

# PARTNERSHIP STATEMENT

Between

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

## Statement

This is not intended to be a legally binding document. It is a statement of a shared understanding of how LBB, *idverde* and the Forum will work in partnership. The operation 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.



# PARTNERSHIP STATEMENT

## 1. Partnership Meetings

Whilst the agenda should reflect the changing requirements of all parties – it will usually include an LBB update, an *idverde* update and a Forum update. Additional items may be placed upon it by mutual agreement.

LBB's Role	<i>idverde</i> 's role	Forum's role
<p>The Parks Borough Manager will attend these meetings.</p> <p>Other pertinent LBB personnel (including the Assistant Director for the Environment) will attend these meetings on a needs basis.</p> <p>The Portfolio Holder for the Environment and other Councillors may join the meetings, at their discretion.</p>	<p>The Contract Director for <i>idverde</i> will attend these meetings.</p> <p>Senior Managers for <i>idverde</i>, as and when available, will also attend these meetings.</p> <p><i>idverde</i>, in conjunction with the Forum, will set the agenda for each meeting.</p> <p><i>idverde</i> will take minutes of the meeting and will initially issue these to the Chair for comment (and will amend as necessary). They will then be circulated to all attendees. <i>idverde</i> will aim to complete this process within three weeks after the date of the meeting.</p>	<p>The Forum Committee members will attend partnership meetings.</p> <p>Pertinent Friends Group members may be invited to join the meetings with <i>idverde</i> and LBB's agreement.</p> <p>The Forum will inform the Friends Groups that a Partnership meeting is coming up and will invite them to provide an update on any projects being undertaken prior to the meeting.</p> <p>The Forum, in conjunction with <i>idverde</i>, will agree the agenda for the meeting.</p> <p>Meetings will normally be chaired by the Forum and a maximum of four meetings per annum will be arranged.</p> <p>All actions arising from the meeting and a time frame by which they should be completed will be agreed by all parties.</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> <p>Forum reserves the right to escalate matters where the meeting is unable to resolve an outstanding item of business.</p>

# PARTNERSHIP STATEMENT

## 2. Administration

LBB's Role	<i>idverde's role</i>	Forum's role
<p>The LBB will allow the Forum to use the Civic Centre for Forum Members' and General meetings (and other similar events, by agreement) free of charge.</p> <p>The Forum shall be entitled to use their own portable PC (laptop) for their presentations in the Civic Centre unless arrangements have been made by LBB for their equipment to be used.</p> <p>Suitable microphones, including wireless handheld units, will be made available by LBB for use at Forum meetings, if required.</p> <p>Members of the Environment team (including the Portfolio Holder) will be invited to attend the Forum AGM and be expected to provide feedback on the performance of the contract during the past year as seen by LBB.</p> <p>They will also be invited to contribute to a general question/answer session from input by Friends volunteers.</p>	<p><i>idverde</i> staff will support the facilitation of meetings by providing access to IT, projector equipment, display materials, stands etc.</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, Community Managers and other key staff will attend the AGM 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>The Forum will organise and facilitate all Members' meetings and be responsible for the payment of the meeting accommodation costs (if any) and the refreshments.</p> <p>The Forum will book the rooms/halls and equipment required for the Forum AGM and all other Forum related meetings.</p> <p>In the main these will be held at the Civic Centre, though alternative locations will be considered, as necessary.</p>

