

HENLEY-ON-THAMES TOWN COUNCIL



MILL MEADOWS ADVENTURE GOLF BUSINESS CASE

Version ID	Description of change	Version sponsor	Policy Owner	Creation date	Approval date	Next review date
0.1	Initial draft	Town Clerk	Full Council	02/02/21	n/a	n/a
0.2	Amendments following consultation with Accountant and Greenspan	Town Clerk	Full Council	22/03/21		



CONTENTS

Section		Page
1	Executive summary	3
2	Project scope	4
3	Strategic case	6
4	Financial and economic case	7
5	Risk evaluation	10
6	Alternatives evaluation	12
7	Project plan	16
Appendix 1	Final design and specification	18
Appendix 2	Final course costings	57



1. EXECUTIVE SUMMARY

- 1.1 The aim of this business case is to outline the Putting Green Working Group's recommended future use of the putting green at Mill Meadows as an adventure golf course.
- 1.2 It will:
 - (a) define the scope of the project;
 - (b) outline how the proposal meets the Council's strategic objectives;
 - (c) present a five-year financial forecast;
 - (d) consider the risks in pursuing the project;
 - (e) detail the other alternative uses for the site and other operating models; and
 - (f) summarize the proposed timetable and specifications for the course.
- 1.3 It will recommend that an 18-hole adventure golf course be installed on the former putting green, complete with a kiosk, CCTV, and themed around a tour of Henley, with a water feature representing the River Thames and twelve 'props' of Henley landmark features, such as the Town Hall, Henley Bridge, and St Mary's Church.
- 1.4 It will outline how the adventure golf course represents best public value by repurposing a currently underutilized yet well-placed area of the very popular Mill Meadows to provide a new and exciting amenity for both residents and visitors to the town of all ages and demographics. At the same time, it will create a significant, sustainable and low risk income stream for the Council, with a low overheads and minimal cost of sale. This income stream will support the Council's other services and amenities and reduce the burden on the local taxpayer,

What is adventure golf?

- 1.5 In recent years the sport of mini golf has seen a surge of popularity with a large number of new indoor and outdoor adventure golf courses appearing around the UK. Most people use the terms mini golf, crazy golf and adventure golf interchangeable. Mini golf is the umbrella term for the sport as a whole, and whilst traditional crazy golf has connotations of windmills and loop-the-loops, adventure golf is slightly different.
- 1.6 Adventure golf is designed to be a more immersive experience, with the course curated around a particular theme, in this case the history and heritage of Henley. Rather than relying on manmade obstacles placed on the course, instead the holes themselves are used to create dips, humps, and pitfalls. There are many more natural or natural-looking elements timber, rockwork, etc incorporated within the courses and, with this course, the surrounding area will be landscaped with lots of horticultural interest, and a flowing water feature representing the River Thames. These new courses tend to be of a very high specification and robust, with accessibility a key consideration.



2. PROJECT SCOPE

2.1 Current situation

The putting green in Mill Meadows is situated between the pavilion, adventure playground and toddler playground and was in use up until 2017, when it lost its outlet for the issuing of balls and putters with the closure of the satellite information centre at the pavilion. Since that time the area has not had any formal use, although has been used by members of the public for football, picnics, etc, as an extension of the existing park facilities. Retaining the site as a putting green is considered later in the business case.

The idea of transforming the space into a minigolf / adventure golf course was first considered by the Recreation & Amenities Committee in January 2020, after being approached by two local residents. Their proposal also included the possibilities of incorporating a forest school and community space within the project, and these options are also considered later in the business case.

2.2 Objectives

The aim and objectives of the scheme are maximize the public value of the Council's asset, both the financial return on the site, which then subsidizes the Council's other activities, and also to create more social value at the site with an activity that benefits local residents; supports the visitor economy and local businesses; and is accessible to all.

2.3 **Deliverables**

The project will result in the following:

- (a) An 18-hole adventure golf course themed around a tour of Henley, with a water feature representing the River Thames and twelve 'props' representing landmark features of Henley;
- (b) A dual-purpose kiosk that not only manages the adventure golf course but also reinstates the satellite information centre at Mill Meadows. The kiosk will not serve refreshments so as to not take away business from other local outlets.

2.4 Exclusions

The business case is presented in the belief from the Putting Green Working Group that an adventure golf course provides the best possible value for the Council and community for the land available.

Other options have been identified, and these are laid out in brief later in the business case. However, it was not felt that any other option provided enough opportunity for a comparable level of return (either social or financial) to warrant a full investigation.



2.5 Constraints

The business case takes into account following limiting factors on the use of the putting green:

- (a) **Location.** The putting green is sited within a Green Flag-quality park alongside the River Thames, and any development needs to be in keeping with its surroundings and acceptable in planning terms. The area is also within a flood plain.
- (b) **Budget and financial return.** Whilst the Council has high levels of capital reserves, it also currently runs a high deficit. It is therefore difficult for it to justify subsidizing new amenities, but has the ability to put capital funding into schemes that are likely to reduce the deficit.
- (c) **Size.** The putting green is constrained on all sides by the adventure playground, toddler playground, Pavilion and bowling green, and obelisk meaning any use would need to fit inside the current footprint.



3. STRATEGIC CASE

3.1 Whilst the Council has no corporate plan at present, its recent strategic and policy decisions suggest the following values:

VALUE	HOW THIS PROJECT CONTRIBUTES
Tourism	
The Council is keen to develop the visitor economy in Henley, to support local business and tourist attractions	An additional attraction for visitors whilst also promoting other attractions through its Henley-themed 'props'. It will complement and augment the current visitor offer in Henley
Recreation	
The Council takes pride in offering a high standard of recreation facilities to residents and visitors	A new recreational facility to complement the current offer, with affordable rates
Financial sustainability	
Rather than increase Council tax to support greater spending, the Council would first rather look to maximizing the potential revenue streams from its existing assets	Provides a substantial financial return, maximizing use of currently unused area and helping to subsidize other Council services and facilities and reduce burden on tax payer
Quality	
The Council strives to deliver a high level of service and quality	A modern, durable course sympathetic to its surrounds
Innovation	
The Council looks beyond the limited services usually provided by a town or parish council, often taking on those amenities and services usually operated by principal authorities	All Council-run adventure golf courses so far identified are run by principal authorities
Environment	
The Council is striving to create a more attractive urban landscape, enhance the pleasant rural surrounds, and celebrate its rich heritage	Celebrates the town's heritage through the themed props with links to information on each site. The design will complement and enhance the current offer and landscape at Mill Meadows
Serving the community	
The Council is keen to create a balance between the services it provides for the various parts of the community – especially a respect of both the old and young.	Inclusive recreational facilities suitable for all ages to play alongside each other, accessible for wheelchair users and those with pushchairs



4. FINANCIAL AND ECONOMIC CASE

4.1 Five-year forecast

	Year 1	Year 2	Year 3	Year 4	Year 5
Gross revenue	125,000	135,000	140,000	145,000	150,000
Net sales (after VAT)	104,167	112,500	116,667	120,833	125,000
Salaries	30,000	30,900	31,827	32,782	33,765
Marketing	2,500	1,500	1,545	1,591	1,639
Insurance	700	721	743	765	788
Repairs	5,000	5,000	5,000	5,000	5,000
Sinking fund	10,000	10,000	10,000	10,000	10,000
Consumables	3,000	3,000	3,000	3,000	3,000
Electricity	1,000	1,000	1,000	1,000	1,000
Payment processing	1,250	1,350	1,400	1,450	1,500
Administration	1,250	1,350	1,400	1,450	1,500
Total expenses	54,700	54,821	55,915	57,038	58,192
Net income	49,467	57,679	60,752	63,795	66,808
Profit margin	47%	51%	52%	53%	53%



4.2 Five-year forecast notes:

4.2.1 Revenue

In estimating revenue, we have sought guidance from three sources: tenderers for the build contract; other local authorities that operate mini golf courses; and commercial operators of other courses. All advice and indications suggest an income of between £100k-£200k per annum, with most suggestions of upwards of £130k pa. We have therefore set a relatively conservative estimate of £125k for the first year, rising steadily to £150k in year 5. Greenspan still believe this is 20% below our income potential.

It's important to note that revenue only includes 'green fees', i.e. the costs for playing the course. It doesn't include any merchandising sales or food and drink sales, as it was felt refreshments shouldn't be offered due to there being two other local outlets, which the Council did not want to undermine.

4.2.2 Salaries

These are based on the course being operated by one person for an average of 8 hours per day over 9 months of the year at SCP 7 (currently £20,092), allowing for multiple staff members working part-time and holiday and sickness cover. The opening hours and days are based on other similar courses, and the staffing requirement is based on the feedback of other local authorities and commercial operators. Most back-office and supervisory support will be met by current staffing levels.

4.2.3 Repairs

The repairs have been estimated based on figures provided by other local authority and commercial operators. It is likely these costs can be reduced given the existing skills within the Parks department, but it also allows for annual professional maintenance visits to ensure the course remains at a high standard. Long warranties will also be obtained on all major materials.

4.2.4 Sinking fund

A sinking fund for the full replacement of the course is included in the financial forecast and is based on a replacement cost of £200k after a period of 20 years. This is lower than the initial build costs as the main 'carcass' will not need rebuilding. This is based on the experience of other local authorities; and the warranties and life-expectancies of the various materials. This assumes a good level of upkeep, which is included in the maintenance costs. The full replacement cost assumes a rise in the overall costs of replacement, offset by lower costs for design, ground work, etc.



4.2.5 Administration

A small amount is included for back-office administration, although it is intended that these services would be met through existing staffing.

4.2.6 Expected visitor numbers

These figures have been estimated by the Council's preferred contractor, Greenspan, as an indication of how the expected revenue would be generated and are used as the basis of estimating other factors – impact on car parking, flow through the course, etc.

Day	Visitors per day	Days per year	Visitors per annum	Ave spend per play	Projected revenue
Typical week day	25	140	3,500	£6.00	£21,000
Typical weekend	100	56	5,600	£6.00	£33,600
Peak week day	150	60	9,000	£6.00	£54,000
Peak weekend	175	24	4,200	£6.00	£25,200
Total			22,300		£133,800

4.3 Capital investment

- 4.3.1 The working group sought tenders for an 18-hole golf course to meet the requirement laid out in Section 7 below, in accordance with the Council's Financial regulations. It was advertised directly to companies as well as on Contracts Finder.
- 4.3.2 Four tenders were received, ranging in price from £234k to £260k for both the design and build phases. These tenders were shortlisted to two who were then interviewed, and the Working Group subsequently recommended the appointment of Greenspan as the preferred contractor. Included in this document are the final costings, giving a total cost of c.£250k, when accounting for additional options but reducing landscaping costs, as these will be done in house.

4.4 Return on investment

- 4.4.1 Based on the five-year forecast and the total cost of c.£250k the project would deliver an annualized return on investment of 24% and an investment length of c.4 years. Taking out from the costs the amount set aside in the sinking fund, the annualized return on investment is 28% with an investment length of c.3 ½ years.
- 4.4.2 If the £250,000 were to remain invested as at present, the average return on investment is c.7-8% per annum). Therefore, the adventure golf course a 3-4 times increase in the level of return on investment.



5. RISK EVALUATION

Risk	Evaluation
Lack of support	There is the possibility that there will not enough support within the community for the proposal. This will be assessed by carrying out extensive consultation prior to any build being approved, targeting current Mill Meadow users directly. The public will be presented with the designs and business case, including costings and projected financial return, to ensure a high quality of responses. It is believed that there will be good community support once the project and its benefits is clearly communicated.
Lack of demand	Whilst the figures from tenderers, other operators, and other local authorities has been very encouraging, it is possible that they projected user numbers won't be met. To address this, footfall has been set towards the lower end of the forecasted range. In addition, the break-even point for the course is c.50% of expected total customers meaning that, when compared with other similar minigolf courses, it would be extremely unlikely to not be profitable.
Lack of parking	From the expected footfall figures, a peak weekend could see c.175 customers. Assuming that the average party size is 4, and 25% of users wouldn't otherwise have visited Mill Meadows and travel by car, then the increased use of the car park, during high season, would be c.11 cars per day. Given an overall capacity of 142 spaces, plus additional parking at the River & Rowing Museum (RRM), whilst the car park is still extremely busy during the summer, the adventure golf should only have a marginal impact. Nevertheless, the increased parking revenue to the Town Council and RRM, using the same rough calculations, could see an increase in parking income of c.£5k, as well as drive more tourism to the town, thereby increasing the overall visitor spend. The Council is also looking at ways of reducing car usage, and encouraging the use of sustainable transport. As it will be likely many bookings will be online, especially for those travelling by car especially, travel advice can be included with the emailed ticket confirmation.
Vandalism	As with many of the facilities in Henley's public parks, the course will be vulnerable to vandalism. To counter this, we will maintain and improve the existing boundary hedge, and install CCTV around the site. We will also ensure that as much of the course as possible is vandal-resistant and robust.
High maintenance	We have allowed in the five-year forecast for a high level of maintenance (taking into account the costs stated by other local authorities) as well as a sinking fund for more major refurbishment. This will ensure that the course remains fresh throughout its life. We will also ensure that we receive sufficient warranties on all of the materials and workmanship, to minimize the ongoing cost.



Unexpected closures / adverse weather	As we have seen during the current pandemic, there may be times when the course will be unable to operate. The greatest risks are from poor weather during peak periods. However, the ongoing costs are low; the course can be closed when bad weather is expected to save staff costs; and during quieter periods, staff can assist Parks or the Information Centre in carrying out other duties. It is also possible, where there is a spell of good weather during the winter months, to extend the opening days beyond the current forecast. The forecast includes a three-month closure, but this could be shortened to bring in additional revenue, weather permitting.
Poor quality	There is a concern that the nature of a mini golf course may not be in keeping with the image of Henley, taking into account examples of poor quality or ageing courses, or designs unsympathetic to their surrounds. However, there are good examples, such as Putt in the Park (www.puttinthepark.com), of very popular but more natural courses, and the preferred contractor has extensive experience in designing high quality courses. The specifications to the designers have emphasized that the course must be sympathetic to the surroundings, and this is reflected in the designs included with this business case. The designs include 'props' themed around, and emphasizing the culture of, Henley. There are also allowances in the budget for a high level of maintenance, and care has been

taken to ensure the courses are constructed of high-quality materials. It is also recommended that a professional contracts administrator is employed to

oversee the build, to ensure the Council's high standards are met.



6. ALTERNATIVES EVALUATION

6.1 The following other potential uses have been considered:

Do nothing	At present the costs and time required for the upkeep of the site are negligible. However, it also provides very little public value.
Retain as a putting green	There would be little capital investment needed, and little ongoing maintenance. However, historically, the income has only be c.£1k per year (based on it being open only seasonally) and the staffing for the satellite information centre was c.£7k per year. This income could undoubtedly be increased with better marketing, and some investment into the area. However, it was felt that this would not deliver best value or provide the broader appeal of adventure golf.
Forest school	The suggestion was that a forest school be incorporated into the final adventure golf scheme. However, it was noted that space within the area would likely be limited and that there were many other areas nearby that would provide a much more natural and ecologically-diverse setting.
Community space	The suggestion was that an outdoor community space could be incorporated into the final adventure golf scheme. However, it was felt that there was already a large amount of open green space in the immediate area available for community use and that there was little evidence of need for a separate small and enclosed space. Although it was felt that an area for hospitality could be useful should the course be hired out on an exclusive basis.
Five-a-side pitch	This, along with the other suggestions below, were suggested by members of the public. Whilst it appears the area is used for football at present, and provides a handy enclosed rectangle, there is a lot of open green space for informal games available in Mill Meadows, there is other 5-a-side provision at YMCA, and the Council is also looking to provide additional all-weather football pitches at Jubilee Park.
Splash park	It was suggested that a splash park be installed in the area instead. Whilst these are popular facilities, they are extremely expensive to install and maintain, and are usually subsidized rather than profit-making; the appeal is mainly for young children and families, making it less inclusive than adventure golf; and their use will primarily be during school holidays in the warmer summer months. In addition, there are already investigations into creating a lido in Henley, and this suggestion might better fit under that project.



It has been suggested that the site could be an area for picnics and barbecues. Whilst this may be possible, there is doubtful there would be sufficient demand, as there is ample picnicking space in Mill Meadows with attractive views of the river, and additional picnic tables could be provided elsehere.

Barbecue area and flexible hirable space

As barbecues aren't permitted on Mill Meadows, there may be demand for a dedicated area. There is a precedent for this (e.g. Frimley Lodge Park in Surrey) where barbecue stands are available for hire for c.£40 for up to 25 people. However, this would limit the amount of social benefit the space can provide and it isn't believed to have the same widespread appeal that adventure golf could provide. As an example, the Frimley Lodge Park barbecue stands generate only £6-8k income per year – 150-200 uses in total with c.2000 customers against 22,300 predicted visitors per annum for the adventure golf course.

Whilst there may be some demand for a hirable space, informal gatherings can be held for free within Mill Meadows, and private hires can usually be accommodated within the main park. Whilst some private functions may benefit from having a fenced-off discrete area, the benefit to the broader community would likely not be very great. There was also a suggestion that it be used for an ice rink during the winter months. Again, there is no reason why this couldn't be accommodated within the main park area.



6.2 Alternative operating model – leasing the land

- 6.2.1 The business case is based on the Council both building and operating the course. However, elsewhere local authorities have let land out on a long lease to an external operator, who has then built and operated their own course, and paid the Council a flat rate or a profit share.
- 6.2.2 We have received two indicative quotes one based on a profit share and the other a flat rate. It should be noted that these are very rough figures and that no detailed discussions have taken place. If the Council wishes to pursue this option, it would need to go through a thorough tender process to fully-evaluate its feasibility.

Flat rate

- 6.2.3 The indicative quote received for a flat rate lease of the land was £30,000 per annum.
- 6.2.4 The main benefits of this option would be:
 - (a) A fixed income to the Council;
 - (b) Low financial risk to the Council;
 - (c) No capital investment required; and
 - (d) Reduced administration time for Council officers.
- 6.2.5 The main drawbacks of this option are:
 - (a) Passing over control of the operation of the course;
 - (b) The tenant may be unwilling to build a course to the Council's high specification;
 - (c) A potentially much lower financial return;
 - (d) The tenant would like need to sell refreshments rather than rely on solely on green fees, in competition with other nearby outlets, including another Council tenant; and
 - (e) It is highly unlikely we would be able to use the kiosk for visitor information.

Profit share

- 6.2.6 The indicative quote received for a profit share was 15% of gross revenue (c.£15-£22.5k per annum based on the five-year forecast).
- 6.2.7 This option shares the same benefits to the Council as the flat rate proposal of reduced administration time and no capital investment required. The Council could potentially benefit from a higher income, although based on the current quote, gross revenue would need to be >£200k per year.



