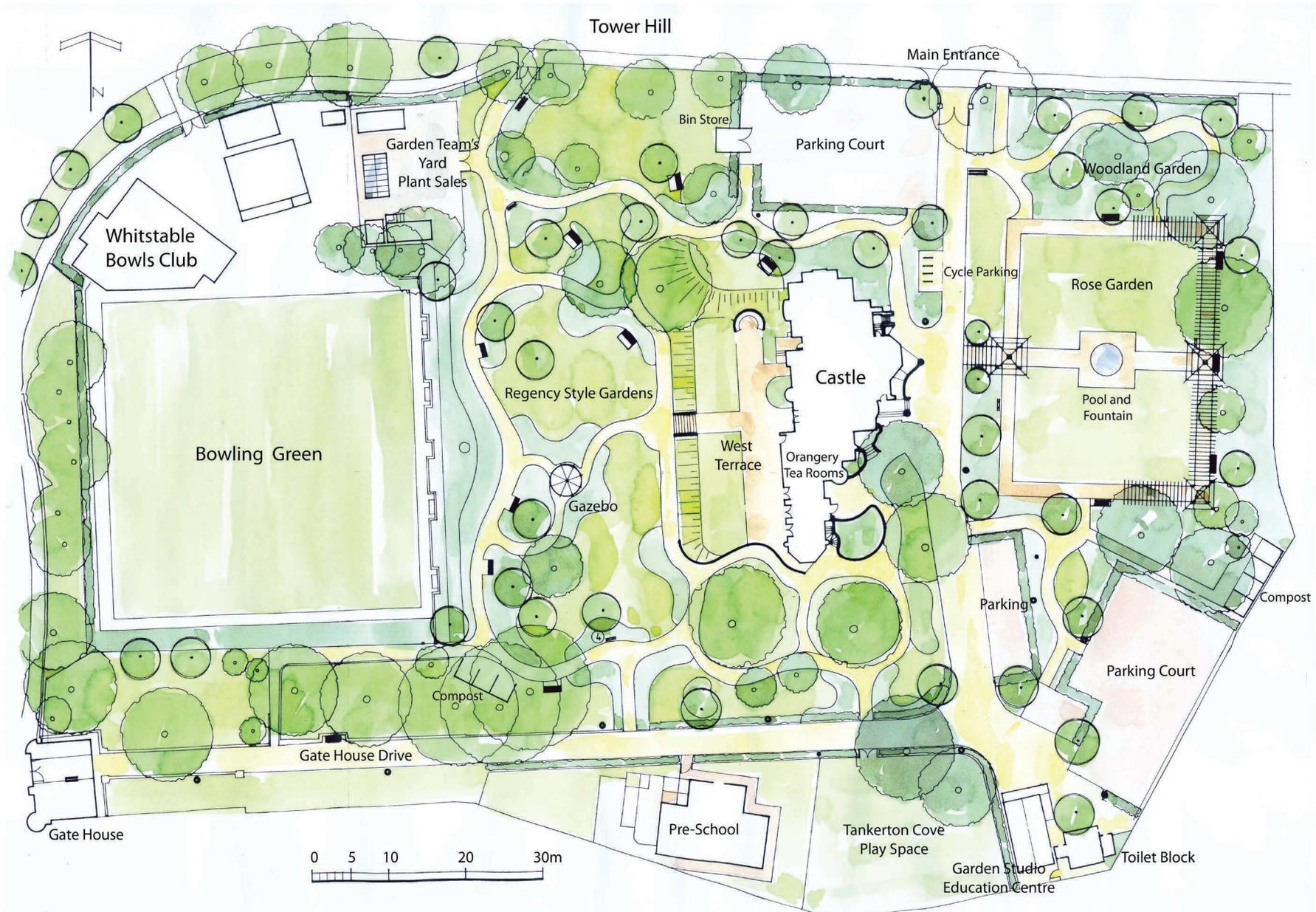
After: 'Tankerton Cove' play space added as part of restoration works (2011)

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3.0 Map of the castle area

As-built masterplan following restoration of main Castle and Park (2018 to 2027)



4.0 Policy context

As part of the council's Parks and Open Spaces strategy Whitstable Castle is identified as an important open space and resource for Whitstable. In the town itself there is a general deficiency of parks and open spaces and the castle is prominent in its role in providing a free accessible space with onsite facilities such as parking, refreshments and a children's play area. The castle setting compliments Whitstable's coastal location, beaches, the harbour area and a vibrant shopping area and is a popular attraction within the town and for visitors and tourists.

