

Between:

- A. idverde as a fully integrated and commissioned service acting on behalf of the London Borough of Bromley (LBB)**
- B. Friends Forum of Bromley Parks and Green Spaces**

Statement

This is not intended to be a legally binding document. It is a statement of a shared understanding of how *idverde* (on behalf of the Council) will work with the Forum. The working of this Partnership Statement will be kept under review and changed as necessary by agreement. The Forum will publish this Partnership Statement on the Forum’s website.

1. Partnership Meetings

idverde’s role	Forum’s role
<p><i>idverde</i> will organise a minimum of four partnership meetings per year looking to the season ahead. These meetings are timed so they precede Forum meetings or key activities.</p> <p><i>idverde</i>, in conjunction with the Forum, will set the agenda for each meeting.</p> <p>The Director of Park Management Strategy, the Contract Director and the General Managers for the three neighbourhoods for <i>idverde</i> will attend these meetings.</p> <p><i>idverde</i> will take minutes of the meeting and will circulate these to the attendees as soon as possible after the meeting (and will amend as necessary).</p> <p>Whilst the agenda should reflect the changing requirements of both the Forum and <i>idverde</i> – it will usually include Friends Group issues, Health and Safety matters, Grounds Maintenance, Site Security, Training and Fundraising. Additional items may be placed upon it by mutual agreement.</p>	<p>The Forum will inform the Friends Groups that a Partnership meeting is coming up and will invite them to raise any generic issues they have.</p> <p>The Forum, in conjunction with <i>idverde</i>, will agree the agenda for the meeting. Meetings will normally be chaired by the Forum.</p> <p>The Forum Committee and pertinent invited Friends Group members will attend partnership meetings.</p> <p>Draft partnership minutes will be circulated to Friends Group members.</p> <p>Once the minutes are agreed, they are a public document and the Forum will publish them on the Forum website.</p>

2. Administration

idverde’s role	Forum’s role
<p><i>idverde</i> staff will support the facilitation of meetings by providing access to IT, projector equipment, display materials, stands etc.</p>	<p>The Forum will organise and facilitate all open and closed committee meetings and be responsible for the payment of the meeting accommodation</p>

<p><i>idverde</i> will facilitate the copying and distribution of paperwork such as meeting minutes, agendas, and other associated documents.</p> <p>Directors, General Managers, Community Managers and other key staff will attend the AGM, Conference and any other Forum meetings as required.</p> <p>Directors and other relevant key staff will give reports, talks, information etc. as required at the request of the Forum.</p>	<p>costs (if any) and the refreshments.</p> <p>The Forum will book the rooms/halls and equipment required for the Forum AGM, Forum Conference and all other Forum related meetings at the Civic Centre.</p>
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3. Communications with Friends Groups / Publicity and Advertising

<i>idverde's</i> role	Forum's role
<p><i>idverde</i> will send information directly to the Friends Forum regarding <i>idverde</i>/Council business, policy or any other information it deems important to impart to volunteers.</p> <p><i>idverde</i> will lead on any communications with the Friends Forum which concern:</p> <ul style="list-style-type: none"> - strategic and operational issues affecting parks and green spaces in the Borough, including special projects; - management of individual sites; - training organised by <i>idverde</i>; - Corporate award events delivered by the Council; - Corporate press releases; - Events organised by BEECHE. <p>Provide and update information about park volunteers on <i>idverde</i> and/or the London Borough of Bromley websites.</p> <p>Provide press release and leaflet advice to groups wishing to organise their own promotional materials.</p> <p>Provide the Forum with other promotional/information materials from partner organisations, as appropriate i.e. from allotments, delegated sports management.</p>	<p>The Forum will strive to ensure that individual Friends Groups are aware of and understand the work of <i>idverde</i> across the parks and green spaces in the Borough.</p> <p>The Forum shall be the primary contact for Friends business and will lead on any direct communications with Friends Groups.</p> <p>The Forum will receive information from external/third parties and will take a view on the merit of each. If appropriate, the Forum will send these third party communications to Friends Groups.</p> <p>The Forum will inform <i>idverde</i> of any issues individual Friends Group's may experience as they arise.</p> <p>The Forum shall retain discretion at all times on what it sends out and what it advertises.</p> <p>The Forum will communicate mainly via email and also through uploading information to the Forum's website.</p> <p>The Forum may publicise events held by Friends Groups at its discretion.</p>