6.2.8 This option also has the same drawbacks as the flat rate proposal, and there is also the risk that the operator will not declare their actual gross revenue, requiring regular audits, as has happened with one of the other local authority sites. The quote was also based on the assumption of a £100k cost for the course on behalf of the lessee, much lower the quotes received, and therefore indicating that the standard will not be as high as the Council would require.

Conclusion

- 6.2.9 Whilst the option of leasing the land could be pursued further, it's believed that it would be highly unlikely to be the Council preferred course of action as:
 - (a) Whilst there may be greater financial security, the return will like be very significantly lower;
 - (b) Whilst no capital outlay would be required, it is unlikely that a tenant would be willing to make the same level of investment, and therefore the final course will not be of the high standard that the Council would expect;
 - (c) The feedback from other authorities has been that the courses have been relatively straightforward to administer, and with some professional assistance to ensure our operational model is optimized, there will be little added value in giving it to an external operator; and
 - (d) The Council would likely want to be able to utilize the kiosk for visitor information.



7 PROJECT PLAN

7.1 Timetable

1	Preferred contractor appointed for design work	February 2021
2	Design and specification phase	February to April 2021
3	Public consultation	June 2021
4	Amendments and final scheme approval	July 2021
5	Build start	October 2021
6	Build completion	January 2021
7	Opening	February to March 2022

7.2 **Project specifications**

7.2.1 Course specifications

- A British Minigolf Association-standard 18-hole adventure golf course.
- In keeping with the picturesque location.
- A high-quality visitor experience complementing the other facilities.
- Featuring twelve bespoke Henley landmark feature 'props' (Town Hall, Friar Park, Henley Bridge, St Mary's Church, Temple Island, Chantry House, Marsh Lock, George Harrison symbol (e.g. guitar), Rupert's Elm, Kenton Theatre, a rowing scull, and Pinsent and Redgrave) including signage, QR codes or other ways to interact with local history.
- Including a secure kiosk of timber construction and with electric power, to house one operative as well as having space to store putters/balls, and an area for tourist material and staff welfare.
- CCTV covering the entirety of the site.
- A ball-capture mechanism at the last hole to prevent repeat playing.
- The course must be a mix of pars and suitable difficulty to appeal to all age groups.
- The course must be fully-accessible and Equality Act-compliant.
- The design must ensure low levels of ongoing maintenance.
- The course should be an entirely bespoke, innovative design.
- It should take into account the flow of people to reduce potential bottlenecks.
- It should allow for a range of obstacles with humps, bumps, depressions and other profiling to improve the game play experience.
- It should allow for the integration of materials such as timber, rocks and planting to dress the course.
- It should include all necessary signage including, a welcome sign, pricing, course plan board, and information boards.
- It should be made clear whether the design necessitates the removal of the tree currently on the site.

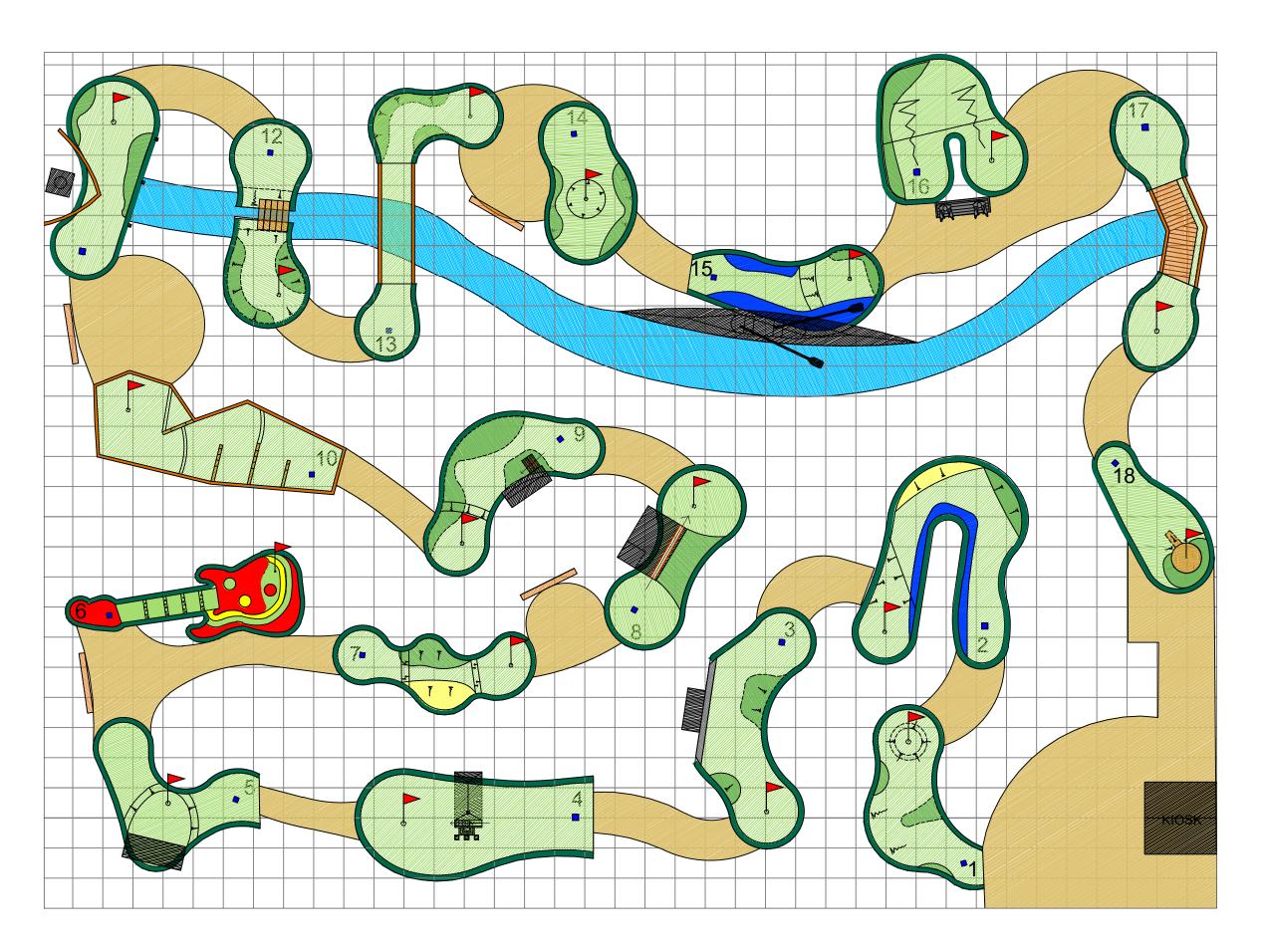


7.2.2 Construction requirements

- A site survey should be undertaken prior to work commencing to ensure the suitability of the ground and identify any services.
- The current hedge perimeter of the site must be maintained save for any changes to entrances / exits.
- All surplus materials must be removed from site.
- The installation of the kiosk must include the provision of any necessary services.
- Materials to be in keeping with the setting whilst being robust, durable and vandal-resistant.
- Materials should be locally-sourced where practicable.
- Paths shall be constructed of permeable and hard-wearing bound materials suitable for areas of high footfall, but should not be tarmac.
- There should be adequate site drainage, and all materials should be suitable for a site within a floodplain / high water table.
- Exact details, materials, quantities and measurements will be agreed with the appointed contractor following production of detailed designs.
- Care should be taken to avoid trip hazards and similar risks on the final course.
- Any control systems or electrics should be secured housed.
- Where any reinstatement of grass areas is required, this must be done to the specifications of the Council.

7.2.3 Contractor requirements

- To provide details designs of the course, including materials and construction methods.
- To work within any regulations set out by Henley-on-Thames Town Council as landowners.
- To ensure site security and insurance until practical completion has been achieved.
- To be responsible for all plant and materials being stored on site.
- A construction phase health and safety plan including method statements and risk assessments for the work.
- A finalized programme of works.
- To inform the Council of any potential unknown or unforeseen costs or delays not included within the quote.
- To attend all necessary site visits with Council representatives.
- To meet all requirements under the CDM 2015 regulations.
- To provide a minimum five-year guarantee for the works.
- The form of contract will be the JCT Design and Build Contract DB 2016.



Notes:

NOTES:

1. ANY QUERIES ABOUT THE CONTENTS OF THIS DRAWING PLEASE CONTACT THE DESIGN TEAM AT GREENSPAN.

2. THIS DRAWING TO BE READ IN CONJUNCTION WITH ALL OTHER CONTRACT DRAWINGS.

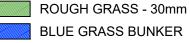
3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

KEY

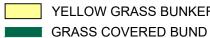
PATHWAYS

WATER FEATURE

PUTTING GRASS - 10mm



BLUE GRASS BUNKER



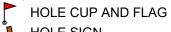
YELLOW GRASS BUNKER



LOW ROCKWORK EDGE



+00 4 GREEN LEVELS



HOLE SIGN

A NOT APPROVED - INTERNAL ONLY PO 25/03/21 BY: DATE:

REV: DESCRIPTION: NOT APPROVED



MILKMEAD FARM, HOGWOOD LANE, WESTEND SOUTHAMPTON, HAMPSHIRE, SO303HZ TEL - 02380 476737

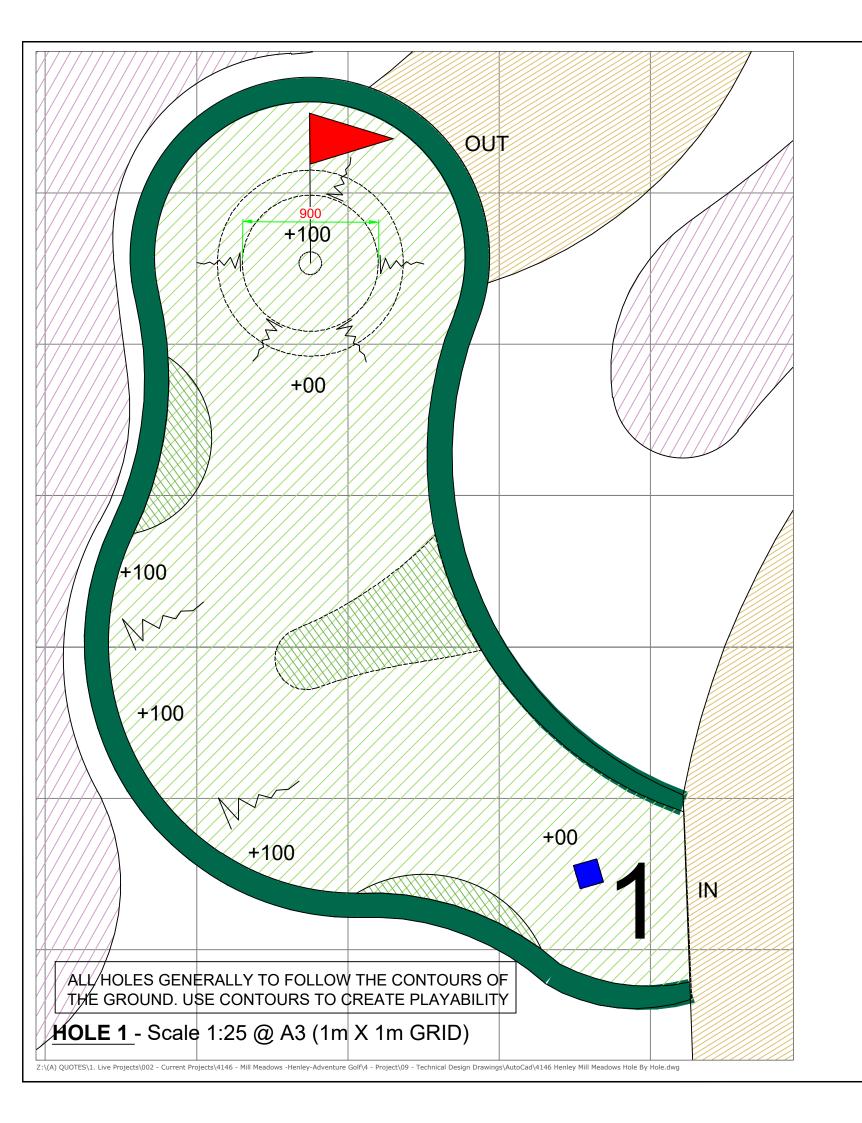
Email - sales@greenspanltd.com WEB - www.greenspanltd.com

HENLEY - MILL MEADOWS

ADVENTURE GOLF

LAYOUT

SCALE AT A3:	DATE:	DRAWN:	CHECKED:
1:125	25/03/2021	PO	_
PROJECT NO:	DRAWING NO:		REVISION:
4146	-		A



Notes:

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PATHWAYS



WATER FEATURE



PUTTING GRASS - 10mm



ROUGH GRASS - 30mm **BLUE GRASS BUNKER**



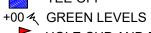
YELLOW GRASS BUNKER



GRASS COVERED BUND LOW ROCKWORK EDGE



TEE OFF



HOLE CUP AND FLAG



HOLE SIGN

A NOT APPROVED - INTERNAL ONLY PO 02/11/20

NOT APPROVED

MILKMEAD FARM, HOGWOOD LANE, WESTEND SOUTHAMPTON, HAMPSHIRE, SO303HZ TEL - 02380 476737

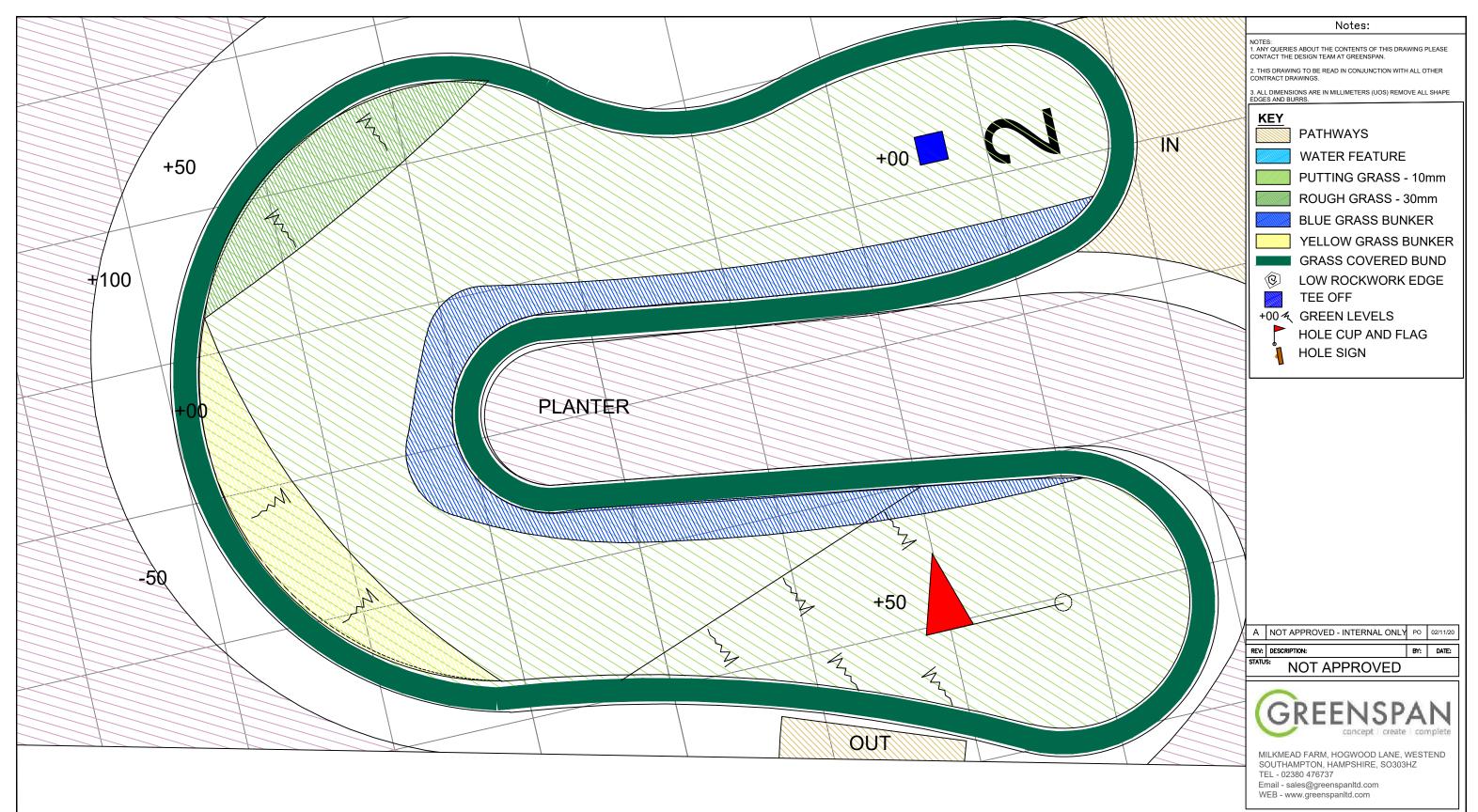
Email - sales@greenspanltd.com WEB - www.greenspanltd.com

REV: DESCRIPTION:

HENLEY - MILL MEADOWS

ADVENTURE GOLF

SCALE AT A3:	DATE:	DRAWN:	CHECKED:
1:125	25/03/2021	PO	_
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4146		-	Α



THEME - LARGE PLANTER TO REPRESENT CATHERINE'S ISLAND

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 2 - Scale 1:25 @ A3 (1m X 1m GRID)

Z:\(A) QUOTES\1. Live Projects\002 - Current Projects\4146 - Mill Meadows -Henley-Adventure Golf\4 - Project\09 - Technical Design Drawings\AutoCad\4146 Henley Mill Meadows Hole By Hole.dwg