The area also links to the emerging Tankerton Coastal Park (Queen Elizabeth II Diamond Jubilee Field)

Before investment by the Heritage Lottery Fund the castle was not suitable for use as a local venue and the gardens required significant investment and restoration. The formation of the Trust has enabled the castle to build on the Heritage Lottery Fund to develop as a local venue and a popular community hub.

Vision statement

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



View towards the west terrace from Bowling Green

5.0 Site description and information base

Located on the eastern edge of the town the castle and gardens has a site area of 1.8 acres overlooking the coast and the seaside town of Whitstable.

Castle and gardens

The formal gardens are a relaxing setting for weddings, special events or simply to enjoy afternoon tea overlooking the bowling green. For adventurous little ones there is a timber maritime themed play area and a children's menu at the café.

Site details

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, northerly winter winds, although this is mitigated today by mature structural tree planting. The site is within the Tankerton Conservation Area and the castle building is Listed Grade II.

Opening hours:

Gardens: 7am until dusk

Castle and Orangery Tea rooms:

April to October 10am to 5 pm 7 days per week

November to March 10am to 4pm 7 days per week



6.0 Details of leases and licence agreements

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 Pre-school

The pre-school now operates from the former bungalow on a lease from the Trust. They are responsible for the management of the pre-school within the fence-enclosed boundary.

Bowls Club

The area used for the Bowls Club was originally part of the gardens, and before that a vegetable garden. Leased from the city council to the Bowling Club for a 21 year period commencing 10th March 1999. The tenant is responsible for internal and external repairs, maintenance of the green and pay-metered water supply. Tenants to make one rink available for non-members save during team and inter-club matches.

Tea Gardens

The trust use their own staff to manage the tea gardens kiosk or to enter into a short-term lease agreement with an external organisation. The trust is responsible for maintaining the kiosk buildings and garden.

Gatehouse

Leased to the Whitstable Castle Trust, the gatehouse is now residential and office accommodation.

7.0 History of the castle and gardens and the restoration

Early 1790's	Charles Pearson (acquired the land through marriage) built an octagonal tower to initiate the development of the castle building	1935	The local council purchased the property and changed its name to Whitstable Castle and used the buildings as offices. Improvements were made to the gardens and launched at the towns Silver Jubilee celebrations.
1820's	Tower extended by Charles's son	1972	Local government reorganisation saw the council offices move to Canterbury.
1836	Property sold to cousin Wynne Ellis a wealthy Victorian benefactor – know for his contribution to the National Art Collection. Also a residence for his mistress.	1975	The Whistable Society campaigned for the castle to become a social community hub for the town.
C1845	Wynn Ellis extended the property to develop it as his country seat. This included reconstruction of the west front, coach house added, gardens extended and laid out in the regency style.	2000	The castle became a venue for weddings and began to generate income.
1887	Charles Newton-Robinson a London barrister purchased the property for £16,000	2006 – 2010	HLF application and restoration
1897	Sold to Thomas Edward Adams – addition of gatehouse and the impressive gardens used for fetes	2012 – 2017	Green Flag and Green Heritage Awards
1920	Sold to Albert Mallendain a wealthy paper manufacturer. Mallendain had great affection for the town and become the Lord of the Manor (a title gained on ownership)	2019	Application for Green Flag Award
1934	Mallendine decided to move and offered the property to the Urban Council for £10,500 with a condition of sale that it should be maintained by public use.		

8.0 Horticultural and Ecological interest

The castle gardens are predominantly formal gardens, the gardener manages the gardens alongside regular volunteers.

The rose garden is planted with roses and other climbers, with beautiful scents filling the air as you wander under the pergola admiring the restored central fountain. On the lower terrace you will find borders filled with many varieties of plants.

Seating is provided throughout to allow you to rest and take in the views and fresh sea air. Just a short walk from the main Castle is the Castle Tea Gardens, with lush herbaceous borders and terraced lawns, once again with glorious views out to sea across the Thames Estuary to the Isle of Sheppey and beyond, to the Essex coastline.

