



*“The achievement of six green flags for the Royal Borough’s parks has been a real team effort between borough staff and Tivoli contract staff, focusing on the maintenance of quality in the parks and engagement with the residents in project planning and implementation. I have been very impressed with the commitment from Tivoli staff in the success with the six flags and congratulate them on this achievement.”*

Kevin Mist

Head of Leisure Services Royal Borough of Windsor and Maidenhead

# Royal Borough of Windsor and Maidenhead

0845 270 2300  
[tivoliservices.com](http://tivoliservices.com)



## BACKGROUND

For over two decades Tivoli – formerly ISS Landscaping – has ensured that the borough retains its reputation for being a world-class destination and passionately curated and maintained the council’s public realm.

Home to Windsor Castle and a wide spectrum of art, leisure and sports facilities, and as a showcase for internationally renowned events, the Royal Borough of Windsor and Maidenhead attracts millions of visitors from around the world each and every year.

After receiving consistent service performance and value for money, the council was all too happy to renew its contract with Tivoli.

## PROJECT

Since it began working with the council, Tivoli has been responsible for maintaining the borough’s parks, gardens, sports facilities, open spaces, cemeteries, closed churchyards, library grounds, children’s play areas and other amenity and highway areas.

From large sites such as Home Park in Windsor, which forms part of the Crown Estate and lies within the setting of Windsor Castle, to small open spaces and children’s play areas, Tivoli’s commitment to delivering first class grounds maintenance has even seen it employ a dedicated animal keeper to care for the exotic birds and guinea pigs at Ray Mill Island on the River Thames.

Tivoli’s remit also includes managing the grounds of almost 50 local authority schools and 640km of rural highways.

## RESULT

During a partnership spanning over 20 years Tivoli has:

- Supported the local community by creating an 18-month Horticulture Apprenticeship opportunity for five students, all of which have been mentored by Tivoli staff and learnt grass cutting, turf maintenance and using grounds maintenance equipment
- Helped locally-based young adults with learning disabilities gain new skills on basic horticultural tasks such as shrub pruning, hand weeding and grass edging, all of which are the result of a 13-point skills assessment programme devised by Tivoli
- Adopted the Royal Borough of Windsor and Maidenhead’s logo on uniforms and fleet vehicles to reflect the partnership approach between both organisations
- Implemented a 360-degree grounds maintenance programme that has seen all tourist areas and key park and play zones litter-free by 11am each day for the benefit of the borough’s residents and seven million annual visitors
- Achieved all stated targets in tandem with delivering efficiencies and adding value.

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## SERVICES

- Arboriculture
- Grass cutting
- Turf maintenance
- Shrub and hedge maintenance
- Weed control
- Litter control
- Design and maintenance of bedding schemes
- Grave digging
- Funeral attendance
- Playground inspections
- Life buoy inspections along the River Thames
- Marking out sports pitches

## AWARDS

Green Flag Awards:  
**Braywick Park** (2012/13, 2011/12, 2010/11, 2009/10),  
**Clewer Memorial Recreation Ground** (2012/13, 2011/12, 2010/11),  
**Desborough Park** (2012/13, 2011/12, 2010/11, 2009/10),  
**Grenfell Park** (2017/18 and 2012/13),  
**Home Park** (2012/13, 2011/12, 2010/11, 2009/10),  
**Kidwells Park** (2012/13, 2011/12, 2010/11, 2009/10, 2008/09)  
**Oaken Grove** (2012/13, 2011/12, 2010/11, 2009/10)