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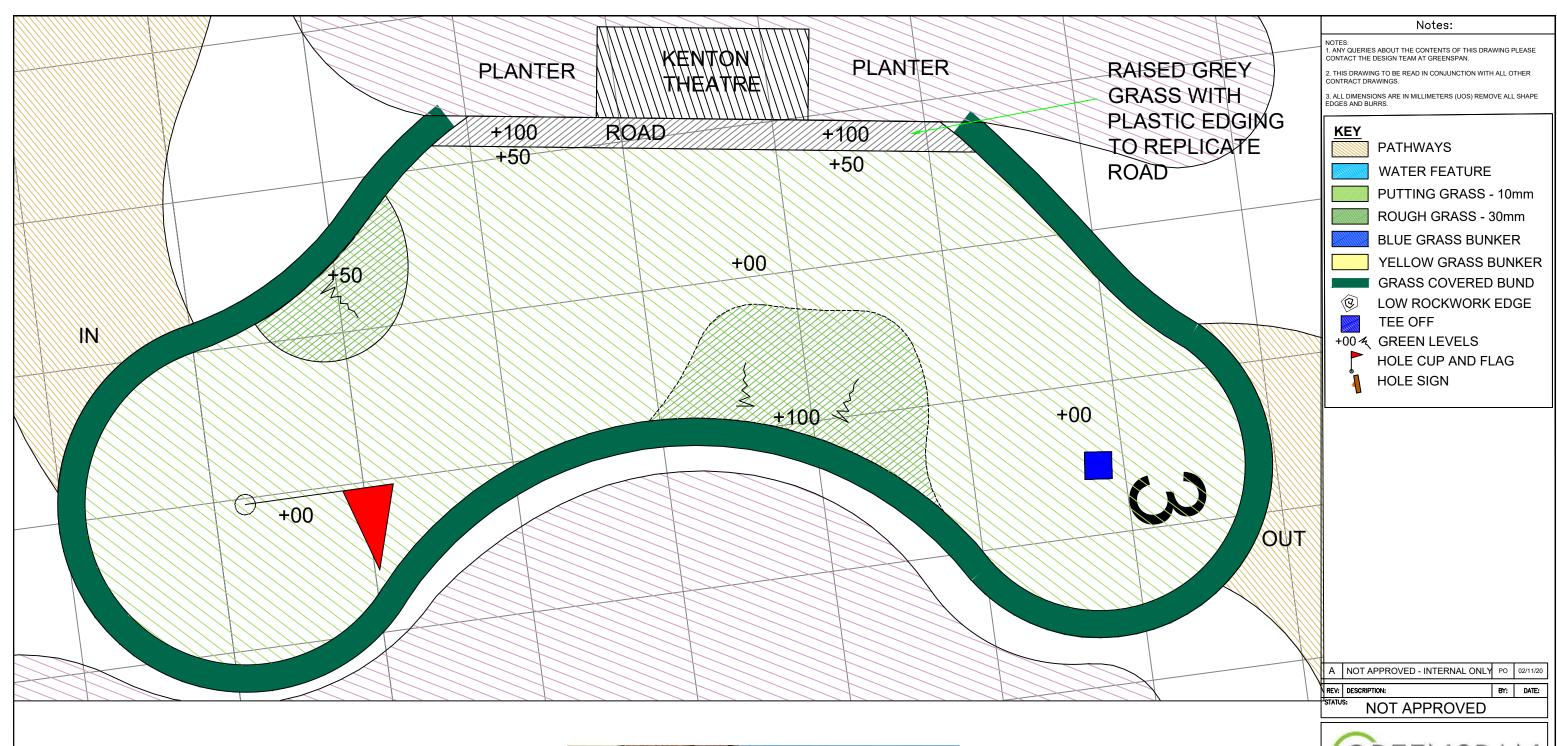
HENLEY - MILL MEADOWS

ROJECT:

ADVENTURE GOLF

TITLE:

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ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 3 - Scale 1:25 @ A3 (1m X 1m GRID)



THEME - KENTON THEATRE APPROX SIZE 1400X600X800mm HIGH

GREENSPAN concept | create | complete

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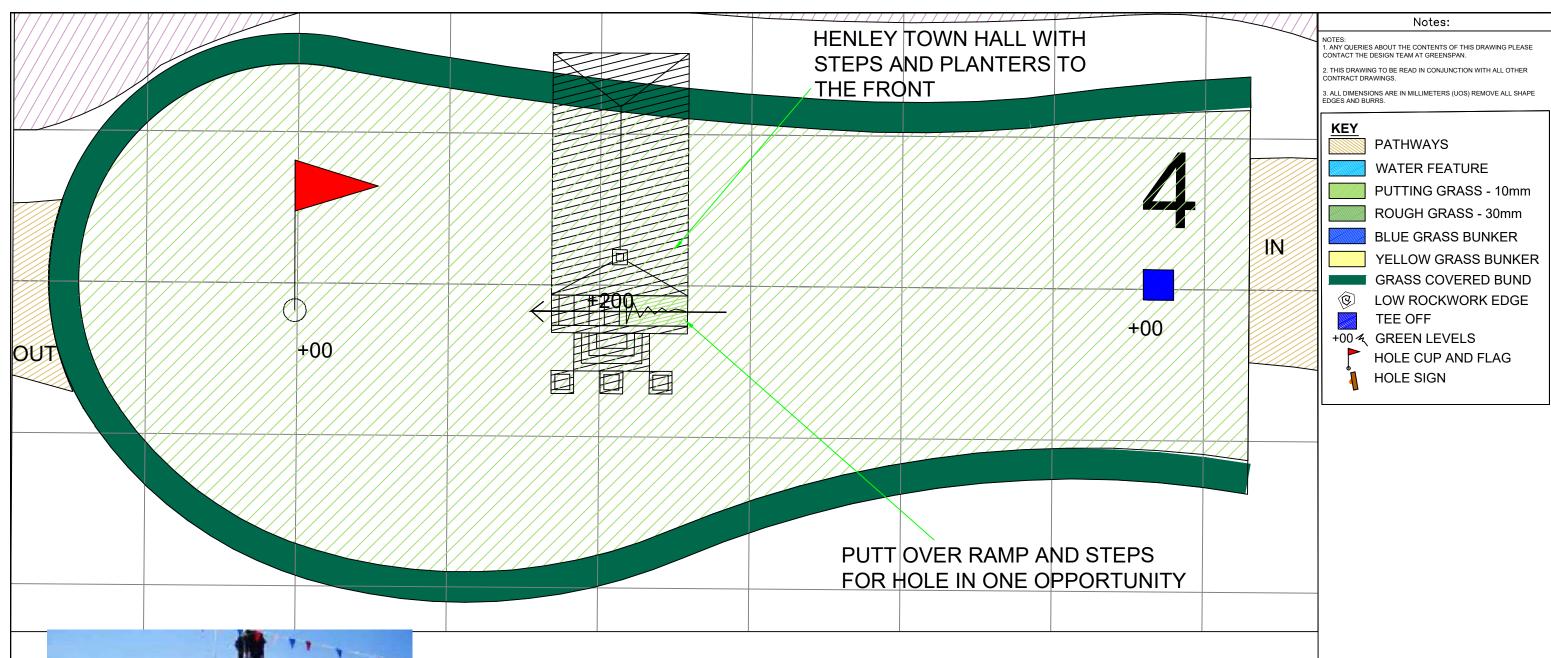
HENLEY - MILL MEADOWS

ROJECT:

ADVENTURE GOLF

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THEME - HENLEY TOWN HALL
APPROX SIZE 1600X900X1200mm HIGH

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 4 - Scale 1:25 @ A3 (1m X 1m GRID)

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HENLEY - MILL MEADOWS

PROJECT:

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OUT +00 +100 +00 IN FRIAR PARK HOUSE ALL HOLES GENERALLY TO FOLLOW/THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY HOLE 5 - Scale 1:25 @ A3 (1m X 1m GRID)



THEME - FRIAR PARK HOUSE APPROX SIZE 2000X800X1500mm HIGH

Notes:

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3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

KEY

PATHWAYS

WATER FEATURE



PUTTING GRASS - 10mm ROUGH GRASS - 30mm



BLUE GRASS BUNKER



YELLOW GRASS BUNKER GRASS COVERED BUND



TEE OFF



+00 《 GREEN LEVELS HOLE CUP AND FLAG



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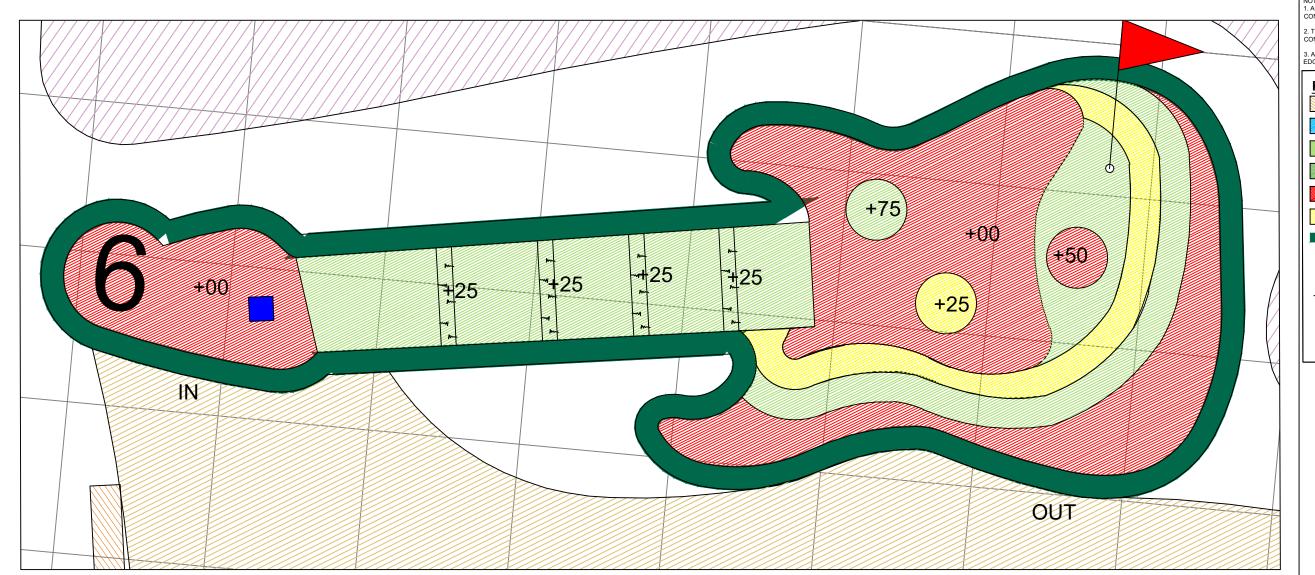
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HENLEY - MILL MEADOWS

ADVENTURE GOLF

HOLE BY HOLE

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HENLEY - MILL MEADOWS

PROJECT:

ADVENTURE GOLF

TITLE:

HOLE BY HOLE

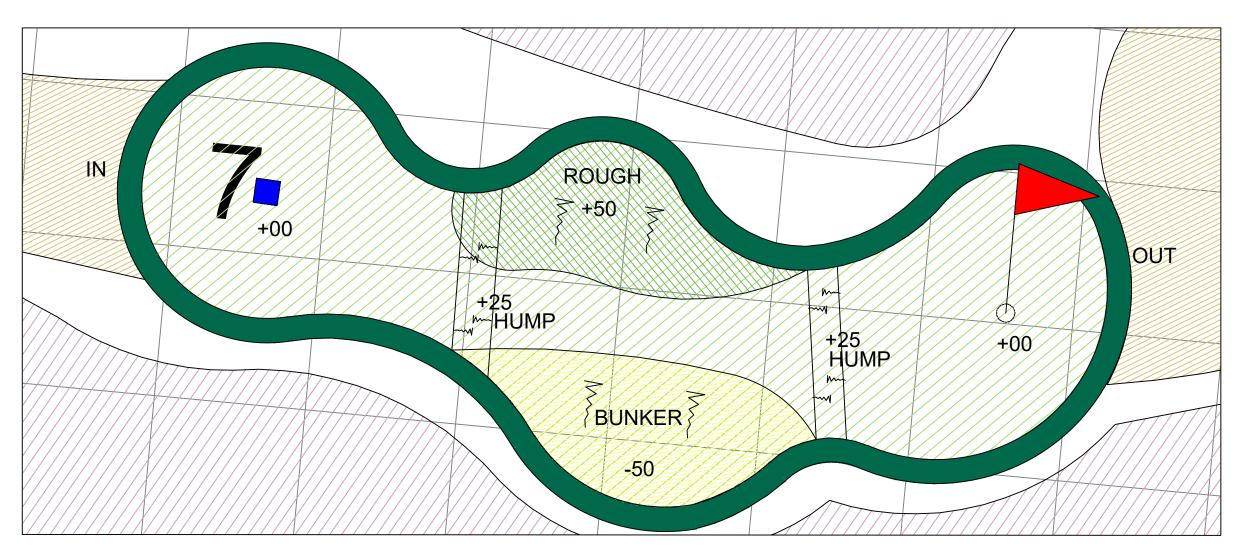
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ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 6 - Scale 1:25 @ A3 (1m X 1m GRID)

THEME - GEORGE HARRISON'S STRATOCASTER GUITAR. "ROCKY" HOLE SHAPED AS GUITAR WITH COLOURED GRASS



Notes:

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KEY

PATHWAYS

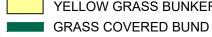
WATER FEATURE



PUTTING GRASS - 10mm ROUGH GRASS - 30mm



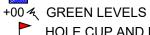
BLUE GRASS BUNKER



YELLOW GRASS BUNKER



LOW ROCKWORK EDGE TEE OFF



HOLE CUP AND FLAG



HOLE SIGN

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HENLEY - MILL MEADOWS

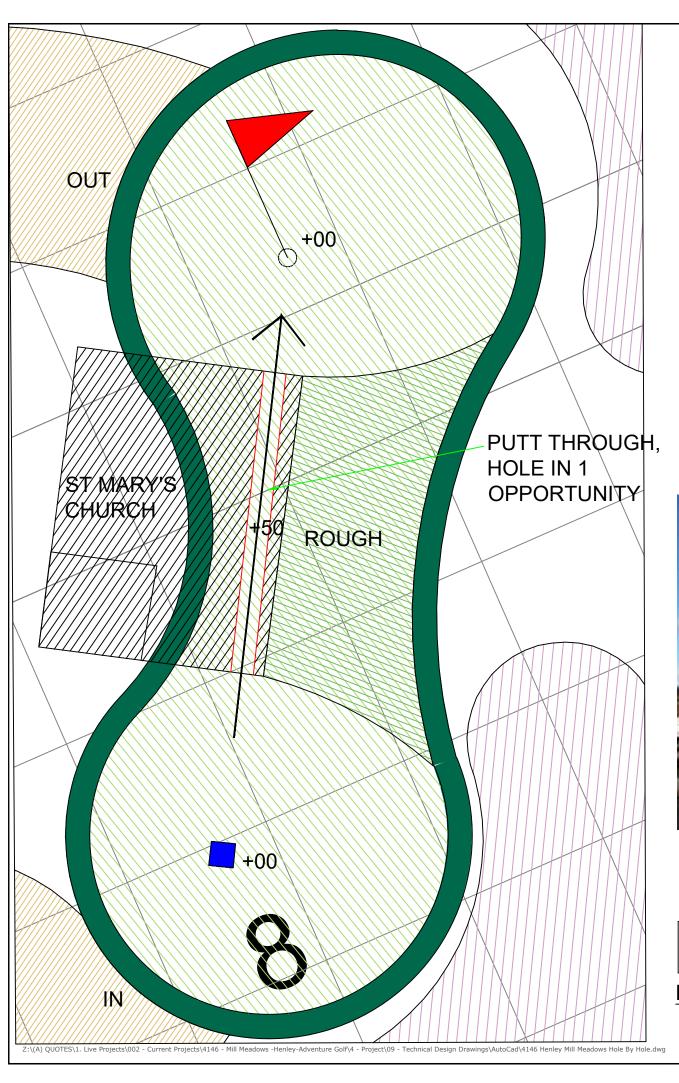
ADVENTURE GOLF

HOLE BY HOLE

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ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 7 - Scale 1:25 @ A3 (1m X 1m GRID)





THEME - ST MARY'S CHURCH APPROX 2000X1500X1600mm HIGH

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 8 - Scale 1:25 @ A3 (1m X 1m GRID)

Notes:

NOTES:

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PATHWAYS



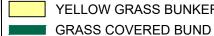
WATER FEATURE



PUTTING GRASS - 10mm ROUGH GRASS - 30mm



BLUE GRASS BUNKER



YELLOW GRASS BUNKER



LOW ROCKWORK EDGE



+00 《 GREEN LEVELS



HOLE CUP AND FLAG



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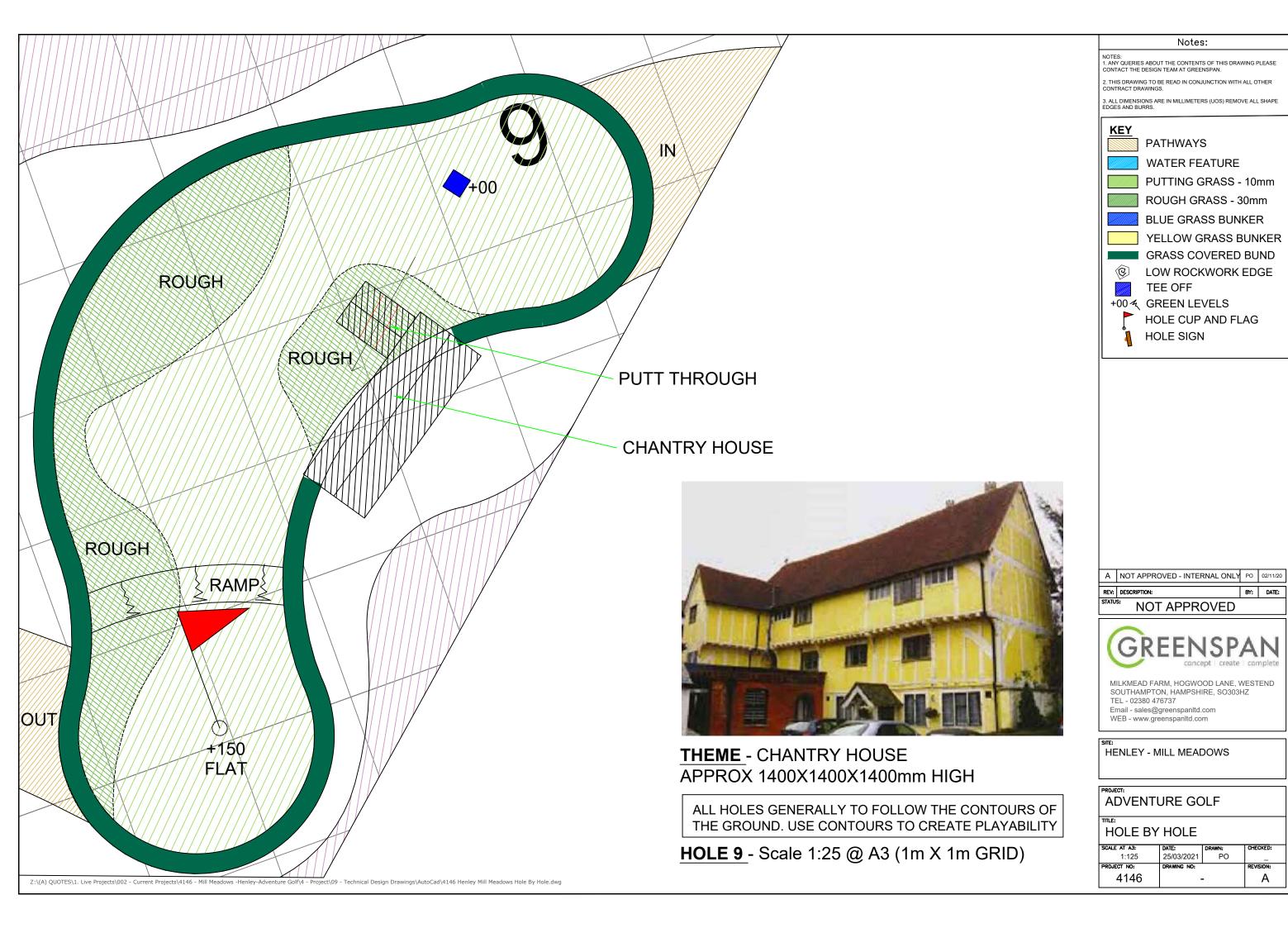
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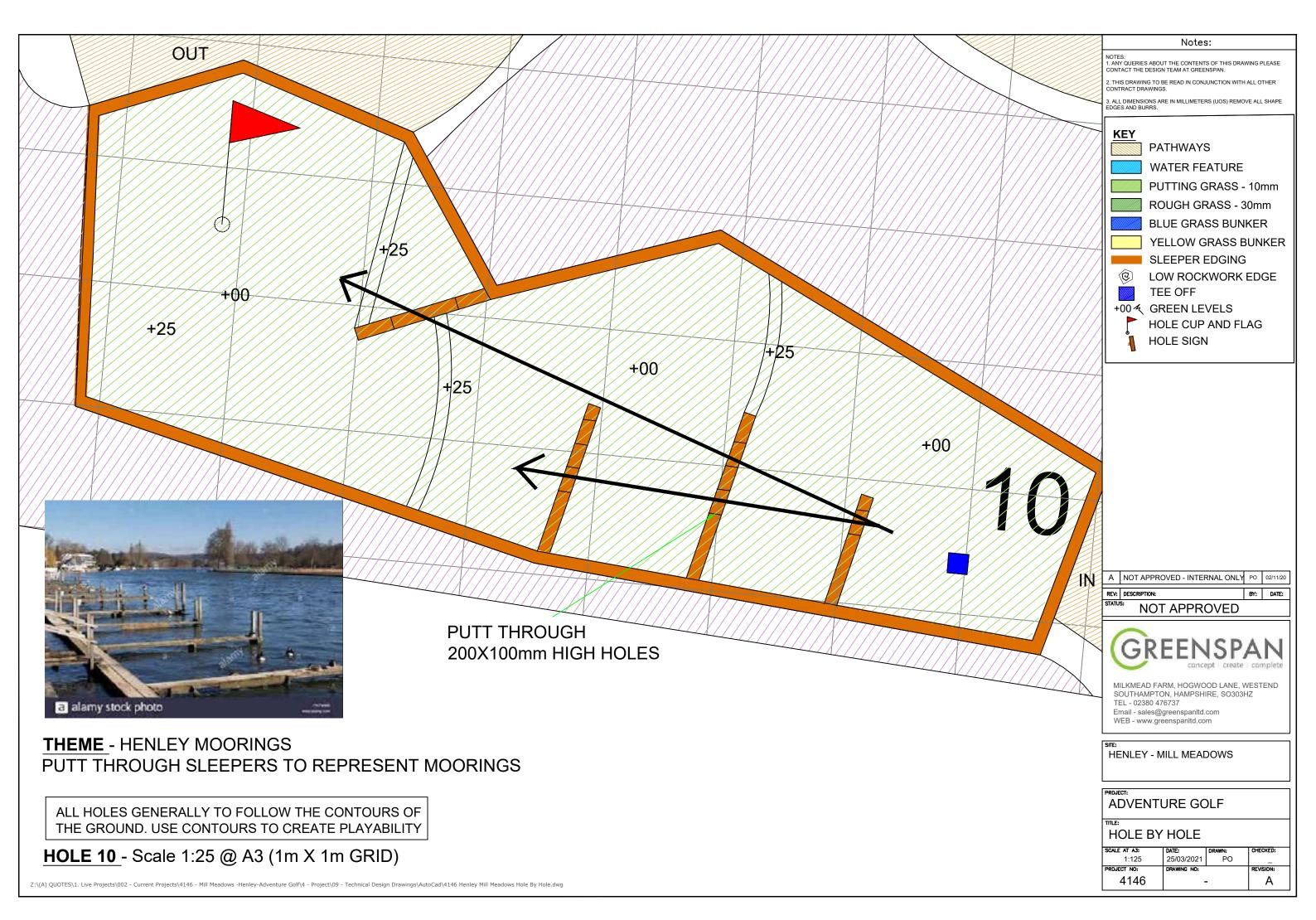
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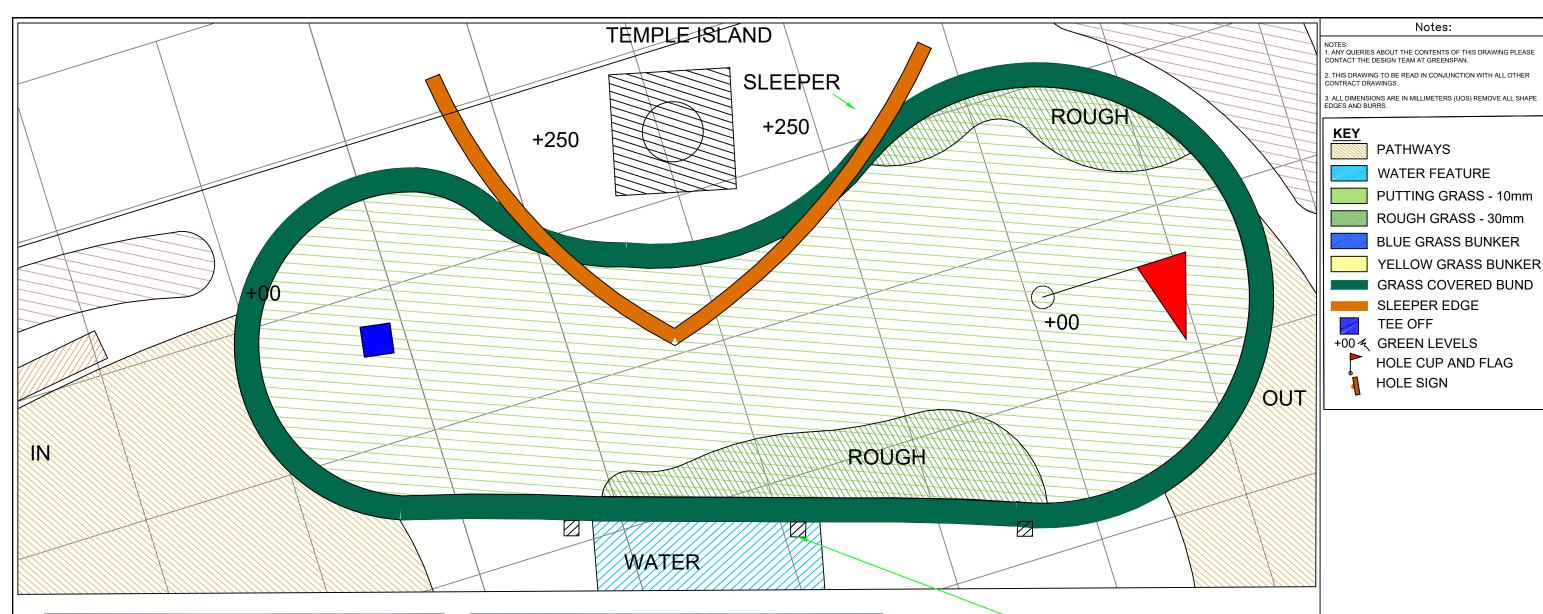
HENLEY - MILL MEADOWS

ADVENTURE GOLF

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100 X 100 WHITE MARKER POSTS ALONG STRAIGHT EDGE AT 1.5m INTERVALS

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HENLEY - MILL MEADOWS

PROJECT:

ADVENTURE GOLF

TITLE:

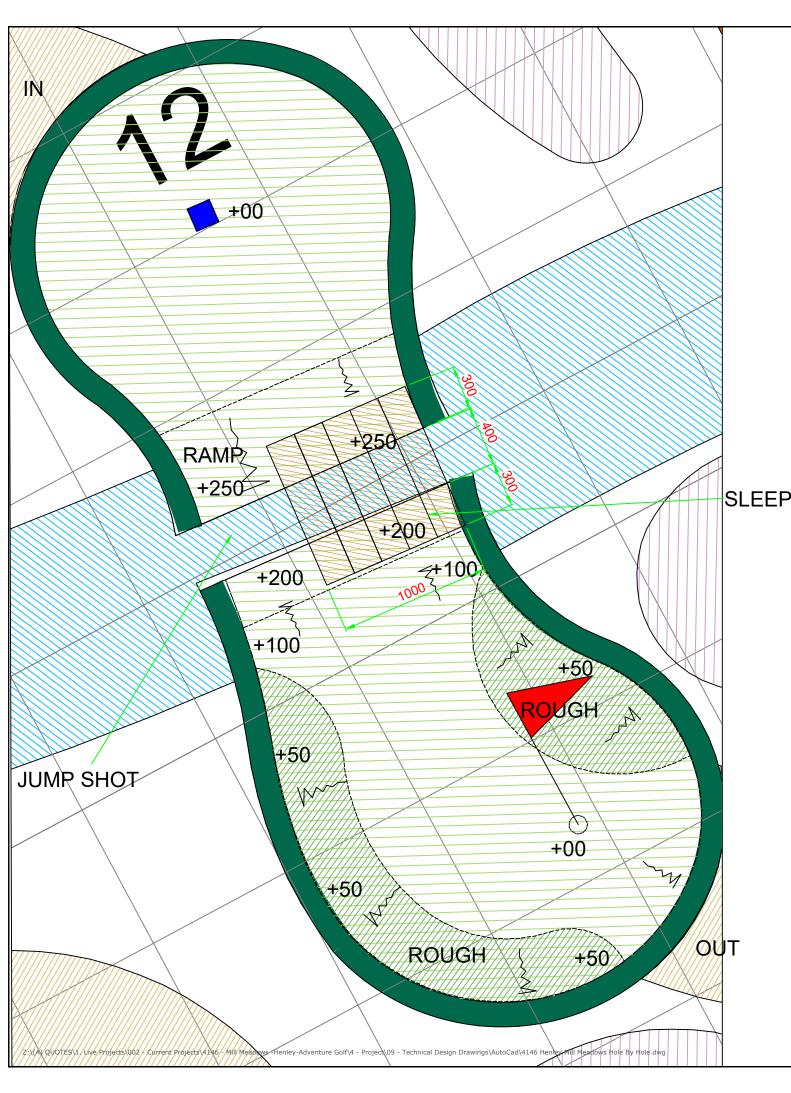
HOLE BY HOLE

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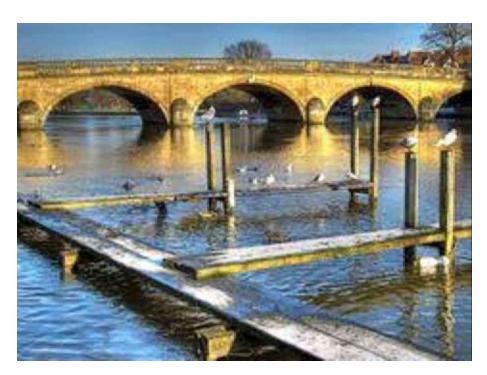
ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 11 - Scale 1:25 @ A3 (1m X 1m GRID)

THEME - TEMPLE ISLAND
TEMPLE ON RAISED AREA FORMED WITH SLEEPERS.
APPROX SIZE 800X800X1200mm HIGH
WHITE MARKER POSTS TO EDGE OF HOLE



SLEEPER BRIDGE



THEME - JUMP HOLE WITH JETTY BRIDGE

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 12 - Scale 1:25 @ A3 (1m X 1m GRID)

Notes:

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PATHWAYS

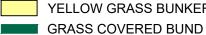
WATER FEATURE



PUTTING GRASS - 10mm ROUGH GRASS - 30mm



BLUE GRASS BUNKER



YELLOW GRASS BUNKER



LOW ROCKWORK EDGE



+00 《 GREEN LEVELS HOLE CUP AND FLAG



HOLE SIGN

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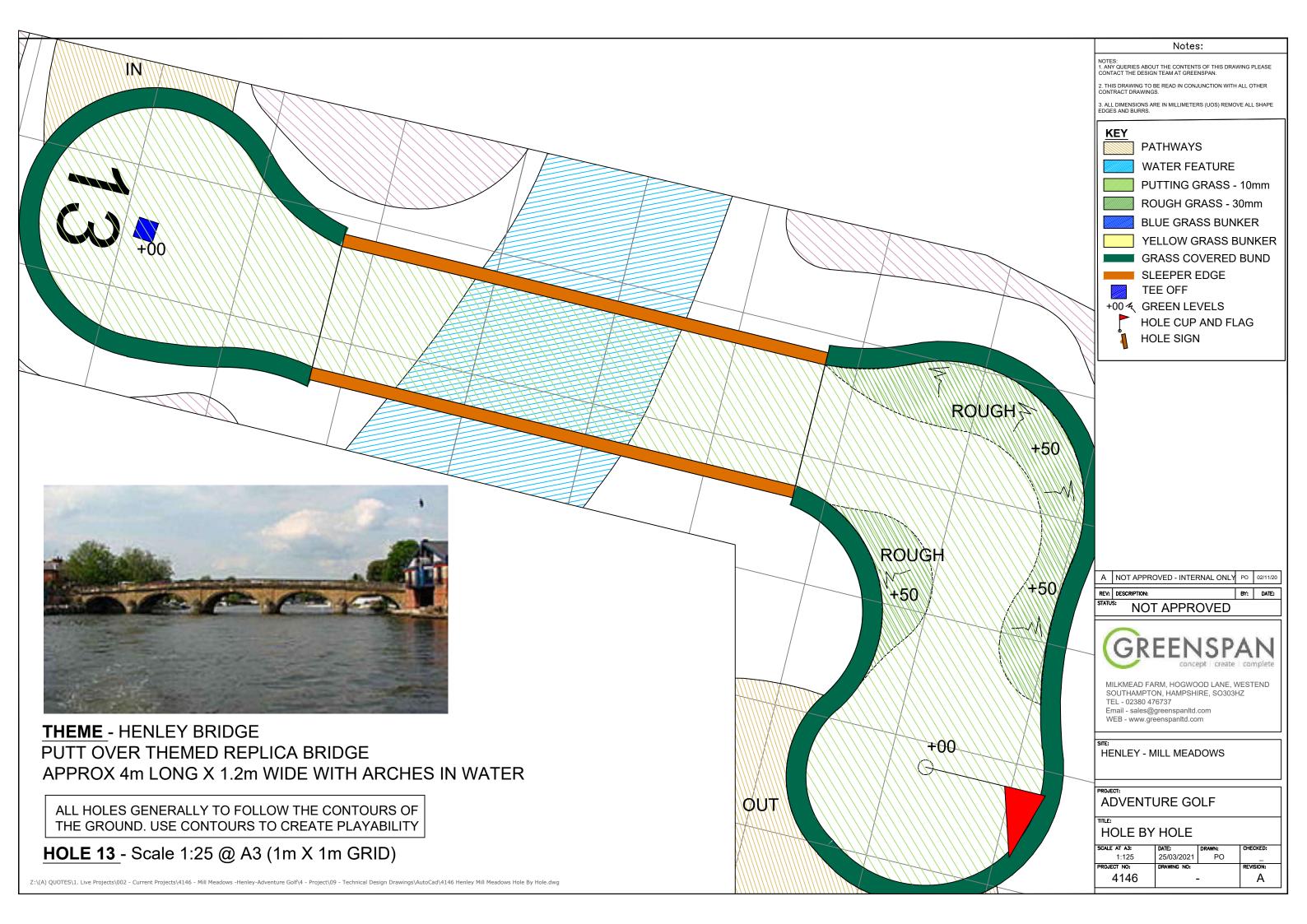
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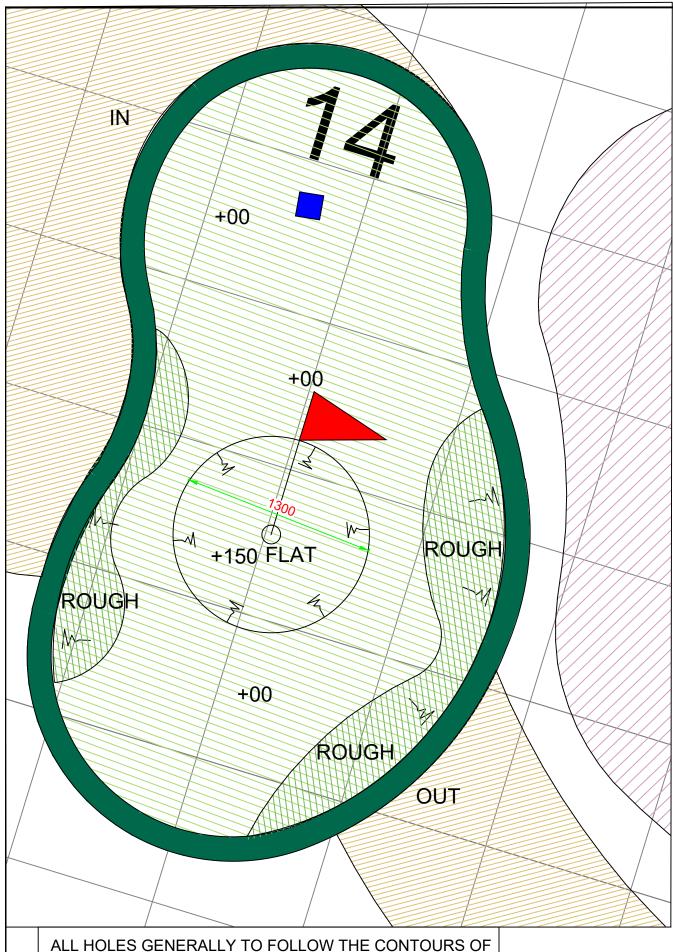
HENLEY - MILL MEADOWS

ADVENTURE GOLF

HOLE BY HOLE

25/03/2021 PO Α 4146





ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 14 - Scale 1:25 @ A3 (1m X 1m GRID)

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Notes:

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2. THIS DRAWING TO BE READ IN CONJUNCTION WITH ALL OTHER CONTRACT DRAWINGS.

