

## Appendix D

### Summary of user/stakeholder engagement

#### Corporate Volunteering

Recent project growth during late 2016 saw the development of corporate volunteering within the parks service. Locally based, Direct Line Insurance provided 100 hours of not only voluntary input in clearing brambles and other activities, (outside the standard maintenance programme) but also provided revenue income to further fund park development. A similar exercise has also been undertaken by The Glades staff to the former 'Darwin Bed' within Queens Gardens, Bromley.

#### Countryside Consultative Panel

The Countryside Consultative Panel was completely revised by idverde, in conjunction with the Chairman – Councillor Buttinger. The revised format has been established to now meet at the Civic Centre; holding two meetings per annum and with a site visit each summer to a site of relevance to Panel members. The inaugural meeting under the new format was launched in December 2016 with its initial aim of reviewing bridleways, fly tipping and biodiversity in 2017. The Panel comprises a broad membership including: Elected Members, Bromley Biodiversity Partnership, Orpington Field Club, Bromley Bridleway Action Group, Bromley Ramblers association, Kent Wildlife Trust, Environment Bromley, Allotments, Friends of Chislehurst Common and an officer from the Authority's Town Planning team. Panel Agendas, Minutes and administration are provided by idverde, who also attend the Panel meetings.

#### Friends Forum

idverde support the Friends Forum (the umbrella organisation for all 'Friends of' park and countryside groups. The Forum has two major events each year – a conference in June and an AGM during November. idverde provide updates and presentations to the membership on the latest developments on the Bromley contract.

#### Friends Groups, Volunteers and Stakeholders

Bromley's friends' groups spectrum continues to increase with the inauguration of the recently formed Friends of Norman Park. To further support the volunteer stakeholders borough-wide, idverde have drafted and published a Volunteer Handbook, covering all aspects of health and

safety that individuals may need whilst working on the Authority's landholding. In addition, following concerns over previous levels of public liability insurance, idverde established and corporately funded independent cover; which is directly accessible by individual groups. This also includes a new 'event' cover; which allows groups to put on public events with appropriate levels of protection and compliance.

idverde delivered a series of training programmes beyond their annual target. Training programmes included, first aid, hedge laying, using power tools, handling small mammals and running a group/working with families, further enhancing the volunteer sustainability and expertise.

idverde attended all stakeholder lead meetings exceeding their annual target.

#### Leisure Gardens and Allotments Consultative Panel

The Panel continues to meet three times a year with an annual tour of sites in the summer and a reception for competition winners during the autumn. The Panel is chaired by Councillor Cooke with representation from the Bromley Leisure Gardens and Allotments Federation (BALGF). Panel Agendas, Minutes and administration are provided by idverde, who also attend the Panel meetings.

#### Partnership Meetings

The Friends Forum executive committee and idverde, meet on a regular three monthly basis to address current issues regarding the management and volunteer support for the Borough's parks, countryside and greenspace holding; with a particular tenor regarding stakeholder intervention.

#### Sport and Recreation

Under the wholly managed parks service, idverde continue to champion the self management of sports provision, covering bowls, cricket, football, rugby and tennis. Major works over the review period include both the renovation of pitch drainage at Chislehurst Recreation Ground and supporting the club in the relaying of the Southill Wood bowling green. It is proposed to create a 'forum' of interest groups in 2017 – most likely as a web based concept.

#### Stakeholder Engagement Panel

The Stakeholder Engagement Panel has met every four months since the inception of the variation. The Panel is

comprised of stakeholders from the countryside, biodiversity plan, allotments, Chislehurst Commons Trustees, bowls, sports and heritage groups. Under Elected Member scrutiny and chaired by the Assistant Director of Streetscene and Greenspace, *idverde* are held to account and performance challenged by the various groups. This positive interaction and dialogue has helped hone services further in align with changing customer aspiration, whilst simultaneously providing an appropriate vehicle to explain service nuances and new proposals.

#### Support for organisations

*idverde* continue to financially support, the Leisure Gardens and Allotments Reception, The Friends Forum Conference and Bromley Stars. A Christmas tree is also gifted and decorated for the Mayor each year - for display in the Old Palace.

#### Volunteer Task Force

*idverde* has established a Volunteer Task force, comprised of key stakeholders and Community Managers from *idverde* to find a sustainable method of ensuring succession of volunteers for the future benefit of 'Friends Groups' – many of whom have a high proportion of retired members. During 2017, a report will be circulated to interest parties identifying viable methods of bringing younger members and 'new blood' to backfill and ensure a positive future for this valuable voluntary resource.