The castle is home to a range of breeding birds, bats and the rare Stag Beetle has also been recorded within the grounds. The trust is aware of the PTES scheme to record stag beetles nation-wide.

The castle benefits from further recording of the wildlife that visits the castle grounds. It is a location for interesting records of moths and ornithological sightings as well as the more common garden species and we have developed a range of wildlife friendly projects including a wildlife trail (bird and bat boxes), composting, use of rainwater harvesting



Tea Garden (2010)

and encouraging invertebrates by leaving some areas undisturbed and leaving habitat piles to encourage a mosaic of habitats on a small scale to compliment the formal areas.

Providing a wildlife friendly garden will encourage a new generation of young gardeners and provide inspiration to take home to their own outdoor spaces at school or home.

9.0 Existing management

The council does not manage the gardens under the open spaces grounds maintenance contract, the Trust is wholly responsible for the maintenance and management the gardens and the daily running of the castle building.

Management of the gardens includes: lawns, shrub beds, trees, herbaceous beds, rose beds, climbing plants, bedding, fountains, seating, hedging, planters, hard surfaces, public conveniences (inspection and cleaning), monitoring of the play area and liaising with external play contractors for repairs.

Additional maintenance includes: non-routine tree work, repairs or replacement of fences, railing and seats and reacting to other works as required.

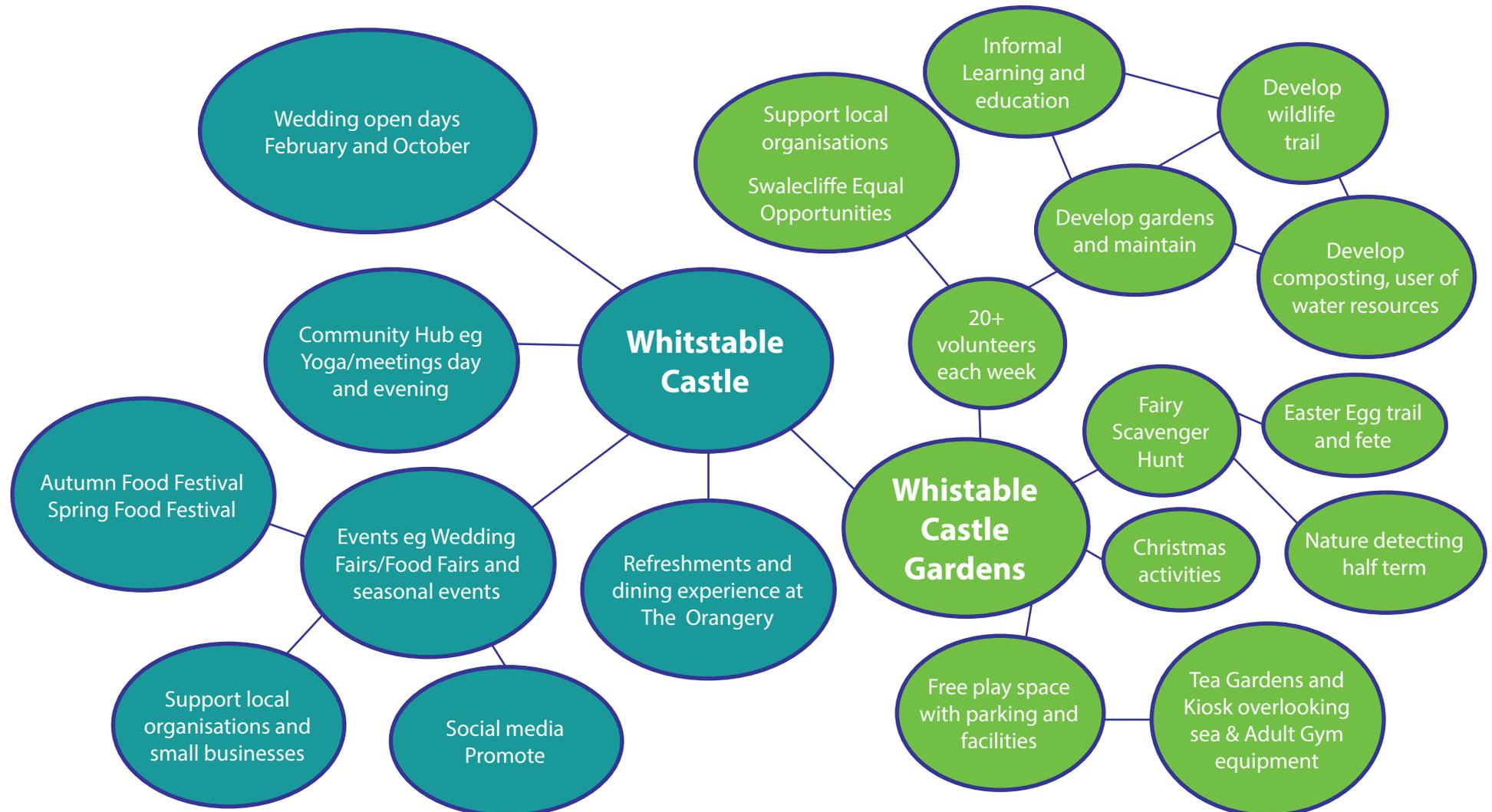
The café and castle are managed by trained staff to deliver high quality offer of refreshments and dining for events and weddings.