4 New Groups and Induction

idverde's role	Forum's role
<p><i>idverde</i> will :</p> <ul style="list-style-type: none"> • work closely with residents/community groups to formalise the Friends Group • organise public meetings to formalise a membership and committee and pay the cost of the hall hire • help with the preparation and adoption of a constitution for the group • provide a dedicated Community Manager to work with the group who will attend committee meetings, and AGM's for the first year of the group. Thereafter the Community Manager will attend AGM's or special meetings as necessary • provide support and guidance for events and fundraising • inform Forum of the establishment of any new Friends Group. <p>The dedicated manager will attend and deliver work days until the Friends Group is confident and competent to run work sessions independently themselves (on average this takes one year to achieve).</p> <p>Where possible/necessary <i>idverde</i> will provide tools, H&S equipment and risk assessment instruction.</p>	<p>The Forum is willing to attend meetings of new groups and to offer such assistance as it can to support them including making the new group aware of the toolkit on the Forum website and networking opportunities.</p> <p>The Forum will inform <i>idverde</i> of the formation of any new group and the aspirations of its volunteers.</p>

5 Friends Work Session and Events Insurance

idverde's role	Forum's role
<p><i>idverde</i> will provide to all Friends Groups, who participate in activities, (e.g. litter picking, weed removal, horticultural or minor repairs to landscape features, conservation works and events etc.) a policy through Unity Insurance Brokers (which has been authorised and approved by the <i>idverde</i> Finance Director).</p> <p><i>idverde</i> will provide guidance to Friends Groups on the scope of the insurance cover and offer support where it can.</p>	<p>The Forum is not responsible for providing insurance to Friends Groups.</p> <p>The insurance policy through Unity, provided by <i>idverde</i>, covers most events and activities Friends Groups may be involved in. If additional cover is required (e.g. high risk activities) then the Friends Group must organise and fund this itself.</p>

<p>The basic premium will be paid by <i>idverde</i> but requires each group to individually request cover.</p> <p><i>idverde</i> will report any insurance issues to the Partnership meetings.</p> <p><i>idverde</i> will confirm annually whether there has been a change in policy or cover, and that its statement of insurance cover has been reviewed and is an accurate reflection of those groups thus insured.</p>	<p>The Forum will work with the Group in the handling of any insurance claim made by its members.</p> <p>The Forum will put any information regarding the insurance which is supplied to it by <i>idverde</i> on the Forum's website.</p>
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6. Grounds Maintenance

<i>idverde's</i> role	Forum's role
<p><i>idverde</i> will meet with the representatives of any Friends Group, as required, to discuss the maintenance contract and any contractual issues.</p> <p><i>idverde</i> will work in partnership with Friends Groups where appropriate to consider the production of site specific Management Plans; which will be updated as necessary. This will be supported by the dedicated Community Manager and the geographic General Manager (and other specialists if site appropriate).</p> <p>As a fully integrated and managed service <i>idverde</i> has full responsibility for all landscape maintenance issues.</p>	<p>If issues are raised with the Forum regarding grounds maintenance, it will raise these issues at the Partnership Meetings with <i>idverde</i>.</p> <p>We will assist <i>idverde</i> in relaying information regarding the grounds maintenance contract and help, where possible, to bring a better understanding between Friends Groups and <i>idverde</i>.</p>

7. Site Security

<i>idverde's</i> role	Forum's role
<p><i>idverde</i> will pass on to the Council's Head of Enforcement any request from Friends Groups to discuss the extent of security arrangements at their site.</p> <p><i>idverde</i>, shall report on the number of security issues that have arisen around the Borough's parks and green spaces and in particular make Forum aware of any major incidents.</p>	<p>If issues are raised with the Forum by Friends Groups regarding security matters, the Forum will raise these with <i>idverde</i> to forward to the Council.</p> <p>We will assist the Council in relaying incidents back to Friends Groups and making them aware of potential areas of concern within their park / green space.</p>

8. Training and Mentoring

idverde's role	Forum's role
<p><i>idverde</i> will prepare and run a training schedule for Friends Groups. The cost of providing the training will be met by <i>idverde</i> (this doesn't prevent <i>idverde</i> from charging for attending training courses).</p> <p><i>idverde</i> will provide adequate training and equipment to Friends Groups to enable them to perform tasks and will report to the Partnership Meetings on any pending health and safety issues.</p> <p><i>idverde</i> will ensure all new and existing groups attend regular Health and Safety and other essential necessary training to ensure volunteers are competent in delivering work tasks and (if appropriate) events.</p> <p><i>idverde</i> will inform Forum of all planned training courses and provide the means whereby Forum can advertise these to its membership. Where appropriate it will publish details on its website.</p>	<p>The Forum will conduct an annual review through a Training Needs Questionnaire to try to ensure that training is meeting the needs of Friends Groups. The outcome of the review will be communicated to <i>idverde</i> at the next Partnership Meeting.</p> <p>The Forum will endeavour to support new groups through mentoring using the website, the toolkit and individual contacts.</p> <p>The Forum will, where it can, give help to Friends Groups on specific issues where it knows of someone with specialist knowledge who could help.</p> <p>With the consent of the persons concerned, the Forum will publish details of individuals with relevant specialist expertise on its website.</p> <p>The Forum is not expected to offer any training directly but it will endeavour to support <i>idverde</i> fully by funding and/or delivering relevant training i.e. securing a grant, utilising the Forum funding, or recommending an individual to host a training session pro bono.</p>