# PARTNERSHIP STATEMENT

## 3. Communications with Friends Groups / Publicity and Advertising

LBB's Role	idverde's role	Forum's role
<p>LBB will send information directly to the Friends Forum regarding Council business, policy or any other information it deems important to impart to volunteers.</p> <p>LBB will lead on any communications with the Friends Forum which concern:</p> <ul style="list-style-type: none"> <li>- contractual issues affecting parks and green spaces in the Borough, including special projects;</li> <li>- management and organisational changes in staff;</li> <li>- volunteer events;</li> <li>- press releases.</li> </ul>	<p><i>idverde</i> will send information directly to the Friends Forum regarding <i>idverde</i> 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"> <li>- strategic and operational issues affecting parks and green spaces in the Borough, including special projects;</li> <li>- management of individual sites;</li> <li>- training organised by <i>idverde</i>;</li> <li>- Corporate award events delivered by the Council;</li> <li>- Corporate press releases;</li> <li>- Events organised by BEECHE.</li> </ul> <p>Provide and update information about park volunteers on <i>idverde</i> and/or the London Borough of Bromley websites.</p> <p>Provide the Forum with other promotional /information materials from partner organisations, as appropriate e.g. 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 will communicate with LBB in terms of an escalation exercise in the event <i>idverde</i> does not resolve issues in a timely manner.</p> <p>The Forum shall retain discretion on what it sends out and what it advertises to members.</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>

# PARTNERSHIP STATEMENT

## 4 New Groups and Induction

LBB's Role	<i>idverde's</i> role	Forum's role
<p>LBB encourage, through its publications the formation of new volunteer Groups.</p> <p>LBB will inform <i>idverde</i> of any potential new Friends Group and expect them (<i>idverde</i>) to take the lead on formalising that Group.</p>	<p><i>idverde</i> will :</p> <ul style="list-style-type: none"> <li>• work closely with residents/community groups to formalise the Friends Group</li> <li>• organise public meetings to formalise a membership and committee</li> <li>• help with the preparation and adoption of a constitution for the group</li> <li>• provide a dedicated Community Manager to work with the group who will attend committee meetings, and AGM's, as necessary</li> <li>• provide support and guidance for events and fundraising</li> <li>• inform Forum of the establishment of any new Friends Group.</li> </ul> <p>The dedicated Community Manager will attend and deliver work days as long as the Friends Group so desires. Once the Group is confident and competent it may decide to run some work sessions independently themselves.</p> <p><i>idverde</i> will provide the agreed set of tools, H&amp;S equipment and risk assessment instructions.</p>	<p>The Forum will encourage and promote the formation of new groups advising <i>idverde</i> of any such new group and the aspirations of its volunteers.</p> <p>The Forum will welcome new Friends Groups into the fold and formerly complete a registration process.</p> <p>The Forum will 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 and other pertinent material on the Forum website.</p> <p>The Forum will offer financial support to any new Group for incidental expenses. This could include items such as design work for a website or the cost of purchasing a domain name.</p>

# PARTNERSHIP STATEMENT

---

## 5 Friends Work Session and Events Insurance

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB expects that all Friends Groups working or holding Events on Council owned land are adequately insured, whether this is through the <i>idverde</i> provided option or directly by a private insurer chosen by the Friends Group.</p> <p>LBB expects all Friends Group volunteers are fully briefed and trained in H&amp;S matters when undertaking work activity on Council owned land.</p>	<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.) an insurance policy (which has been authorised and approved by the <i>idverde</i> 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 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 is not responsible for providing insurance to Friends Groups.</p> <p>The Forum will oversee the process of renewal and ensure all Friends Groups are made aware of the options available to them and the benefits/merits of being insured.</p> <p>The Forum will inform any Friends Group that requires extra cover (e.g. tool cover) that this will not be provided by <i>idverde</i> and that the Group must organise and fund this itself.</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>

# PARTNERSHIP STATEMENT

## 6. Grounds Maintenance

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>As a fully integrated and managed service LBB delegates full responsibility for all landscape maintenance issues to <i>idverde</i>.</p> <p>LBB sets the standards expected under its contractual arrangements with <i>idverde</i> and takes steps to ensure that <i>idverde</i> meets those standards.</p> <p>LBB will have the final say in any disputes arising over grounds maintenance.</p>	<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 to consider the production and adherence to site specific Management Plans. These will be regularly updated as necessary.</p> <p>Grounds maintenance will be supported by the dedicated Community Manager and other specialists, if site appropriate.</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>Forum 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

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB shall respond to any requests regarding security issues (including fly tipping and dangerous trees) at any Friends Group site and shall seek to resolve the matter promptly either directly or through <i>idverde</i>.</p> <p>LBB shall provide <i>idverde</i> with the reporting figures for any security issues that have arisen from its Park Security contractor around the Borough's parks and green spaces so these can be fully reported at the Partnership Meetings.</p>	<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 LBB.</p> <p>Forum will assist LBB in relaying incidents back to Friends Groups and making them aware of potential areas of concern within their park / green space.</p>