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PATHWAYS

WATER FEATURE



PUTTING GRASS - 10mm



ROUGH GRASS - 30mm BLUE GRASS BUNKER



YELLOW GRASS BUNKER



GRASS COVERED BUND LOW ROCKWORK EDGE



TEE OFF



+00 《 GREEN LEVELS HOLE CUP AND FLAG



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REV: DESCRIPTION:

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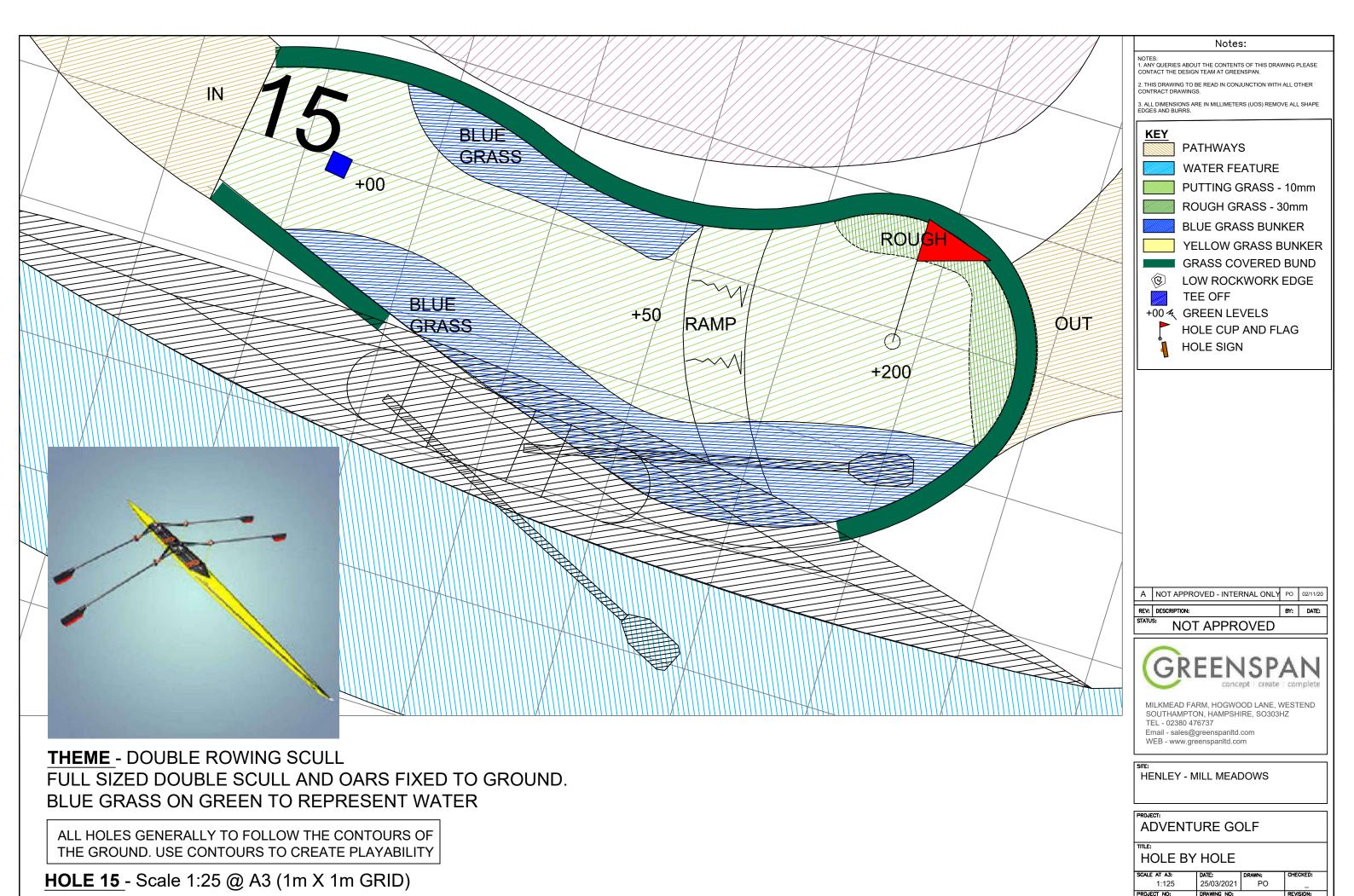
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HENLEY - MILL MEADOWS

ADVENTURE GOLF

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Α

4146

ROUGH +300 +300 +200 +200 +150 +150 +100 +100 +00 OUT

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THEME - PINCENT AND REDGRAVE LIFE SIZED STATUES SITTING ON A BENCH FOR PHOTO OPPORTUNITY

OPTION 1

PATHWAYS WATER FEATURE **PUTTING GRASS - 10mm** ROUGH GRASS - 30mm **BLUE GRASS BUNKER** YELLOW GRASS BUNKER ■ GRASS COVERED BUND SLEEPER EDGE TEE OFF +00々 GREEN LEVELS HOLE CUP AND FLAG **HOLE SIGN**

Notes: NOTES: 1. ANY QUERIES ABOUT THE CONTENTS OF THIS DRAWING PLEASE CONTACT THE DESIGN TEAM AT GREENSPAN. 2. THIS DRAWING TO BE READ IN CONJUNCTION WITH ALL OTHER 3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

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HENLEY - MILL MEADOWS

ADVENTURE GOLF

HOLE BY HOLE

25/03/2021 PO 4146 Α

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 16 - Scale 1:25 @ A3 (1m X 1m GRID)

ROUGH +300 +300 +200 +200 +150 +150 +100 +100 +00 STEP #450 +00 PRINTED IN BOARD OUT

THEME - PINCENT AND REDGRAVE LIFE SIZED IMAGES PRINTED ON BOARD WITH FACE CUT OUT S FOR PHOTO OPPORTUNITY STEPS AND PLATFORM ON GREEN BEHIND

OPTION 2

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Notes:

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3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

WATER FEATURE

SLEEPER EDGE

HOLE CUP AND FLAG

TEE OFF

+00々 GREEN LEVELS

HOLE SIGN

PUTTING GRASS - 10mm

ROUGH GRASS - 30mm BLUE GRASS BUNKER YELLOW GRASS BUNKER **GRASS COVERED BUND**

PATHWAYS



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HENLEY - MILL MEADOWS

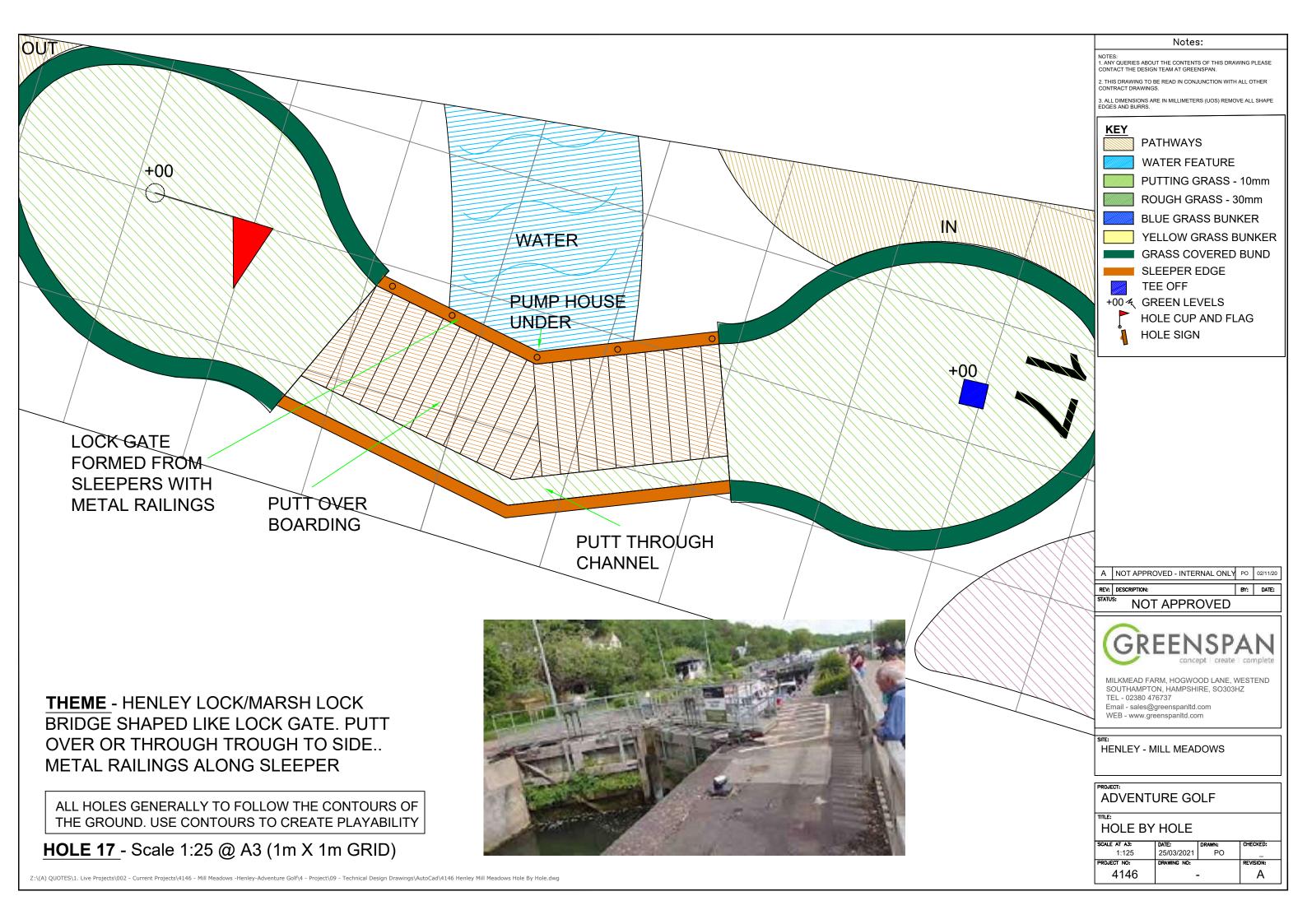
ADVENTURE GOLF

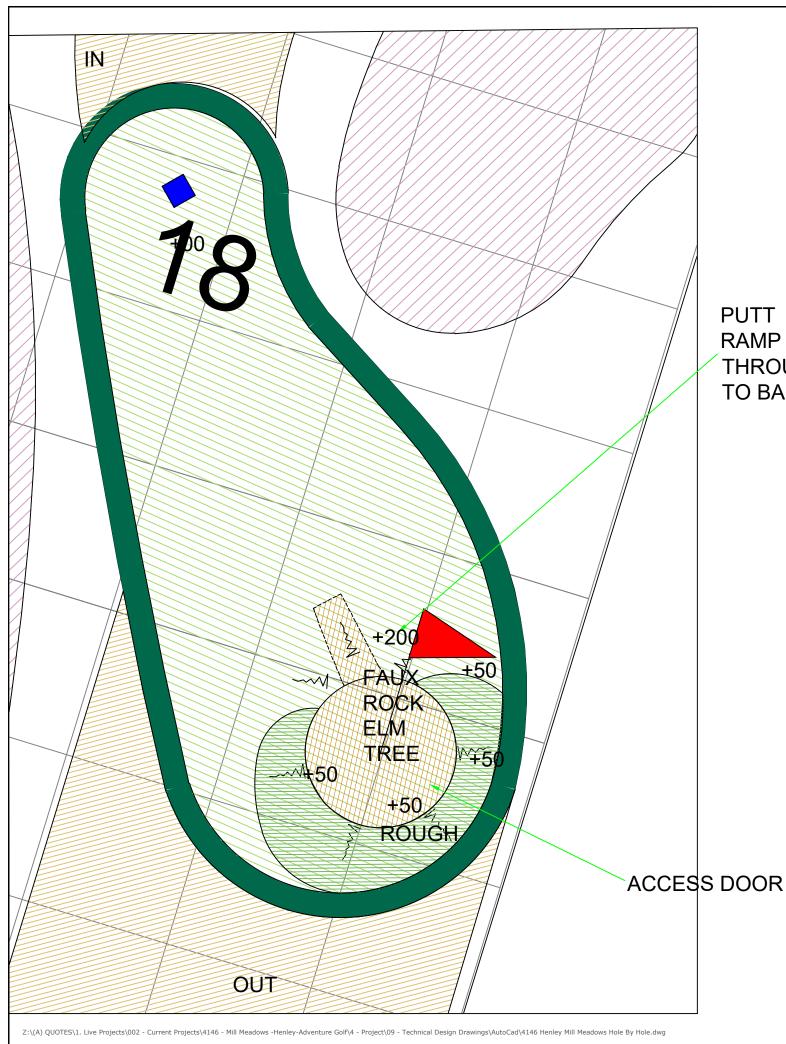
HOLE BY HOLE

25/03/2021 PO 4146 Α

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 16 - Scale 1:25 @ A3 (1m X 1m GRID)





PUTT UP THEMED RAMP (TREE ROOT) THROUGH Ø150 HOLE TO BALL COLLECTOR



THEME - RUPERT'S ELM. FAUX ROCK TREE 1m DIAMETER X 2.4m HIGH. RAMP UP ROOT TO BALL COLLECTOR.

ALL HOLES GENERALLY TO FOLLOW THE CONTOURS OF THE GROUND. USE CONTOURS TO CREATE PLAYABILITY

HOLE 18 - Scale 1:25 @ A3 (1m X 1m GRID)

Notes:

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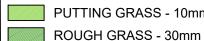
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PATHWAYS



WATER FEATURE



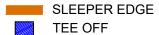
PUTTING GRASS - 10mm



BLUE GRASS BUNKER



YELLOW GRASS BUNKER ■ GRASS COVERED BUND



TEE OFF



+00々 GREEN LEVELS HOLE CUP AND FLAG



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HENLEY - MILL MEADOWS

ADVENTURE GOLF

HOLE BY HOLE

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4161 - Mill Meadows - Adventure Golf - Greenspan Projects Ltd

Technical Details and Material Finishes for items relating to the Design & Build.

Adventure Golf -

Gates & Entrance Sign: -

Gates – 1.2m high made from Hardwood Posts and Hardwood plank pickets. Pickets can be painted in Solid RAL colours in hit and miss type fashion as image below. The Gates will have Black finished fittings and self-closing springs.



Entrance Sign – This again-will be manufactured from Robinia hardwood Timber and fixed to Round Robinia hardwood Poles at approx. 2800mm above the finished ground level.

The actual sign will be a graphic design, printed on to a di-bond panel that will be fixed to the Robinia backboard.

The below is a simiar version recently installed at China Fleet.





Golf Course / Hole Construction -

The Hole Construction – Each hole will be formed from Porous Material of either locally sourced Recycled Aggregate or Type 1 as a base with 0 to 6mm Grit / Sand for formation and required contouring.

A Grass covered concrete edge is formed to the perimeter of the hole and certain features and then covered with Rough style Artificial Grass.

Artificial Putting Grass is then laid on the area of the Golf Hole to form the general playability and formation of the hole to the shapes and sizes as indicated on the Hole by Hole designs.

The Golf hole / cup itself will be produced form a pre-made plastic cup with Gravel for Drainage under.

See below image for general idea of the visual effect and grasses: -





Artificial Grasses for the Surfacing of the Holes -

Artificial Grass 35mm pile height will be used to create the Rough Areas of the Golf Course itself with a 10mm Putting Surface these will be laid directly over the Sand / Grit depending on the areas of Golf Play.

Alternative coloured grasses will be used to create themed areas, such as Bunkers, Water and the Guitar

Putting Surface: -



Rough / Bunded Edge Grass: -





Coloured Grasses for Other Effects: -





Proposed Individual Golf Hole Theming – As depicted on the Hole by Hole Designs.

Hole 2 – Catherine's Island - A 'U' Shaped hole formed to create a central island with planting to represent Catherine's Island which sits on the River Thames.

Hole 3 – Kenton Theatre - A stylistic representation of the front façade of Kenton Theatre, the sides and rear will be within new planter areas. A false Pavement / Road will be created to the front of the building where the ball can be struck against the raised kerb to give the Rebound effect and Hole in One opportunity.

Hole 4 – Henley Town Hall - A stylistic representation of Henley Town Hall focusing on the Front and Side elevations with a Putt Up & Over feature where the front steps are with false planters as additional putt through / past challenges.

Hole 5 – Friar Park - A stylistic representation of Friar Park House focusing on the Front elevation with a raised Putt Up feature to the front of the house giving the effect of the circular feature at the front of the building.

Hole 6 – Guitar – The actual Golf Hole itself will be shaped to offer a representation of George Harrisons Stratocaster Guitar and by using various coloured grasses this will be a great fun and colourful hole to play.

Hole 8 – St Mary's Church – A stylistic representation of the Church Tower and side Hall will be used as the recognisable elements of this featured hole. A Putt through opportunity will be built into the side Hall doors.

Hole 9 – Chantry House - A stylistic representation of Chantry House will be created with the external coloured panels as the recognisable elements of this featured hole. A Putt through opportunity will be built to the small dogleg section of the building.

Hole 10 – Henley Moorings – We have recreated a typical scene on the water and in particular the Boat Moorings along the Thames. By using timber sleepers as the main edge to the holes and creating some Putt through slots we can create a fun and somewhat challenging additional feature to the course.

Hole 11 – Temple Island – A stylistic representation of the Temple will be created with a faceted sleeper edge to create the island effect. We have also added White timber marker posts along one edge of the hole that will lead to the Water and indicate elements of Boat Racing on the Thames.

Hole 12 – Jump Hole – By creating a timber sleeper bridge with Jump Shot feature we can offer two challenges to cross the water whilst also giving safe passage for all players.

Hole 13- Henley Bridge – A stylistic representation of Henley Bridge facades with a fully functioning bridge construction under and a Grass Putt over surface. The River Thames below will only pass through two of the five arches.

Hole 15 – Rowing Scull – A real Twin Rowing Scull will be fixed in position along the water's edge with 2 oars fixed to the boat and ground. Using a Two Man Scull will help guide the players to the two famous occupants on Hole 16.



Hole 16 – Pinsent & Redgrave – As you will see on the hole details we have **two** options for this one hole.

Option 1 – Full sized 3D replica statues of Pinsent & Redgrave sitting on a park bench in their Olympic Tracksuits with Medals around their necks. This will allow a Player to sit between them for a Photo Opportunity.

Obviously as we are potentially offering full replicas of these real and living athletes then certain permissions may have to be sought by yourselves from various parties.

Option 2 - Fully sized 2D replica bodies (Front & Rear on Timber Structure) in Tracksuits with Medals around their necks, but with their Faces cut out. We have then introduced a step arrangement to the rear which not only creates a Putt around challenge to the hole, but also gives stepped access to the rear to enable the players to place their head in the location of the face as a photo opportunity from the front.

The various heights in steps will give opportunity for majority of the family members or friends to have their photo opportunity.

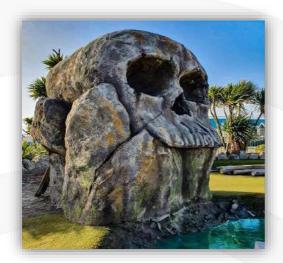
By removing their actual faces this could eliminate the potential permissions issue and by having an information board by the side of the hole would help identify them.

Hole 17 – Marsh Lock – We have created a Sleeper timber walk and Putt over opportunity in the shape of the Lock Gates with Tubular Rails to the water's edge.

Hole 18 – Rupert's Elm – A stylistic representation of the image we have for Rupert's Elm using Faux Rock to create the Tree with a Putt Up Ramp (as root) with a Ball Collector box and Access door within the tree itself.



Artificial Rock to create features: Artificial rock will be used on Hole 18 – Rupert's Elm









Timber effect Features to Certain Holes with Information Boards: -





Planting & Border Finishes: -

Below is a typical image of how we can finish Planting and Border Areas





The areas identified as Planting will be treated with a herbicide application, and covered with a weed barrier membrane. The plants will then be set out accordingly, and the membrane penetrated in order to plant the plants.