9. Biodiversity/Countryside Matters

idverde's role	Forum's role
<p>As providers of a fully integrated and managed service, on behalf of the Council, <i>idverde</i> has a duty to protect and uphold all matters related to biodiversity and landscape management.</p> <p><i>idverde</i> has a statutory obligation to ensure Sites of Special Scientific Interest (SSSIs), Local Nature Reserves (LNRs), Sites of Interest for Nature Conservation (SINCs) and Scheduled Ancient Monument (SAMs) sites are managed appropriately.</p> <p><i>idverde</i> will write formally to Friends Groups immediately making them aware of any changes to existing site</p>	<p>The Forum will support <i>idverde</i> in the fulfilment of the Bromley Biodiversity Plan and the protection of Bromley's biodiversity.</p> <p>The Forum will aid communication between <i>idverde</i> and Friends Groups working on sites with local or national designations.</p> <p>The Forum will share information from external groups/ London-wide groups to promote bio-diversity issues.</p> <p>The Forum will encourage Friends Groups to share their expertise on biodiversity.</p>

<p>designations, including alterations or additions. A similar approach will be adopted when management plans are updated/created.</p> <p><i>idverde</i> will support Friends Groups on biodiversity issues through the Bromley Biodiversity Plan.</p> <p><i>idverde</i> will provide training where possible. Training may be informal such as staff-led work days.</p> <p><i>idverde</i> will advise Friends Groups on the legal issues surrounding protected species on their sites.</p>	
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10. Fundraising

<i>idverde's</i> role	Forum's role
<p><i>idverde</i> will prepare an annual Fundraising Plan for the Council which identifies all projects requiring external funding across the Borough's parks and green spaces.</p> <p>This will be periodically updated as and when new projects are identified through the completion of project proposal forms by Friends Groups.</p> <p><i>idverde</i> will respond in a timely way to the identification of project proposals from Friends Groups which require external funding to be secured.</p> <p><i>idverde</i> will work in partnership with the Friends Group to develop strong business cases and to ensure all relevant permissions are obtained for physical improvements and events activities.</p> <p><i>idverde</i> will support and mentor Friends Groups at every stage of the fundraising process.</p> <p><i>idverde</i> will provide fundraising training for Friends Groups on a periodic basis.</p> <p><i>idverde</i> will promote suitable fundraising opportunities and best practice.</p>	<p>On the advice of <i>idverde</i>, the Forum will encourage Friends Groups to identify projects requiring external funding for inclusion on the annual Fundraising Plan.</p> <p>The Forum has the capacity to make fundraising applications directly if there is a good rationale for this, but will advise <i>idverde</i> accordingly prior to any submission.</p> <p>The Forum will support <i>idverde</i> and Friends Groups in any reasonable way regarding fundraising applications.</p>

11. Financial Support

idverde's role	Forum's role
<p><i>idverde</i>, subject to agreement and funding from the Council, will provide the Forum with an annual grant from the contract monies; subject to the provision of end of year accounts being received from the Forum that demonstrate appropriate expenditure.</p>	<p>The Forum will work with <i>idverde</i> to produce and agree a financial spend each year for the forthcoming year and will provide end of year accounts to <i>idverde</i>.</p> <p>The Forum manages a bank account and any expenditure from the account will require the signatures of two authorised officers of the Forum.</p> <p>The Forum will be responsible for all decisions in respect of the grant and is independent of <i>idverde</i> in the spending decisions it makes.</p>

12. General Meetings with the Forum

idverde's role	Forum's role
<p><i>idverde</i> will co-ordinate the attendance of its representatives at any meetings of the Forum to which they are invited.</p> <p>Managers are available to assist with Forum business outside of Forum Partnership (or other) formal meetings.</p>	<p>The Forum will invite <i>idverde</i> to general meetings of the Forum and also to any other meetings, if appropriate.</p>