# PARTNERSHIP STATEMENT

## 8. Training and Mentoring

LBB's Role	idverde's role	Forum's role
<p>LBB expects that all Friends Groups working or holding Events on Council owned land are adequately trained, whether this is through the provision of on-site manual learning or classroom based training.</p> <p>All training related decisions are deferred to idverde and the Forum.</p>	<p>There are three basic aspects to training: (a) essential Friends Group H&amp;S training that idverde will be required to provide (b) Forum instigated courses which will be provided free of charge (5 max per annum) and (c) chargeable courses which will be available to members of the general public.</p> <p>With regard (a) idverde will prepare and run a training schedule for Friends Groups. All new and existing Groups must attend regular H&amp;S and other essential necessary training to ensure volunteers are competent in delivering work tasks and Events, if appropriate. These are subject to idverde's agreement and supervision.</p> <p>With regard (b) the courses that idverde will provide will be agreed with Forum. This programme of courses may include other third party providers. idverde will determine the number of places available and have prior notification two weeks in advance of the course.</p> <p>With regard (c) idverde will inform Forum of all training courses and provide the means whereby Forum can advertise these to its membership. These will be fully planned and managed by idverde and publicised on its Bromley Parks website.</p>	<p>The Forum will conduct a regular review to try to ensure that training is meeting the needs of Friends Groups.</p> <p>The outcome of the review will be communicated to idverde and together a training programme for the year ahead organised.</p> <p>All Forum instigated courses will be advertised to its membership and places allocated on a first come first basis, with the proviso that no one Group monopolises the attendance.</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>The Forum is not expected to offer any training directly but it will endeavour to support idverde 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>



# PARTNERSHIP STATEMENT

## 9. Biodiversity/Countryside Matters

LBB's Role	<i>idverde's</i> role	Forum's role
<p>Should LBB be made aware of any new or pending legislation concerning biodiversity matters (e.g. climate change targets) they will immediately inform both <i>idverde</i> and the Forum.</p> <p>Equally any new or changed designations of Council owned land must be made known to all affected parties.</p> <p>LBB will notify <i>idverde</i> and Forum of any planning applications that directly affects the biodiversity of a park or green space, especially where a Friends Group is in operation.</p> <p>All biodiversity related decisions will be deferred to <i>idverde</i> and the Forum.</p>	<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 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.</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>	<p>The Forum will support <i>idverde</i> in the fulfilment of 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>

# PARTNERSHIP STATEMENT

## 10. Fundraising

LBB's Role	<i>idverde's</i> role	Forum's role
<p>LBB will oversee and monitor the fundraising activity in their parks and green spaces and endeavour to ensure this is meeting targets.</p> <p>Where there is a shortfall they will undertake a review and see what measures can be taken to address the situation.</p> <p>These targets and any reviews to be communicated to Forum, particularly in instances where activity relates to parks and open spaces where Friends Groups operate.</p>	<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>Forum will work with <i>idverde</i> to develop and enhance a set of procedures for Friends Groups to fundraise. These will cover both big and small projects and the level of complexity should be commensurate with the type of project being proposed. Typically projects costing under £3k will have a simplistic approach.</p> <p>Forum will encourage Friends Groups to identify and prioritise 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> <p>The Forum will offer small grants to its Member Groups, following completion of a publicised application process. The Forum Committee will review all applications and approval will be granted on a majority vote. The nature and number of grants offered per annum is at the discretion of the Forum Committee and subject to the level of Forum funds available.</p>