Suitable and appropriate locally sourced Plants will be placed in the Planter areas to give an immediate finished appearance (subject to the time of year), and covered with decorative bark nuggets.

The remaining areas will be treated with a herbicide application, prepared, and sowed with wild-flower mixture.



Path Surfacing -

Intended and Proposed Product and Colours

The path and waiting areas within the Golf Course itself will be finished with 40mm depth Recycled Bonded Rubber Mulch to the Pathways from Hole to Hole and preferred routes around the course from the below available colours. However we would suggest Harvest Beige.





The Entrance Kiosk -

The proposed Entrance Kiosk will be constructed from a Pre-Built and Self Erect Treated Timber and Themed building using additional painted timber beading to replicate in nature a River Boat House.

The building will be placed on a suitable concrete foundation.

The door will be Lockable and a removable / openable hatch / window will be provided to enable the operator to offer and receive the Golf equipment.

An Electrical Isolated supply will be positioned within the Kiosk. There will be 4 Spot lights, 2 double power socket, bespoke timber storage boxes for putters and balls, and Exterior Signage with pricing information.





Bespoke Timber Benches 2100mm long: -

Constructed from hardwood Robinia poles and smooth Oak sleepers, which are recessed into the poles and assembled with stainless steel fixings. Benches are not moveable.





Water Feature -

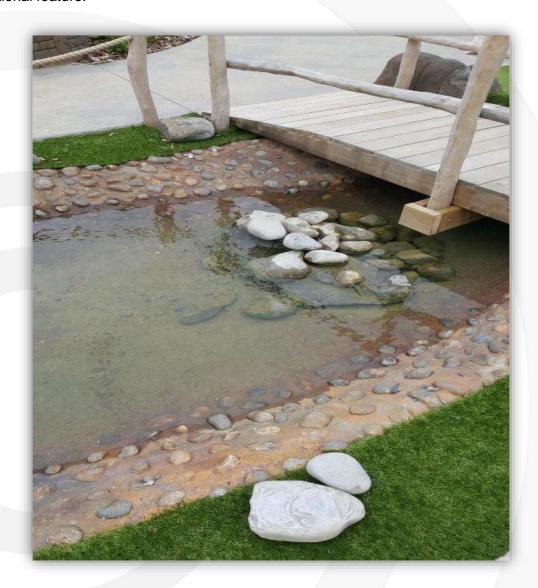
The new water feature will be created using a pond liner that will be covered in trowelled finish concrete to give it additional and hardwearing protection.

The Maximum Water Depth will be 200mm (up to 300mm to sump pump areas)

Depending on the existing water feed location we will connect to your supply to enable the system to be filled and managed going forward.

The water system and pumps can be UV Treated and the water can be coloured as required.

Here is a photo of a recent project, where the client requested pebbles to be set in the concrete for an additional feature.

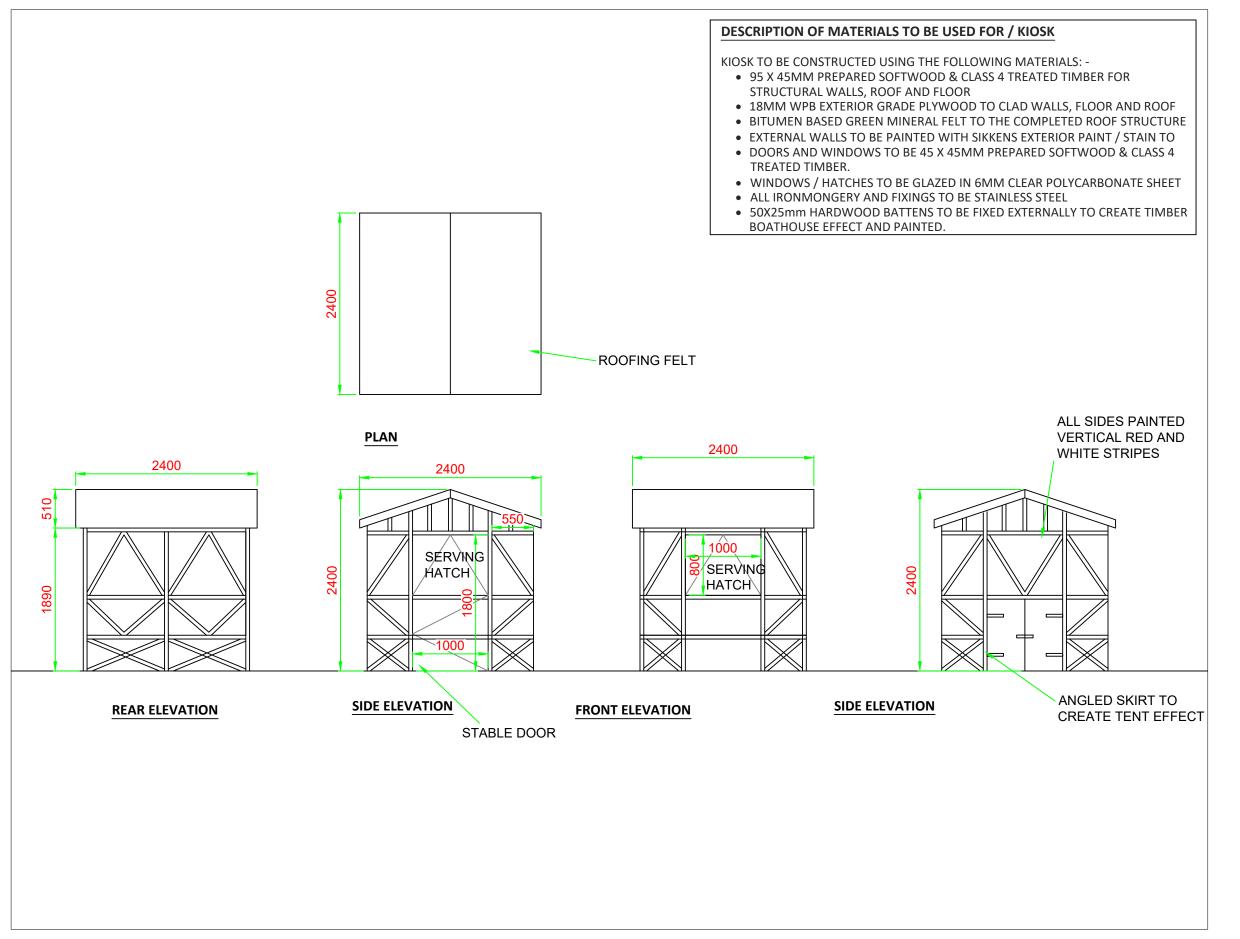




Bollard Lighting

Modern styled bollard with polycarbonate construction.





Notes:

IOTES:

1. ANY QUERIES ABOUT THE CONTENTS OF THIS DRAWING PLEASE CONTACT THE DESIGN TEAM AT GREENSPAN.

2. THIS DRAWING TO BE READ IN CONJUNCTION WITH ALL OTHER CONTRACT DRAWINGS.

3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

4. ANY PRESSURE TREATED TIMBER THAT IS CROSS-CUT, NOTCHED OF DRILLED ON-SITE MUST BE RE-TREATED WITH ENSELE END-GRAIN PRESERVATIVE TO MAINTAIN THE INTEGRITY OF THE PROTECTIVE SYSTEM.

5. ALL TIMBER TO BE FINISHED WITH MINIMUM RADIUS 3MM.

6. REMOVE ALL STAMPS, PENCIL & MARKING LINES FROM TIMBER

7. DO NOT ALLOW CONCRETE TO MARK OR STAIN TIMBER.

 B
 ADDITIONAL ELEVATIONS ADDED
 PO
 25/02/21

 A
 FOR APPROVAL
 PO
 25/02/21

REV: DESCRIPTION: BY: DATE:
STATUS: NOT APPROVED



MILKMEAD FARM, HOGWOOD LANE, WESTEND SOUTHAMPTON, HAMPSHIRE, SO303HZ TEL - 02380 476737

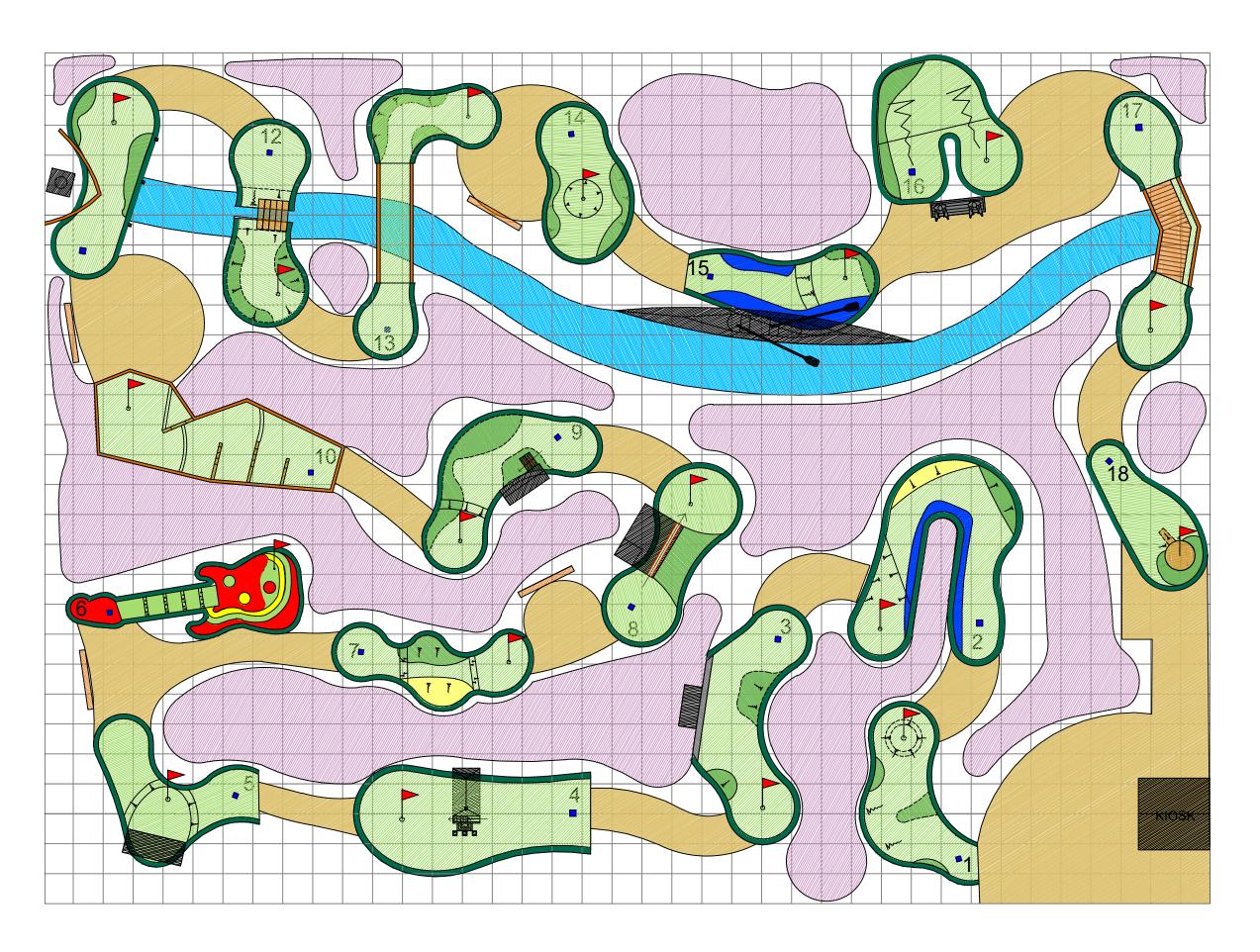
Email - sales@greenspanltd.com WEB - www.greenspanltd.com

THENLEY MILL MEADOWS

ADVENTURE GOLF

TITLE:

KIOSK



Notes:

NOTES:

1. ANY QUERIES ABOUT THE CONTENTS OF THIS DRAWING PLEASE CONTACT THE DESIGN TEAM AT GREENSPAN.

2. THIS DRAWING TO BE READ IN CONJUNCTION WITH ALL OTHER CONTRACT DRAWINGS.

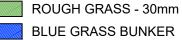
3. ALL DIMENSIONS ARE IN MILLIMETERS (UOS) REMOVE ALL SHAPE EDGES AND BURRS.

KEY

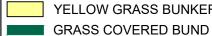
PATHWAYS

WATER FEATURE

PUTTING GRASS - 10mm



BLUE GRASS BUNKER



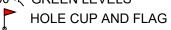
YELLOW GRASS BUNKER



LOW ROCKWORK EDGE



+00 4 GREEN LEVELS



HOLE SIGN



300m2 PLANTING (332m2 UNPLANTED)

A NOT APPROVED - INTERNAL ONLY PO 25/03/21

BY: DATE:

REV: DESCRIPTION: NOT APPROVED



MILKMEAD FARM, HOGWOOD LANE, WESTEND SOUTHAMPTON, HAMPSHIRE, SO303HZ TEL - 02380 476737

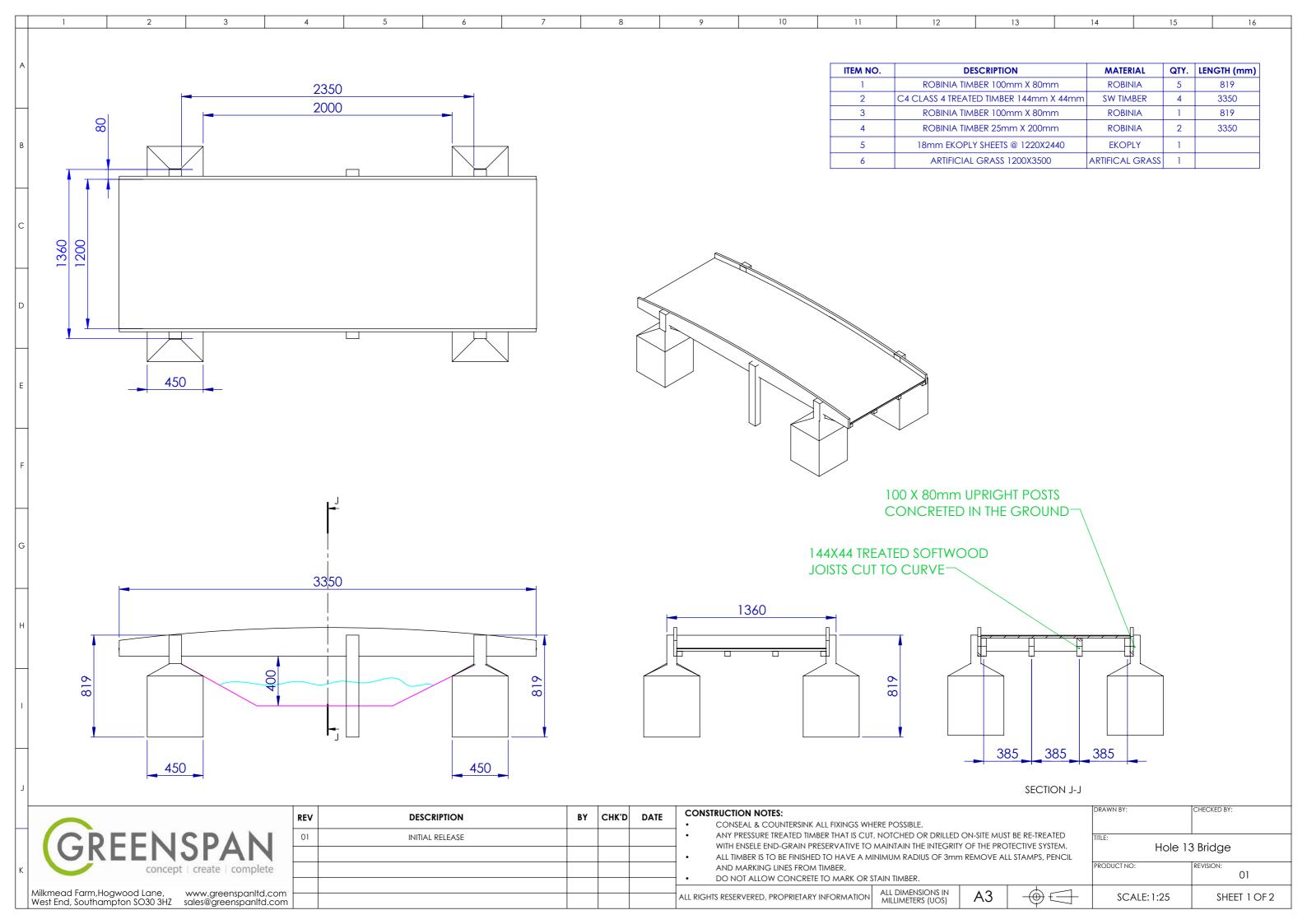
Email - sales@greenspanltd.com WEB - www.greenspanltd.com