The reception area managed by a team of volunteers that receive training to manage a range of queries face to face and over the phone.



10.0 Community activities

A summary of community activities and uses of the Castle and gardens



11.0 Whitstable Castle action plan

HLF/Green Flag objective	Pre-HLF investment	HLF actions completed	Areas for development/ HLF legacy
Attract and welcome more visitors	No signage in place to announce location or entrances	Signage installed at entrance points installed and information panels installed around the gardens.	Trust to maintain, repair and replace as required
	No safe crossing point from Tower Hill	Tower Hill crossing point completed	Maintained as part of the highway (Kent County Council)
	Limited facilities and events to attract a wider audience	Annual events programme delivered by castle staff and external organisations	Trust to continue to promote the events programme on the website and social medial and local networking
	No trained staff to welcome visitors	Full-time staff and volunteers trained in visitor management now in place to meet and greet visitors.	Trust to continue to train new staff to promote a positive visitor experience
	Garden landscape lacked identity and presented a confused message	Gardens restored to a period theme with a clear identity and sense of place in keeping with the castle's location and heritage	Gardener to develop the garden design and engage with volunteers

HLF/Green Flag objective	Pre-HLF investment	HLF actions completed	Areas for development/ HLF legacy
A safe and healthy place to visit	No co-ordinated walking routes within gardens that safely linked to the wider locality	Co-ordinated walking routes.	Castle Staff to maintain hard surfaced paths
	Outside space felt unsafe at night	New lighting and gates to enable to enable locking at night	Castle Staff to continue to lock the gardens at night
	No public conveniences, drinking water or first aid provision	New public conveniences with baby change installed. Orangery Café opened for lunches and catering service. First aid provided.	Castle Staff to continue to maintain the public conveniences
	No open access to the castle for visitors for enquires or in an emergency	A new reception has been created staffed largely by volunteers to welcome visitors	Trust to continue to recruit volunteers to ensure a welcoming presence and enable staff to deal with a range of enquiries face to face and by phone.
	Little natural surveillance from neighbouring properties	Existing vegetation has been opened up to increase views	Gardener to monitor boundaries and levels of natural surveillance. Arrange further works as required.
	No health and safety policy for the site	A health and safety policy has been developed	Trust to review health and safety policy annually and amend where required
	Not suitable as a wedding venue	Gardens and castle restored and catering at the Orangery to provide a full wedding package.	Continue to promote the castle as an attractive local wedding venue.

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HLF/Green Flag objective	Pre-HLF investment	HLF actions completed	Areas for development/ HLF legacy
Maintenance	The site prior to HLF investment was perceived to be clean and well maintained. However the gardens lacked quality, connectivity and a sense of place	A full time gardener is employed by the Trust to manage the open space and to engage with volunteers to develop the garden.	Gardener to continue to work with regular groups of volunteers. Volunteers average 20 volunteers per week in addition to working with the Swalecliffe Opportunities Group
	No specific schedule of routine maintenance agreed including response times	Schedule of maintenance detailing routine maintenance	Trust to review routine maintenance requirements of castle and grounds annually including play area inspection and maintenance
Sustainability	No recycling of plant waste, or water conservation	Plant waste composted on site/volunteers assist gardener to collect plant material for composting and water conservation.	The castle ensures 100% recycling of green waste. Develop on site recycling where possible (given limited space). Utilise volunteers to assist with recycling.