13. Health and Safety Matters

idverde's role	Forum's role
<p><i>idverde</i> will provide Friends Group with an up-to-date Health & Safety handbook. This will include information, advice and guidance in relation to all Health and Safety matters.</p> <p><i>idverde</i> will help Friends Groups establish health and safety standards, risk assessments and any other related documents they might need.</p> <p><i>idverde</i> will ensure that if Friends Groups wish to work unsupervised they have the necessary competency in both Health & Safety and Emergency First Aid matters.</p>	<p>The Forum will promote and influence health and safety best practice to Friends Groups.</p> <p>The Forum will ensure all active members have received <i>idverde's</i> Health & Safety handbook.</p> <p>The Forum will be responsible for delivering emergency first aid courses to its members.</p> <p>The Forum will inform <i>idverde</i> if any Friends Groups advise them that they are in need of health and safety information, guidance, advice or training or if the Forum becomes aware of this</p>

<p>In order to meet the above, <i>idverde</i> will provide any necessary training to ensure safe working practices are adhered to.</p> <p><i>idverde</i> will lead by example and instil a good health and safety culture through Bromley's parks, countryside and green spaces.</p>	<p>in any way.</p> <p>The Forum will immediately advise <i>idverde</i> if they believe there are unsafe practices occurring on Bromley owned land (either by staff, volunteers third parties or the public).</p> <p>The Forum will immediately advise Friends Groups to cease activity if they believe unsafe practices are occurring within individual Friends Groups and raise the issue with <i>idverde</i> as soon as possible.</p>
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14. Links with the Community

<i>idverde's</i> role	Forum's role
<p><i>idverde</i> will keep Forum informed of other known volunteering groups within the Borough and arrange to share local and pertinent knowledge where appropriate.</p>	<p>The Forum will share with its Friends Groups any information and /or knowledge received about other volunteering groups and/or third party providers that is deemed beneficial to the membership.</p>

15. Community Team Leaders/Community Managers

<i>idverde's</i> role	Forum's role
<p><i>idverde's</i> role shall be (through initial dialogue with the Community Managers):</p> <ul style="list-style-type: none"> - for Community Team Leaders in conjunction with the Council, to arrange the removal of fly-tipping and the clearing of bulky refuse; - for Community Team Leaders to deal with certain minor repairs and improvement works, including small scale graffiti removal issues; - for Community Team Leaders and Community Managers to attend various Friends work days and offer assistance as appropriate; - for Community Managers to give information, advice and guidance to Friends Groups on running events in parks, the countryside and green spaces. 	<p>The Forum shall act as a point of contact (if requested) if any issues arise concerning the role of <i>idverde's</i> Community Managers and/or Team Leaders.</p>

16. Policy & Procedure

idverde's role	Forum's role
idverde will advise the Forum of any change in policy or procedure which impacts on the delivery of the fully integrated managed service.	The Forum will support, where possible, any new and relevant idverde/Council policy or procedure.

17. Customer Relations Management (CRM)

idverde's role	Forum's role
idverde will provide the equivalent of one full time member of staff to deal exclusively with customer facing enquiries, complaints or recommendations. In addition that post will deal extensively with the Council's Fix My Street (FMS) online reporting system.	The Forum will be advised of the general turnover of FMS enquiries received, how effective the response has been in terms of timeliness and ability to 'Fix' repairs and also the generality of enquiries.

18. Sales and Marketing

idverde's role	Forum's role
<p>idverde will appoint a Business Development Manager who will oversee with others, the advancement of the idverde Bromley Parks website.</p> <p>This will be developed over time to include detailed information on all Bromley's key parks, events across the borough as well as online booking facilities and other interactive matters.</p> <p>idverde will welcome input and feedback to its website and ensure appropriate updates and corrections are made in a timely manner.</p>	<p>The Forum will be invited to have relevant hyper-links to the proposed idverde Bromley Parks website and visa-versa.</p> <p>Forum will act as a central link in providing idverde with constructive comments and suggestions made by its members in regard the website, sales or marketing development.</p>

19. Promotions and Events

idverde's role	Forum's role
<p><i>idverde</i> will produce for the Council, an Events Policy document and will encourage a greater use (where appropriate) of events and activities to increase the cultural offer available to residents and visitors.</p> <p>Friends Groups will be asked to use the interactive facilities to book their events in the Borough's parks for which there will be a nil charge; where the income will be directly expended on the development, improvement or promotion of the park itself or the Friends Group.</p> <p><i>idverde</i> will support these, where requested during normal daytime hours – where resource permits.</p> <p><i>idverde</i> will advertise all park events booked through their system on the Bromley Parks website</p>	<p>The Forum will support the proposed proactive role of <i>idverde</i> and provide local views as to the appropriateness of events and activities.</p> <p>The Forum will encourage individual Friends Groups to make beneficial use of their sites to promote themselves and the recreational, educational and cultural enrichment.</p> <p>The Forum, where advised, will advertise Friends Groups' events on its website.</p>

FOOTNOTE

idverde will endeavour to uphold all of these statements however these will always be subject to the availability of existing resources.