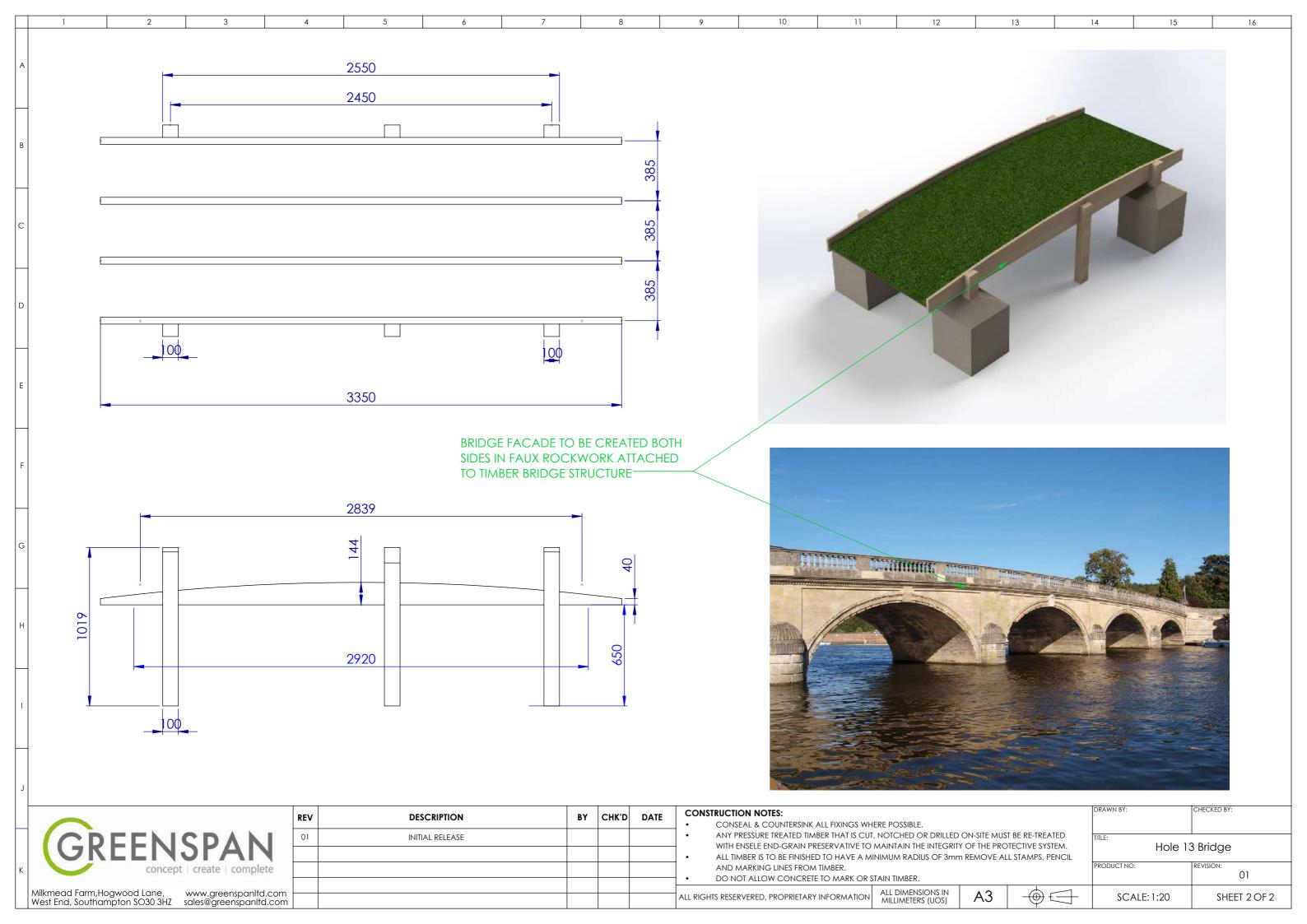
HENLEY - MILL MEADOWS

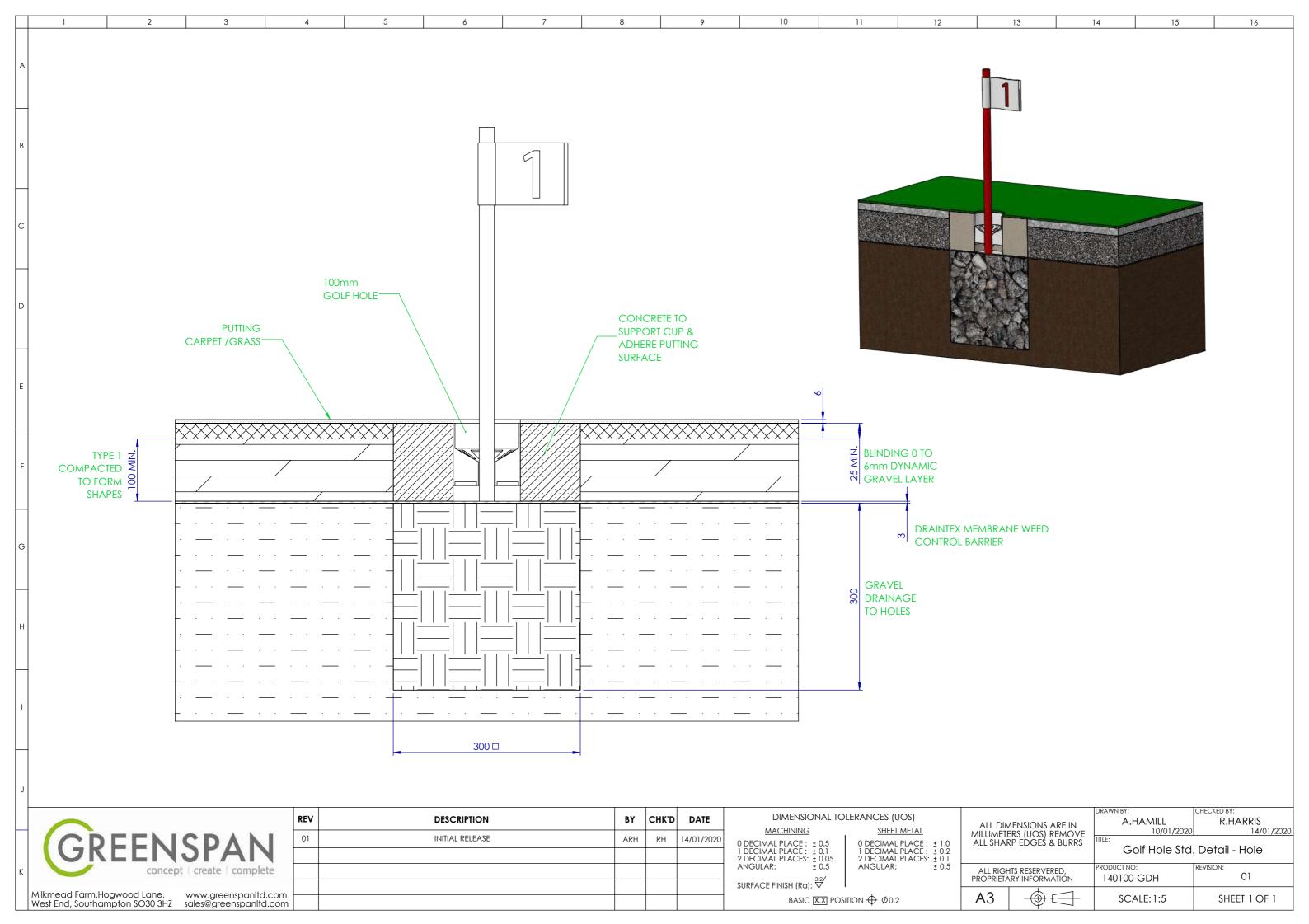
ADVENTURE GOLF

LAYOUT

25/03/2021 PO Α 4146













BUDGET COST PROPOSAL

CLIENT: Henley Town Council

ADDRESS: Council Offices

Town Hall, Market Place

Henley-on-Thames

Oxfordshire RG9 2AQ

CONTACT: Name: Sheridan Jacklin-Edward

Email: clerk@henleytowncouncil.gov.uk

Mobile: 07595 608 577

REF: 4146 – Mill Meadows Adventure Golf

PRESENTED BY: Name: Brook Tuffin

Email: brookt@greenspanltd.com

Mobile: 07848 455 706

DATE: 19 April 2021



19 April 2021

Henley Town Council Council Offices Town Hall, Market Place Henley-on-Thames Oxfordshire RG9 2AQ

For the attention of: Sheridan Jacklin-Edward

Dear Sheridan,

REF: 4146 - Mill Meadows Adventure Golf

Many thanks for your valued enquiry regarding the above project; I am pleased to submit our quotation as attached in accordance with our discussions.

Greenspan has been established for over 45 years and we have built up a very good reputation in the marketplace. We can provide complete in-house capability for the design, manufacture and installation on projects of this nature, and will be pleased to develop the detailed design and specification, ensuring you get a solution that meets your requirements in terms of design, cost and timescale.

As a company we pride ourselves on working closely with our clients to help them deliver projects within budget and on time. As always there are many different ways to carry out work and many different specifications, so we view our initial proposal as a starting point from which to build on. You may of course have specific requests that increase costs, equally there may be items that can be 'value engineered' to bring costs down.

We thank you for this opportunity to provide yourselves with a detailed proposal and trust we may be favoured with your further instructions in the near future.

Yours faithfully,

Brook Tuffin | Project Consultant 02380 476 737 brookt@greenspanltd.com



BUDGET COST PROPOSAL

1.0 HEALTH AND SAFETY

- 1.1 We shall supply full RAMS (Risk Assessments and Method Statements) as well as site specific tool-box-talks for each project to cover the works involved.
- **1.2** We shall supply a construction phase health and safety plan if required.
- **1.3** We shall supply suitable site welfare facilities for the duration of the works.
- 1.4 We shall supply heras fencing or similar to enclose our working area if required.
- **1.5** We shall supply all necessary site safety signage for the duration of the works.
- 1.6 We employ an external consultant to provide professional H&S support and advice for all our sites. They also keep us updated with the latest in H&S compliance and legislation.
- 1.7 Greenspan holds many H&S accreditations including; ROSPA, Constructionline, Safe Contractor, SMAS & BSI.

TOTAL COST EX VAT £Inc.

2.0 PRESTART ASSUMPTIONS

- **2.1** Provision of clear vehicle access and suitable offloading space, adjacent to the working area for the duration of the works.
- **2.2** Provision of free parking on-site for the duration of the works.
- **2.3** Provision of clear unobstructed access / egress to and from the working area for the duration of the works.
- **2.4** Provision of a clear working area for the duration of the works. We have not allowed for other contractors to be working in our area, and any time / cost implications of this will need to be discussed and agreed.
- **2.5** Provision of water and power for free use for the duration of the works.
- **2.6** We presume the power supply on the corner of the site is sufficient to power the water feature, bollard lighting, and kiosk requirements.
- 2.7 We presume that your site drains well, and unless stated below, have not allowed for any additional drainage works.
- **2.8** Please be aware that after a heavy downpour or prolonged rainfall, any retained water will need time to drain away prior to resuming play.

TOTAL COST EX VAT £Inc.

3.0 DESIGN PHASE

3.1 We shall redesign the scheme in line with all public consultation feedback.

TOTAL COST EX VAT £3,850.00

4.0 SCOPE OF WORKS

To allow to construct a Mayflower themed Adventure Golf Course as follows:

Setting Out

- **4.1** Set out the Adventure Golf Course.
- **4.2** Spray off all existing grass areas with a herbicide application.

Golf Hole Construction

4.3 Undertake the required ground preparation with any arisings / spoil from excavations to be carted away and disposed of by the client.



- Form 18no. porous Adventure Golf Holes to the required levels including a variety of shapes, challenge and playability.
- Supply and install bunded concrete hole edges finished with longer pile artificial grass. 4.5
- 4.6 Supply and lay an artificial grass putting surface on each of the Golf Holes.
- 4.7 Supply and install 'Rough' areas to aid the challenge and playability of each hole.
- 4.8 Supply and install Tee-off mats and Hole Cups to each Golf Hole.

Pathways

- Supply and lay terram on the existing surface. 4.9
- 4.10 Supply and lay coloured resin bound rubber mulch surfacing directly on to the terram for the paths between the Golf Holes.

Water Feature

- **4.11** Excavate to create the main water feature formed with a suitable liner, to be covered in concrete. Maximum depth 200mm.
- 4.12 Supply and install a suitable UV Filter.
- **4.13** Supply and install a suitable circulation pump.
- **4.14** We have not included any form of chemical dosing.

Bespoke Props

- 4.15 Supply and install bespoke props, some of which will compliment the golf playability, some will create photo opportunities. Material finish to be determined. Props to include:
- 4.16 Kenton Theatre on Hole 3.
- 4.17 Henley Town Hall on Hole 4.
- 4.18 Friar Park House on Hole 5.
- 4.19 Hole 6 to be formed to represent George Harrison's Stratocaster.
- 4.20 St Mary's Church on Hole 8.
- 4.21 Chantry House on Hole 9.
- **4.22** Hole 10 to feature timber sleepers to represent moorings.
- 4.23 Temple Island adjacent to Hole 11.4.24 Jetty Bridge on Hole 12.
- 4.25 Henley Bridge on Hole 13.
- 4.26 Rowing Skull and Oars on Hole 15.
- 4.27 Bench with Pincent & Redgrave sculptures on Hole 16.
- 4.28 Henley Lock on Hole 17.
- 4.29 Ruperts Elm on Hole 18 to act as the ball collector.

Landscaping

- **4.30** Supply and lay a weed barrier membrane to the landscaped areas, approx 300m2.
- 4.31 Supply and plant a selection of suitable plants to the landscaped areas, finished with decorative bark nuggets.
- **4.32** All remaining areas to be sowed with a wild flower mixture.
- **4.33** Infill the hedging where the existing entrance is into the putting green area.

TOTAL LANDSCAPING COST EX VAT £18,550.00

Signage

- 4.34 Supply and install bespoke themed entrance portal including timber posts with overhead di-bond
- 4.35 Supply and install 18no. bespoke timber golf hole sign back-boards with a di-bond sign affixed to them. Where applicable, the golf hole sign will also have information about the prop or sculpture on that hole, with a QR code to scan. The QR code will need to be supplied by the Council.

Entrance Gates

4.36 Supply and install a pair of lockable timber entrance gates, approx. 1200mm (h) x 2000mm (w).

Kiosk

4.37 Supply and install timber frame kiosk building to replicate a river boat house.



- 4.38 Includes lockable door, openable hatch.
- 4.39 4 spot lights and 2 double power sockets to the inside.
- **4.40** Timber storage boxes for putters and balls.
- **4.41** External di-bond signage with pricing information.

CCTV

4.42 Supply and install a basic, adequate CCTV system.

Completion & Handover

- **4.43** Arrange site walk-through on completion.
- **4.44** Remove temporary fencing from site.
- 4.45 Remove site welfare facilities from site.
- **4.46** Leave the working area safe, clean and tidy on completion of the works.

TOTAL COST EX VAT £255,940.00

5.0 Option 1 - Bollard Lights

To allow to:

- **5.1** Supply and install all ducting and cabling in preparation for the bollard lights.
- **5.2** Supply and install concrete bases on which to mount the bollard lights.
- **5.3** Supply and install 18no. bollard lights with polycarbonate construction.

TOTAL COST EX VAT £9,475.00

6.0 Option 2 - Sleeper Benches

To allow to:

6.1 Supply and install 4no. timber sleeper benches, approx. 2400mm (I), with the sleepers recessed in to round vertical Robinia poles, concreted into the ground.

TOTAL COST EX VAT £1,690.00

7.0 Option 3 - Park Benches

To allow to:

7.1 Supply and install 4no. classic timber park-style benches, secured to individual concrete pads with a suitable fixing solution.

TOTAL COST EX VAT £3,815.00

8.0 Putters & Balls

To allow to:

- **8.1** Supply and install 120no. mixed size putters.
- 8.2 Supply and install 400no. coloured balls.
- **8.3** Supply 10,000no. score cards and pencils.
- 8.4 Supply free logo design.
- **8.5** Value of the above £2,619.00 + VAT.

TOTAL COST EX VAT £FOC.



WOR	RKS SUMMARY	COST SUMMARY
1.0	Health and Safety	£INC.
2.0	Prestart Assumptions	£INC.
3.0	Design Phase	£INC.
4.0	Scope of Works	£255,940.00
5.0	Option 1 – Bollard Lights	£9,475.00
6.0	Option 2 – Sleeper Benches	£1,690.00
7.0	Option 3 – Park Benches	£3,815.00
8.0	Putters & Balls	£0.00

Please note that this price is entirely based upon on the scope & specification defined above and includes a number of assumptions.





PROJECT SPECIFIC TERMS

Client:	Henley Town Council
Contractor:	Greenspan Projects Ltd
Address of Works:	Mill Meadows, Henley
Ref No:	4146
Drawing No:	TBC.
Contract Documentation:	1. 2. 3. 4. 5. 6.
Scope of Works:	As per Greenspan's documents.
Contract Value:	£TBC.
Commencement Date:	TBC.
Completion Date:	TBC.
Payment Terms:	30% Deposit. 20% 4 weeks from commencement. 20% 8 weeks from commencement. 25% once half-way through site installation period. 5% 3 months following sign-off. Payment within 7 days of invoice.
Variations:	To be agreed in writing and paid 7 days from completion of Variations.
Contract Terms:	Greenspan's Standard Terms of Business and Project Specific Terms to apply.
On behalf of:	Name:
()	Signature:
	Date:
On behalf of:	Name: Brook Tuffin
Greenspan Projects Ltd	Signature: Date:



STANDARD TERMS OF BUSINESS

(To be read in conjunction with our Project Specific Terms. In the case of any discrepancy, then the Project Specific Terms will take precedence.)

Pricing

All orders accepted are subject to our Standard Terms of Business and any additional conditions and qualifications set out within our documentation. Unless stated otherwise, all prices or figures quoted are net and exclusive of VAT. Our quotation is valid for 30 days.

All prices, unless specified, are based on the project being carried out within normal working hours (8am – 5pm). Weekend and out of hours working has not been allowed for unless clearly specified/stated.

Unless otherwise stated, our price is purely budgetary at this point and is subject to further site surveys. We reserve the right to withdraw our price at any point during the negotiation period. Specific items, such as drainage, require client sign-off prior to work commencing. We reserve the right to increase our prices annually in line with inflation.

Any of the itemised prices may be undertaken individually however an increase in price may be incurred.

Health & Safety

We obtain Health & Safety support and advice via an external professional consultant. We are Constructionline registered, and all on-site operatives are vetted and DBS & CSCS approved with SMSTS supervisor/management training where necessary. We work with RPII approved inspectors to ensure our projects are safe and compliant to relevant British Standards. Post installation reports can be provided on completion of the works. As we use more natural products for our structures and theming you will accept 'Low Risk' elements as the minimum criteria within the Play Inspection report.

Payment Terms

Our standard terms are: 30% Deposit. 30% on Commencement.

35% once half-way through site installation period. 5% on Practical Completion and sign-off of completed project.

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Retention of Title applies to goods until fully and finally paid.

Delivery

Approximately 8-10 weeks from drawing & specification approvals, although some products may have longer or shorter lead-times; Please check at the time of order. We shall require clear site access for deliveries and carrying out the works. Off-loading on site is to be provided by the customer for 'Supply-only' projects.

Contract

Form of contract is to be as Greenspan Standard Terms of Business, unless specifically agreed otherwise. All final costs are subject to a full site & drainage survey and final drawing approvals before manufacturing proceeds.

Design

Where we provide drawings for approval, our quotation allows for one client amendment only; any further changes and amendments will be charged for accordingly. Where structural calculations are required this will be charged for accordingly, unless clearly stated as included within our quotation. Please note that all drawings, images, visuals, models, plans and dimensions provided, are purely indicative and do not necessarily represent an exact replication of what will be provided during the construction phase.

Marketing & Investment

Greenspan reserves the right to use concept designs and other related project imagery, photos, videography and client feedback for the purpose of training, marketing and the like.

Please note that any 'return on investment' (ROI) advice offered by Greenspan is given in good faith and is only based upon our general experience. As such this advice cannot be wholly relied upon and Greenspan would recommend that the client determines its own ROI metrics and calculations, or seeks independent advice prior to making an investment decision.

Products Finishes

All powder coated products are available in most RAL or BS colours. Our price includes for standard colours only. Some specific colours may carry a surcharge if they are not part of the standard product ranges. We require formal confirmation of chosen colours before orders are processed. Galvanising will not be completely smooth and powder coating can hide or highlight the texture of the base material depending on the colours used and is not a fault or discrepancy on the product finish.

Please note that we use natural products such as timber, sand and stone, which often have or develop marks, splits and twisting that are not defects. We use reputable supply chain partners for these products, providing sustainable, quality products.