# PARTNERSHIP STATEMENT

---

## 11. Financial Support

LBB's Role	<i>idverde's</i> role	Forum's role
<p>LBB will ensure that, within the contract with <i>idverde</i>, provision is maintained for Forum to receive an annual grant that allows the Forum to perform its role in supporting Friends Groups.</p> <p>The amount of the grant will be reviewed from time to time following production by Forum of a budget forecast for the following year.</p>	<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, by Forum, of annual accounts that demonstrate both past and future expenditure at commensurate levels.</p> <p>The Forum grant is an agreed amount between <i>idverde</i> and LBB per annum within the <i>idverde</i> contract sum.</p>	<p>The Forum will work with LBB to produce and agree a financial spend each year.</p> <p>The Forum will provide LBB and <i>idverde</i> with end of year accounts that have been checked by an approved examiner.</p> <p>The Forum will provide LBB and <i>idverde</i> with a budget forecast for the year ahead.</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 LBB and <i>idverde</i> in the spending decisions it makes.</p>

## 12. Links with the Community

LBB's Role	<i>idverde's</i> role	Forum's role
<p>LBB will keep Forum informed of other known volunteering groups within the Borough and arrange to share local and pertinent knowledge where appropriate.</p>	<p><i>idverde</i> will keep Forum informed of volunteering groups that they work with and where appropriate share like minded information.</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>

# PARTNERSHIP STATEMENT

## 13. Meetings of the Forum

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will be expected to send at least one representative to any General Meeting of the Forum to which they are invited.</p> <p>LBB will also be invited to contribute to a general question/answer session at Forum's AGM.</p>	<p><i>idverde</i> will co-ordinate the attendance of its representatives at any General Meeting of the Forum to which they are invited.</p> <p><i>idverde</i> will be expected to present an update at Forum's AGM.</p> <p>Managers are available to assist with Forum business outside of formal meetings.</p>	<p>The Forum will host an AGM for its membership each year to which both LBB and <i>idverde</i> will be invited to attend and/or participate.</p> <p>Other General Meetings will be hosted on a needs basis to which both LBB and <i>idverde</i> will be invited to attend.</p> <p>The Forum will also host up to a maximum of six Members' Meetings per annum. At the discretion of the membership a representative from LBB and/or <i>idverde</i> may be invited, as a guest contributor, to attend.</p>

## 14. Other Formal Meetings

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will chair and minute the Stakeholder Panel Meeting. A maximum of two such meetings will be held in any one year.</p> <p>LBB will provide interim update reports between these meetings.</p> <p>LBB will be expected to send at least one representative to the Biodiversity Partnership Meeting.</p> <p>This type of meeting has a roving chair and LBB will occupy this role if elected to do so.</p>	<p><i>idverde</i> will co-ordinate the attendance of its representatives at the Stakeholder Panel Meetings.</p> <p><i>idverde</i> will present an update at these meetings.</p> <p><i>idverde</i> will organise and minute the Biodiversity Partnership meeting. A maximum of three meetings will be held in any one year.</p> <p><i>idverde</i> will not be required to chair a Biodiversity Partnership Meeting.</p>	<p>The Forum will be part of the Stakeholder Panel and a member of the Forum committee may attend those meetings.</p> <p>Forum will present an update at these meetings.</p> <p>The Forum will be part of the Biodiversity Partnership and up to two members of the Forum committee may attend those meetings.</p> <p>The Forum will chair the Biodiversity Partnership Meeting when elected to do so.</p>

# PARTNERSHIP STATEMENT

## 15. Health and Safety Matters

LBB's Role	<i>idverde's</i> role	Forum's role
<p>LBB have overall responsibility for Health and Safety matters in their parks and green spaces.</p> <p>Through their appointed contractors they will ensure appropriate action is taken once problems are highlighted.</p>	<p><i>idverde</i> will provide Friends Group with an up-to-date Health &amp; 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 &amp; Safety and Emergency First Aid matters.</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>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 &amp; 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 in any way.</p> <p>The Forum will immediately advise <i>idverde</i> if they believe there are unsafe practices occurring on Council 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>