HLF/Green Flag objective	Pre-HLF investment	HLF actions completed	Areas for development/ HLF legacy
Conservation and heritage	The site has a wealth of natural and built heritage features to give the site a unique identity. Investment and good design is needed to optimise the quality of these historic features.	Good design and management as a result of the restoration project has the sense of place and the quality of the historic landscape and buildings have been significantly enhanced.	Continue to maintain the building and garden to a high standard – seeking to make enhancements as required within existing budgets and seeking external funding as required.
	No wildlife enhancement carried out	New compost bins, native planting, log piles, bird and bat boxes, collectively enhance the wildlife interest of the park.	Continue enhancements for wildlife eg bird/bat boxes. Take advise from local groups eg Kent Bat Group Develop a wildlife trail as an additional feature of the garden and encourage visitors to learn about wildlife gardening
Community involvement	No community involvement/ volunteers involved in running the castle or gardens	Staff training has included: working with volunteers/green gyms/running horticultural master-classes	20+ regular volunteers. Volunteers from the Swalecliffe Equal Opportunities Group carry out a variety of gardening tasks and continue to run annual programme of events and promote locally.
	No welcome/reception cover	Volunteers are trained to work on the reception desk managing face to face queries, telephone calls and provide a welcome	Continue to attract and train new volunteers

12. 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 Gardener will be nominated to monitor work plan progress.



Appendix A

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

Area/feature	Task	Frequency
Gatehouse Drive	Remove leaf and twig debris from drive	Once a week in autumn or after strong winds
	Clean/empty drainage gullies	Four times a year
Play Area	Remove debris from water channel. Ensure sluice gates work	Daily
	Empty gullies in water channel of sand and debris (2 No.)	Once every three days
	Weed, feed, prune and replace plants	Four times a year
	Clean seats and table	Daily
	Empty litter bin (1 No.)	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
Fountain and pool	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

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Area/feature	Task	Frequency
Pergola (Rose Walk)	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
Paths and terraces	Use leaf blower/vacuum to clear debris	Once a week all year
	Jet wash paths where slippery	Once a year, treat with 'Alimallalox' (If ever needed)
	Remove leaf debris from drainage gullies and jet through	Three times a year
Plant beds	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 rhizomatous 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
	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

Area/feature	Task	Frequency
Parking courts	Sweep along curbs to remove debris	Once/twice a month all year round
	Spray hard standing areas with a translocated herbicide	Twice a year
Tea garden	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)
Picnic area	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
	Gym Equipment	Serco to undertake weekly inspections
	Signage	Canterbury City Council to install with contact details

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

Appendix B

Annual events

February

- Fairy Scavanger Hunt
- Valentines Night
- Murder Mystery Evening
- Wedding Open Day

March

- Antiques and Vintage Fair
- Mothers Day

April

- Easter Craft Workshop in the Studio
- Easter Egg Hunt
- Antiques and Vintage Fair
- Whitstable Carnival Court Selection
- Murder Mystery Evening
- Spring Food Festival and Classic Car Show

May

- Lions Club May Day Fair
- Antiques and Vintage Fair

June

- Antiques and Vintage Fair
- Murder Mystery Evening
- Open Air Art Exhibition

July

- Oyster Festival
- Pirate Treasure Hunt
- Antiques and Vintage Fair
- Open Air Music
- Whitstable in Bloom Awards Ceremony

August

- Antiques and Vintage Fair
- Open Air Art Exhibition
- Summer Fair with Fun Dog Show and Strawberry Cream Teas

September

- Antiques and Vintage Fair
- Heritage Open Day

October

- Antiques and Vintage Fair
- Murder Mystery Evening
- Scarecrow Festival
- Autumn Treasure Hunt

November

- Antiques and Vintage Fair
- Murder Mystery Evening
- Ice Skating Rink
- Tankerton Christmas Market

December

- Christmas Fair
- Christmas Food Festival
- Christmas Disco
- Christmas Grotto
- Antique and Vintage Fair