Specifications

The selection of all products and services provided by us is based solely upon specifications that we deem to be suitable and appropriate. We reserve the right to specify and provide products and services that are in keeping with the type, style and nature of the project and as such are entirely at the discretion of Greenspan Projects Ltd

Programme & Timescales

Whilst not guaranteed, Greenspan will make all reasonable endeavours to complete the works within the agreed timescales. Greenspan will not be liable for any costs, expenses or any other implications associated with, or accruing from any delay to our works, howsoever caused.

Installation

Generally, we require all groundworks to be carried out by others unless stated within our quotation. All bases, grounds and surfaces are to be level to our required size, depth and specification at least one week prior to our installation on site. All final levels must be level and within standard BS tolerances. If we are carrying out any groundworks or excavations within our scope and any obstructions or unknown conditions are found within the ground, then we will require reimbursement of all/any associated additional costs or expenses to remove these once they have been identified and reported to the client. We have assumed that drainage will be as your existing site drainage and unless otherwise stated, we have not allowed for any drainage works whatsoever.

All installations are planned to be carried out in one continuous visit and during normal working hours, unless otherwise agreed in writing. Any abortive visits and/or delays due to incomplete or defective ground or preceding works, or any other delay outside our control, will incur additional costs to the client. Final reinstatement of ground conditions and finishes are to be carried out by others unless specifically stated otherwise.

No maintenance, return visits, inspections, tests or the like have been allowed for unless clearly stated within our documentation. Unless agreed otherwise, handover of the works has been achieved when our operatives leave site after carrying out the main scope of works. Immediately following handover and departure of our operatives from site, the client takes full responsibility from thereon.

Warranty

Greenspan will repair any defects in materials and/or workmanship for 12 months following handover of the works to the client, subject always to any qualifications or clarifications made by Greenspan at the time of handover. All repairs will be carried out within a reasonable time period, following receipt in writing from the client of a reported defect. Greenspan reserve the right, following inspection on site, to charge the client for all or any costs, either partially or in full, should it consider that the reported issue is not a defect.

This warranty does not apply to natural materials or products that may warp, split, twist or the like, due to natural changes, discolouration, shrinkage or movement. Neither does this warranty apply to any defects or damage caused by use, neglect, vandalism or the like, or due to normal or natural weathering. Notwithstanding the above, the terms of any product warranties supplied or provided by any manufacturers that have supplied materials or products to Greenspan or the client, will take precedence over this warranty.

Other Exclusions

Abortive visits/standing time, working outside our normal hours, Collateral Warranties, Performance Bonds, Statutory Undertakings, Liquidated & Ascertained Damages (LAD's), Unforeseen or reported obstructions within the ground.

Any client specified specialist items, equipment, products, etc. (whilst these may be provided on request, any delays, costs or expenses incurred by Greenspan for unknown or unforeseen issues, problems, adjustments or the like shall be borne by the client and reimbursed to Greenspan accordingly).

UK withdrawal from the EU

Please note that our price makes no allowances for the effects of the UK's withdrawal from the EU. We are also unable to guarantee the supply and availability of goods and/or materials sourced from within the EU. Should we experience any issues associated with this, we reserve right to advise the client of any effects to our works and all associated risk is borne entirely by the client.

Planning & Statutory Undertakings

Planning permission and other statutory undertakings may be required on certain developments and structures. We have not allowed to carry these out and we strongly advise that the client contacts the relevant Local Authority for advice on what will be necessary before proceeding with an order.

Accreditations & Partners























NB - Please be advised that our quotation makes no allowances for the effects of Covid-19. Our suppliers are indicating a potential shortage of material supply and the subsequent possibility of delays and increases in cost. Unfortunately, we are therefore unable to guarantee the availability of materials required for the works. Should we experience any issues associated with this, we reserve the right to advise the client of any effects to our works and all associated risks are to be borne entirely by the client until further notice.



THE GREENSPAN VISION AND VALUES

Our Vision:

Our vision is to become the leading design and build theming organisation for visitor attractions, through our cutting-edge designs and 'can do' attitude!

Flexibility

We offer a flexible service and approach our projects with you in mind, and your project at the forefront of every decision.

'Can do' Attitude

Whenever practically possible we always say yes.

Creativity

Our innovative design team focuses on wow factor and practicality whilst always thinking of minimising maintenance requirements.

Peace of Mind

Our clients often choose to work with us because they say "We felt we could work with you...".
We are conscientious, straightforward and have a great team to help you.

Value for Money

We have a proven track record of offering bespoke schemes tailored to our clients' budgets.

Partnership Approach

We like to team up with our clients to enable a collaborative approach to projects. Sometimes this involves value engineering or undertaking multiple projects at a time

Experience

Our team have a vast knowledge of construction, theming, play and associated areas of our target markets. We are proud of the depth of experience that we have at our disposal.





Head Office: Milkmead Farm, Hogwood Lane, West End, Southampton, United Kindom, SO30 3HZ
T: +44 2380 476 737 | E: sales@greenspanltd.com | W: www.greenspanltd.com

Agenda item 5



CHIHCESTER CITY COUNCIL .

NEWSLETTER



Your Key Priorities







3. Fill the gaps in the city's infrastructure

4. Preserve the city's heritage

In March we outlined the projects and actions we planned to undertake to deliver these priorities. This newsletter is an update on what we have done so far and what we have planned for the future;

You can find more information about the City Council Plan on our website www.chichestercity.gov.uk/city_plan



We're not pursuing these ideas at the moment, but would like to know if you think we should...

Complete an audit of all community green spaces in the City to ensure that all meet a common standard of basic provision.

Please tell us if there are facilities that you think are missing at your local green space (for example, benches, picnic tables, lighting, power supplies) that would allow the community to make better use of the space.

Develop a small putting green/adventure golf course in the city.

We would like to know if you think a putting green or mini golf course would be a good idea and if so, where would be the best location for it (subject to being able to secure permission from the relevant landowner).

Create a designated open water/wild swimming area at the canal basin.

We would like to know if you think it would be a good idea to do this before we investigate any further if it would be practical and deliverable.

We would really like to hear your feedback on how we are doing so far. If you would like to comment on our current and future projects, please scan the QR

or visit the City Council website to share your ideas and continue the conversation:



www.chichestercity.gov.uk/city_plan.





The Council House North Street Chichester PO19 1LQ

City Council Plan and as

promised, we are

progress.

of the plan

updating you on our

Following extensive consultation with you in

the Spring, we identified

the four key priorities to

guide our decisions and

policies over the lifetime

Projects we said we What we've done would start this year so far

Redesign and relaunch the community grants scheme

We launched a new grants scheme in June. Since then we have committed more than £150,000 over the next three years in long-term funding to eleven community organisations and have given over £20,000 in small grants to support the work of a further fourteen groups. We will continue to award funding throughout the year.

Expand the City Gala

Hundreds of you came to the bigger and better Gala event in Priory Park on 29th June which attracted a huge number of visitors, traders, community groups and performers. The free event featured performances from acclaimed international artists the Bluetones and Sandi Thom, as well as showcasing local talent and bands. We are already planning for 2025

Hedgerow and wildflower meadow creation at Brewery Field

As you can see from our background picture, a new hedgerow has been created, which is being monitored as a part of a scheme to develop trees outside of woodlands in the City. Large areas of the field have been turned over to wildflower meadows, providing a diverse range of plants for pollinators. We are looking at what else we can do to support biodiversity and carbon capture.

Establish regular forums to support community development.

Regular specialist meetings are now hosted and facilitated by the City Council to bring together community groups working in various sectors to share knowledge, skills and ideas and develop new joint projects and funding bids.

Recruit a Citizen's Advice Bureau (CAB) worker to be based at the Council House in North Street.

A new space has been created at the Council House providing open access computers where residents can use the internet to access digital services and benefit claims. A CAB worker is based in the space and open Mon-Fri from 10am -1pm for drop in advice and support and in the afternoons until 4pm for appointments and follow-ups

Improve the cathedral flower beds

The flowerbeds have been fully refurbished and planted with a range of pollinator friendly perennial flowers, evergreen shrubs and annual bedding plants. The empty tree pits have been tidied up and made safe and epicormic growth on the remaining lime trees is being managed to keep footways clear

Offer to contribute to the city centre pavements works once WSCC have finalised a plan.

The City Council have been a key partner in the process of developing a proposal for improving the pavements. A public consultation on the options is expected in the autumn, The City Council are continuing to advocate for residents interests with the County Council on this critically important issue

Projects we said we What we've done would start this year so far

Proceed with a dark spaces street lighting improvement project.

We have employed a new project manager who will be taking this work forward for the City Council in the autumn as the nights draw in.

Identify opportunities to improve the environment.

We have set up an environment and net zero working group to look at how we can actively support the whole community to reduce their impact and are continuing to act to reduce our own environmental footprint.

Undertake a feasibility study looking at delivering a community centre in the South of the City.

We are continuing to explore potential sites for a community centre and will be complete the feasibility study within the next 12 months.

Review the mayoralty, civic and ceremonial functions of the Council to make sure they remain relevant.

A working group has been completing this task and will be issuing a report and recommendations in October 2024.

Work with Chichester District Council to improve the playgrounds.

We have been working in partnership with the District Council to progress this project and consultation with residents and users is currently underway to help inform future designs.

Install What's On Noticeboards around the City.

We are working with local arts groups to identify suitable locations to install the noticeboards.

would start in 2026

Projects we said we What we've done so far

Investigate installing an outdoor performance space in one of the city centre parks

We have started initial discussions with key landowners and stakeholders in the City Centre and will be looking more closely at potential locations in 2025.

Prepare plans for making the **Council House and Assembly** Rooms more accessible and welcoming for visitors and hirers We have begun making incremental improvements to the building, including improving the heating and ventilation systems, updating the flooring, upgrading the public kitchens to make them fit for purpose and upgrading the AV equipment and public wi-fi.

Review city centre signage

We will be working with Chichester District Council and West Sussex County Council to incorporate better signage and wayfinding into the city centre pavement project.

Install bus shelters at key locations

We are currently securing licences to install two new solar powered bus shelters in Lavant Road. Please let us know if there are other locations where you think a bus shelter is needed.

Review 20mph zones and submit a proposal to WSCC extend their use in targeted areas in July 2025.

Community consultation on suitable areas for inclusion in a 20mph scheme will commence in early 2025. Please let us know of any roads that you think would benefit from 20mph

Crowds enjoying the show at the Gala

Agenda item 6

Cil expenditure over years

Current Cil balance (at Aug 24)

£ 1,822,640.11

Anticipated Cil income to 2029 £ 1,505,736.00 Whitehouse phase 2

£334,804 Remaining City wide 270 housing allocation in Local Plan

£150,000 Balance of Whitehouse phase 1

£50,000 Windfall developments

£ 2,040,540.00

Cil Projects	:	2024-2025	2	2025-2026		2026-2027		2027-2028	2028-2029	2029-2030	2030-2031	
Purchase electric vehicle	£	50,000.00										
Streetlights	£	16,000.00	£	16,000.00	£	16,000.00	£	16,000.00	£ 16,000.00	£ 16,000.00	£ 16,000.00	
Traffic schemes	£	3,000.00	£	11,000.00	£	10,000.00	£	10,000.00	£ 10,000.00	£ 10,000.00	£ 10,000.00	
Improve City signage £20,000	£	10,462.28	£	10,000.00								
Cathedral beds -	£	60,000.00										
Council house entrance project			£	70,000.00	£	150,000.00						
Energy Efficiency Schemes 200k	£	170,467.00										old court room roof light 3250 secondary glazing solar panels
Pavements - £100,000					£	500,000.00						
Neighbourhood Plan – up tp £100,000			£	29,685.52								balance
Tree planting £3,000	£	3,000.00										
New Park Centre	£	50,000.00	£	50,000.00	£	50,000.00						
Bandstand			£	150,000.00								
Community Noticeboards	£	14,500.00										
Project Manager	£	26,077.00	£	52,000.00	£	52,000.00	£	52,000.00				6 months in each year
Cathedral Green	£	20,000.00										
Crane Street	£	8,000.00										
Brewery Field	£	2,500.00										
Community Grants	£	50,000.00	£	50,000.00	£	50,000.00	£	50,000.00	£ 50,000.00	£ 50,000.00	£ 50,000.00	
Community Hall (South of city)							£	1,000,000.00				
Playgrounds			£	400,000.00								
	£	484,006.28	£	838,685.52	£	828,000.00	£	1,128,000.00	£ 76,000.00	£ 76,000.00	£ 76,000.00	

Cil allocated to identified projects Potential unallocated Cil funds

3,506,691.80 £ 356,488.31

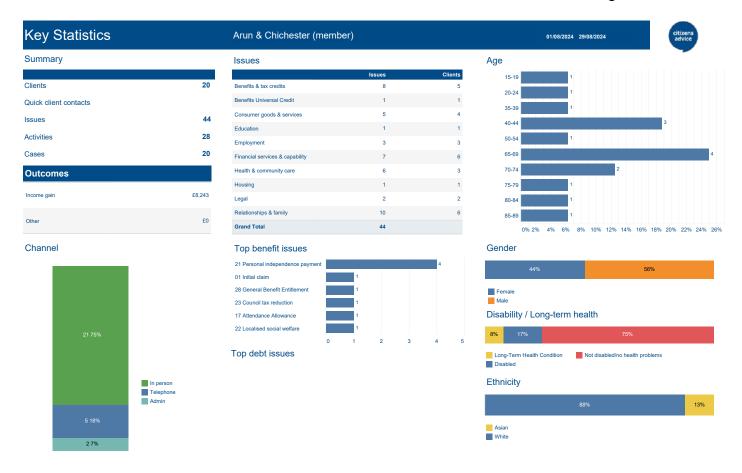
Anticipated Cil receipts calcluated as follows:

whitehouse farm phase 2	no. homes
Permissions granted	850
% Market housing	70
% Social Housing	30
Average Sq m per dwelling	100
Cil levy rate/ sq m (@ 2024 rates)	£ 168.71
Total levy raised	£ 10,038,245.00
15% neighbourhood receipts	£ 1,505,736.75

City Centre Developments	no. homes
Permissions granted	270
% Market housing	70
% Social Housing	30
Average Sq m per dwelling	70
Cil levy rate/ sq m (@ 2024 rates)	£ 168.71
Total levy raised	£ 2,232,033.30
15% neighbourhood receipts	£ 334,805.00

opening balance £ 1,822,640.11

<u>FY</u>	<u> 202</u>	<u> 24/25</u>	202	<u> 25/26</u>	<u>202</u>	<u> 26/27</u>	<u>20</u>	<u>)27/28</u>	<u>2028/29</u>	<u>20</u>	<u> 29/30</u>	<u>2030/31</u>	
Anticipated Receipts	£	150,000.00	£	70,000.00	£	100,000.00	£	320,000.00	£ 400,000.00	£	500,000.00	£ 500,000.00	1
Anticpated Expenditure	£	484,006.00	£	838,685.00	£	828,000.00	£	1,128,000.00	£ 76,000.00	£	76,000.00	£ 76,000.00)
Closing balance	£ :	1,488,634.11	£	719,949.11	-£	8,050.89	-£	816,050.89	-£ 492,050.89	-£	68,050.89	£ 355,949.11	



Issues

AICPart1	AICPart2	AICPart3	Issues	Clients
Benefits & tax credits	17 Attendance Allowance	Not recorded/not applicable	1	1
		Total	1	1
	21 Personal independence	A Eligibility - daily living	1	1
	payment	AA Eligibility - mobility component	1	1
		L Alleged fraud, error and disputes (not appeals)	1	1
		Not recorded/not applicable	1	1
		Total	4	4
	22 Localised social welfare	H Household Support Fund	1	1
		Total	1	1
	23 Council tax reduction	Y Claiming process	1	1
		Total	1	1
	28 General Benefit	AA Income maximisation via benefits	1	1
	Entitlement	Total	1	1
	Total		8	5
Benefits Universal Credit	01 Initial claim	A Eligibility	1	1
		Total	1	1
	Total		1	1
Consumer goods & services	03 Building repairs &	R Complaints & redress	1	1
	improvements	Z Other	1	1
		Total	2	2
	17 Fraud and scams	Not recorded/not applicable	2	2
		V Friend-in-need	1	1
		Total	3	3
	Total		5	4
Education	01 Discrimination	Not recorded/not applicable	1	1
		Total	1	1
	Total		1	1
Employment	03 Self	Z Other	1	1
	Employment/Business	Total	1	1
	07 Pay & Entitlements	I Pension contributions	1	1
		Total	1	1
	14 Access to jobs	Z Other	1	1
		Total	1	1
	Total		3	3
Financial services &	03 Credit/store/charge	L Equal liability (s75 CCA)	1	1
capability	cards	Total	1	1
	18 Personal Pensions	K Options for pensions pot	1	1
		Total	1	1
	20 Financial capability	Not recorded/not applicable	1	1
		R Tools, apps and calculators	1	1
		U Benefits	2	2
		Total	4	3
	30 Pension Wise	D Unsolicited calls or suspected scams	1	1
		Total	1	1
	Total		7	6
Health & community care	03 Hospital Services	TA Transport/travel schemes/parking	1	1

Issues

AICPart1	AICPart2	AICPart3	Issues	Clients
Health & community care	(non-MH)	Total	1	1
	07 Community Care	DA Direct payments & Personal care budget	1	1
Legal	(non-MH)	E Financial assessments	1	1
		K Costs/charges/fees	1	1
		Z Other	1	1
		Total	4	1
	15 Social Prescribing	SA Social isolation and loneliness	1	1
		Total	1	1
	Total		6	3
Housing	06 Local Authority housing	Z Other	1	1
		Total	1	1
	Total		1	1
Legal	05 Legal aid	C finding a legal aid lawyer	1	1
		Total	1	1
	10 Capacity to act	A Power of attorney	1	1
		Total	1	1
	Total		2	2
Relationships & family	05 Social Services &	C Local authority/social services	1	1
Relationships & family	support	Z Other	1	1
		Total	2	1
	06 Divorce, separation,	A Financial liabilities & settlements	1	1
	dissolution	B Maintenance issues (non-child support)	1	1
		Total	2	1
	07 Children	CB Child arrangements - Contact with parents	1	1
		Total	1	1
	10 Death & Bereavement	A Execution of wills, including probate, forms and procedu	2	2
		D Intestacy	1	1
		Z Other	1	1
		Total	4	2
	11 Certificates & proofs of	Not recorded/not applicable	1	1
	identity	Total	1	1
	Total		10	6
Grand Total			44	20

Outcomes

Financial Outcome Category	Outcome	Clients	Number of outcomes	Total Value
Income gain	Benefit / tax credit gain - a new award or increase	2	3	£7,993
	Financial body challenged - successful	1	1	£250
	Total	3	4	£8,243
Other	Improved health / capacity to manage	14	24	£0
	Total	14	24	£0

Outcomes

Financial Outcome Category	Outcome	Outcome per client	Avg outcome
Income gain	Benefit / tax credit gain - a new award or increase	£3,996	£2,664
	Financial body challenged - successful	£250	£250
	Total	£2,748	£2,061
Other	Improved health / capacity to manage	£0	£0
	Total	£0	£0