# PARTNERSHIP STATEMENT

## 16. Neighbourhood / Community Management

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB's Neighbourhood Management Team will act as the first point of contact between <i>idverde</i> and Forum.</p> <p>The Neighbourhood Managers will monitor <i>idverde's</i> performance.</p> <p>Arboricultural Officers and Enforcement Officers will also have a role in overseeing work at parks and green spaces and will liaise with <i>idverde</i> and Forum with any issues raised in their area of expertise.</p>	<p><i>idverde's</i> Community Managers will act as the first point of contact for any Friends Group.</p> <p>The Community Team Leaders and Community Managers will attend various Friends work days and offer assistance as appropriate.</p> <p>They will give information, advice and guidance to Friends Groups on running events in their parks and green spaces.</p> <p>They will deal with certain minor repairs and improvement works, including small scale graffiti removal issues.</p> <p>They will liaise with LBB staff with regard more significant issues including fly-tipping, vandalism and other criminal activity.</p>	<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>

## 17. Policy & Procedure

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will advise and consult with Forum of any contractual change which impacts on the delivery of the fully integrated managed service.</p> <p>LBB will give Forum the opportunity to make representations regarding any plans or policy changes which will affect their supporting role.</p>	<p><i>idverde</i> will advise and consult the Forum of any policy or procedure which impacts on the delivery of the fully integrated managed service.</p> <p><i>idverde</i> will give Forum the opportunity to make representations regarding any plans or policy changes which will affect their supporting role.</p>	<p>Forum will be given the opportunity to make representations regarding any relevant changes to policy which might affect their supporting role.</p> <p>Forum will support, where possible, any new and relevant LBB/<i>idverde</i> policy or procedure.</p> <p>Forum expects to be consulted over any new policy or plan that specifically affects a Friends Group member.</p>

# PARTNERSHIP STATEMENT

## 18. Customer Relations Management

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will be responsible for monitoring the activity of the Fix My Street (FMS) reporting tool and escalate matters where failures occur.</p> <p>LBB will provide Forum with an FMS progress update prior to each Partnership Meeting demonstrating performance against Service Level Agreements (SLA's).</p>	<p><i>idverde</i> will provide the equivalent of one full time member of staff to deal exclusively with customer facing enquiries, complaints or recommendations.</p> <p>In addition that post will deal extensively with the Council's FMS online reporting system.</p>	<p>Forum will encourage its Friends Groups to use the FMS system to record issues and items of importance. This will aid accurate recording of on-site instances.</p> <p>Forum will invoke escalation procedures where an FMS is either outstanding for a long period of time or has not been actioned in a manner suited to the issue raised.</p>

## 19. Sales and Marketing

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will maintain a number of parks related pages on its website and ensure these are kept up to date.</p> <p>They will increasingly refer to both <i>idverde's</i> Bromley Parks and the Forum's websites as the main source of information.</p>	<p><i>idverde</i> will appoint a Manager who will oversee the advancement of the <i>idverde</i> Bromley Parks website.</p> <p>This will be developed 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><i>idverde</i> 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 hyperlinks to both the <i>idverde</i> Bromley Parks website and the parks related pages of the LBB website.</p> <p>Forum will act as a central link in providing LBB/<i>idverde</i> with constructive comments and suggestions made by its members in regard the website, sales or marketing development.</p>

# PARTNERSHIP STATEMENT

## 20. Promotions and Events

<b>LBB's Role</b>	<b>idverde's role</b>	<b>Forum's role</b>
<p>LBB will support, promote and advertise Friends Groups' Events, wherever possible.</p> <p>They will continue to encourage Friends to host Events in their parks and will endeavour to attend on occasion.</p> <p>LBB will delegate to <i>idverde</i> the application process and management overview of all other external Events in parks and open spaces, that are not hosted by Friends Groups.</p>	<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><i>idverde</i> will be responsible for the application process of all park Events whether they are hosted by Friends Groups or not. They will also be responsible for setting charging fees, where applicable.</p> <p><i>idverde</i> will keep Forum informed of any park Event that is not hosted by a Friends Group to ensure any issues are considered.</p>	<p>The Forum will support the proposed pro-active 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> <p>Forum reserves the right to have a say in relation to the holding of third party Park Events, which might have an impact on a park or open space and its volunteering activities; mindful that individual Friends Groups are consulted as part of <i>idverde's</i> routine engagement and application process of Park Events.</p>

### FOOTNOTE

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