Appendix C

Key Achievements of the Heritage Lottery funded restoration

- Castle tearooms – originally open five days a week - now open seven days a week. 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 as well as adjoining orangery. 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 gazebo is now licensed for weddings.
- 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 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. The castle hosted the Lord Lieutenant of Kent on the opening of new Queen Elizabeth II Diamond Jubilee Fields at Tankerton, Herne Bay and Canterbury in 2012.
- 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 added to the calendar by putting on Christmas Events. In addition to this the castle has developed an extensive range of seasonal events listed on the website and the social media page.
- Volunteers - there is a regular group of volunteers that assist on the Castle reception desk providing a welcome for visitors, the Head gardener has recruited around 20 volunteers each week to assist with the management of the gardens, learn new skills and develop new projects.
- New play area – Toddlers Cove the play area attracts hundreds of children to play in its uniquely designed play space.

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 are stacked to create habitats for invertebrates including the 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.

We have placed more nesting boxes in and around the site to help increase our population of birds and bats working with the Kent Bat Group. We are also planting as many different flowering plants as possible.

And seeking to:

- To raise funds externally including grants to facilitate the castles biodiversity aims
- 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 wellbeing.
- 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.
- 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.

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- New seed and potting mixes 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.
- 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 five 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."

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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 CABE 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. We have provided 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.

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, blubell, 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

We are creating 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

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 E

Events and marketing policy

Marketing and Promotion

Increasing awareness of the park's historic importance is a key part of managing the castle. In doing so the castle is promoted in a variety of ways:

- Whitstable castle website www.whistablecastle.co.uk
- Instagram
- Facebook page– promotes events and activities and provides regular updates for volunteers and visitors and is linked to many organisations in Whitstable.
- Press – much of the promotion of the castle is locally, word of mouth and social media but promotion through the local press is an area for development.
- Explore Kent – www.explorekent.org the park is listed on the website working in partnership with Kent County Council
- Events programme - a variety of events aimed at families, special interests, wedding planning and evening events promote on social media and within the town.
- Green Flag award– regaining the Green Flag is a key aim of the castle and for future years to promote the castle and attract more visitors.

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 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. This is monitored from inside the castle and from the control room at Canterbury City Council Offices, Military Road.

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 level changes mean a degree of risk has been deliberately designed into the play space. Parental supervision is compulsory 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) ideally, water 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	Thuringia circular table and seat	5601430
16	Ebini seat	5601760
2	Crank water pumps	5662900
4	Aqua draw gate	5663030

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 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. 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 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. staff members.</p>
Expert views	<p>A growing number of play experts actively promote the benefits of natural play environments.</p>	<p>Play England publication: ‘Play, Naturally ‘(Lester, S and Maudsley, M, 2006)</p>
Relevant local factors	<p>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.</p>	

Issue	Commentary	Information sources
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>	
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>	
Implementing judgement locally	<p>An increasing number of providers are following this approach.</p> <p>Tankerton Cove play space has been open to public since 2002. 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 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.

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.

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.
- 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 Trustees 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

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- 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.

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 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, and reception and tea garden.

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 managers 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 Duty Manager 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 management on a weekly basis. The results will be entered in a log book.
- The management 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 management 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 management 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: Canterbury City Council and the Castle Trustees.

If accidents result in fatality, fracture, amputation or other specified injury (see 4 below) then the staff member should immediately notify Canterbury City Council and the Trustees.

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 Canterbury City Council and the Trustees.

Follow-up within seven days with completion of F2508. Copies to Canterbury City Council and the Trustees.

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 Trustees and Canterbury City Council 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 Canterbury City Council and the Trustees.

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.

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- 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.
- 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 or grounds apart from allocated area in the grounds.
- 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.
- 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

KT Fire Risk Assessment file is held in the general office.

Peninsula Health and Safety Buildings file kept in the general office.

Catering Equipment file can be found in the general office.

Other equipment file and manuals held in the general office.

Contacts

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CT5 5BW

Phone: **01227 281 726**

E-mail: **enquiries@whitstablecastle.co.uk**

You can also get this information in other formats, including Braille, large print, audio tape and other languages. Please phone Canterbury City Council on **01227 862 000**

