



Park Group and Parks Service Pledge:

Pledge between(the ‘Park Group’) ,
 who help support and improve
 ,
 and Bristol City Council’s Parks and Green Spaces Service

Introduction

Bristol City Council Parks Service recognises the positive value of ‘Park Groups’ to our parks* and their users. This value is at its greatest when both parties are committed to a constructive, cooperative working relationship.

This pledge is to capture the positive intention of both parties and help ensure the management and development of the park is supported by both parties in order to do the best for the local community. It is not intended as a legal document or contract.

Bristol City Council’s Parks Service agrees to:

1. engage with the Park Group with a positive and cooperative attitude
2. respond to Park Group enquiries in a timely fashion and in line with Council Customer Care Standards
3. publicly support the Park Group and the agreed joint management of the park when in dialogue with other individuals or organisations
4. include the Park Group in the long-term planning process to ensure that they are aware of the goals and direction of development for the site
5. consider Park Group ideas for improvements in the management of the site, including the provision of additional facilities or activities, and to work with the Group to develop and progress these where appropriate. When ideas cannot be progressed the Parks Service will explain the reasoning and explore alternative ideas or solutions with the Group.
6. recognise and act upon its duty of care to the volunteers working on its sites as well as other members of the public
7. meet with the Park Group at least once per year, either on site or at a regular meeting
8. provide name and email address of the primary contacts in the Parks Service (see end of this document)
9. keep Park groups informed of action planned on the site which may affect the Park activities
10. offer guidance and advice in running a Park Group where possible and when requested

*‘Parks’ here refer to the land managed by Bristol City Council’s Parks and Green Spaces Service. It does not relate to land managed by the Council’s Housing, Docks or Transport services

The Park Group agrees to:

1. engage with the Parks Service with a positive and cooperative attitude
2. publicly support the Parks Service and the park when in dialogue with other individuals or organisations
3. offer constructive comment, if any, to support the Parks Service's work in managing and developing the site
4. only undertake activities on the site which have been agreed in advance with the Parks Service
5. recognise and act upon its duty of care to the volunteers working with them and members of the public. This includes appropriate training (such as H&S and hand tools) when available.
6. appreciate the Parks Service's need to balance limited resource across all the sites in Bristol and recognise that the need to prioritise reactive work often alters the schedule of regular work
7. accept that, as managers of the site, the Parks Service will carefully consider suggestions from Park Groups but also has to have final say in whether a suggestion for the site can be progressed. These decision will take [Park Bylaws](#) into account. When ideas cannot be progressed the Parks Service will explain the reasoning and explore alternative ideas or solutions with the Group.
8. consider making all meetings 'open meetings' so any member of the public can input thoughts and to consider sharing agenda & minutes with the Area Coordinator to give extra opportunity for updates and feedback in both directions
9. provide the Parks Service with contact information for at least two members of the group which can be passed to interested members of the public (consider a group email address)
10. Notify the Parks Service, if they cease to actively support the park, thus allowing for a new Park Group to be established in the future

In case it is ever needed, the line of reporting within the Parks Service is as follows:

- For issues around volunteering: Ella Hogg, Volunteer Coordinator, parkvolunteers@bristol.gov.uk
- Day to day park issues should be reported via www.bristol.gov.uk/reportparkproblem
- For issues relating to your agreed activities in the park: Your Area Coordinator
- In the event of any formal grievance on either side, the BCC volunteering policy and procedure for dealing with complaints [can be viewed here.](#)

We, the undersigned, agree to the above.

For (Park Group):

Name:

Signature:

Position in Group:

For Bristol City Council Parks Service

Position:

Name:

Signature: