



# Bristol Parks

## Park Group Agreement Friends of Troopers Hill

This agreement allows Bristol Parks to inform Friends of Troopers Hill what support it is able to offer the group between January and December 2007 and what improvement work it may be carrying out in Troopers Hill and Troopers Hill Field (Malvern Road Open Space) that year.

The agreement also informs Bristol Parks of Friends of Troopers Hill's aims and plans for the year and the projects it wishes to carry out.

This agreement is necessarily informal for both partners, that is, not binding. This is because circumstances can change for both Bristol Parks and Friends of Troopers Hill that will affect their ability to meet commitments. However Bristol Parks will enter in to the agreement in an honest and serious manner, being as committed to it as possible.

Friends of Troopers Hill is a community organisation with a constitution/governing document that has the improvement of Troopers Hill for the benefit of the community as an objective and has a commitment that the group is open to new members with meetings advertised locally.

This agreement has been made for Bristol Parks by:

- John Threadgold – Community Park Manager, East
- Richard Fletcher – Parks' Community Development Officer
- Sally Oldfield – Local Nature Reserves Officer

This agreement has been made on behalf of Friends of Troopers Hill by:

- Susan Acton–Campbell



# Bristol Parks

## **Communication (Bristol Parks):**

Bristol Parks will refer to its commitments in the Bristol Parks' Customer Charter regarding communication with Friends of Troopers Hill:

### Response times

- We will answer 80% of telephone calls within 15 seconds during opening hours.
- We will respond to all telephone enquiries and correspondence (letters, faxes and e-mails) within 15 working days.

### Access to our services

- Our offices are open Monday to Thursday 8.30am-5pm and on Friday 8.30am-4.30pm.

We will make all information available in large print, in another language, in Braille or on tape on request.

Your Community Park Manager will commit to attending at least two general meetings of Friends of Troopers Hill in 2007. At Least one of these meetings will involve representatives from the principal contractor for site maintenance – Bristol Contract Services.

## **Communication (Friends of Troopers Hill):**

Friends of Troopers Hill will support communication by limiting enquiries where possible and with the timing of the actions in the agreement in mind so that officer time can be offered to other communities.

Friends of Troopers Hill will also group enquiries where possible so that the Officer contacted can respond to them in one go.

Friends of Troopers Hill will recognise the Community Park Manager as the first point of contact for all enquiries that are related to the management of Troopers Hill and Troopers Hill Field (Malvern Road Open Space).

Parks officers recognise that email is the best form of communication with Friends of Troopers Hill and that [friends@troopers-hill.org.uk](mailto:friends@troopers-hill.org.uk) is the preferred address.



# Bristol Parks

## Agreed on-site response times (Bristol Parks):

The times given below are measured from the time/date they are reported to Bristol Parks (i.e. not from when they may occur).

- |  |                    |
|--|--------------------|
| ▪ A fence/gate being broken to the point where m/bikes can get access  | – 20 working days; |
| ▪ Fly-tip  | – 2 working days;  |
| ▪ Burned out vehicle/bike removal, depending on location (may need specialised machinery if vehicle is stuck down a cliff face); | – 5 working days;  |
| ▪ Offensive graffiti   | – 48 Hours;        |
| ▪ Graffiti (paint or paint spray) on the chimney*  | – 5 working days;  |
| ▪ Graffiti (paint or paint spray) on noticeboards and interpretation panels  | – 5 working days   |

*\*removing graffiti from scheduled monuments is likely to take longer as cleaning may require specialist methods.*

## On-site maintenance monitoring:

Bristol Parks will provide maintenance monitoring forms on request in order that Friends of Troopers Hill can monitor the standards of maintenance on Troopers Hill and Troopers Hill Field (Malvern Road Open Space). Bristol Parks will respond with an annual feedback report summarising this information at the end of the Agreement period.



# Bristol Parks

| Part 1 – Bristol Parks’ commitment                                    |   |   |                 |                 |              |              |              |            |
|---|---|---|-----------------|-----------------|--------------|--------------|--------------|------------|
| Theme   | Commitment  |   | Time commitment | Cost commitment | Jan to March | April / June | July to Sept | Oct to Dec |
| <b>Improvements to the site and contributions to site maintenance</b> | <b>New / improved facilities</b><br>(include match/seed funding, officer time, project management time, planning costs, landscape design time etc.) | <b>All on-site works are excluded and are covered by Bristol Parks’ Green Flag application and the Troopers Hill management plan.</b> |                 |                 |              |              |              |            |
|   | <b>Site management (inc. arboricultural and maintenance)</b>  | <b>All on-site works are excluded and are covered by Bristol Parks’ Green Flag application and the Troopers Hill Management Plan.</b> |                 |                 |              |              |              |            |
| <b>Events support</b>   | <b>Contribution to costs</b>  | Insurance cover/costs for Kite event  | 1 day           |                 |              |              | ✓            |            |
|   |   | Insurance cover/costs for Music on the Hill event   | 1 day           |                 |              |              | ✓            |            |
|   | <b>Health and safety support / guidance</b>   | Attendance for child protection reasons at Bugs and Beasties event.   | 1 day           |                 |              |              | ✓            |            |
|   |   | Act as link between FoTH and Council Events team re site licences   | 0.5 day         |                 |              |              | ✓            |            |
| <b>Premises licence</b>   | 2 to be provided by Bristol Parks   |   |                 | £42.00          |              |              |              |            |

| Theme                          | Commitment  |  | Time commitment         | Cost commitment    | Jan to March   | April / June | July to Sept | Oct to Dec |
|--------------------------------|---|--|-------------------------|--------------------|----------------|--------------|--------------|------------|
| <b>Core costs / activities</b> | <b>Meeting rooms</b>  | No commitment  |                         |                    |                |              |              |            |
|                                | <b>Postage</b>  | No commitment  |                         |                    |                |              |              |            |
|                                | <b>Photocopying etc.</b>                                    | 300 x 6 copies of newsletter photocopied<br>Purchase of A4 laminating pockets for event advertising<br>Copying of materials for events   | 0.5 day                 | £234<br>£20<br>£10 | ✓              | ✓            | ✓            | ✓          |
| <b>Training</b>                | <b>First Aid</b>  | Provide funding for 1-day First Aid training course for 2 people   |                         | £110               | No date agreed |              |              |            |
|                                | <b>Health and safety</b>                                    | Arrange for BTCV H&S trainer to re-visit group   | 0.5 day                 | £150               |                | ✓            |              |            |
|                                | <b>Other</b>  |  |                         |                    |                |              |              |            |
| <b>Other commitments:</b>      | <b>Attendance of group meetings – CPM, CDO, LNR Officer</b> | CPM – 2 evening meetings<br>LNRO - 2 evening meetings<br>CDO – 2 evening meetings  | 1 day<br>1 day<br>1 day |                    | ✓              | ✓            | ✓            | ✓          |
|                                |   | Bristol Parks will submit an application for Green Flag Status for Troopers Hill – details outside of this Agreement.  | Not incorporated        |                    | ✓              |              |              |            |
|                                |   | Bristol Parks' LNR Officer will deliver the externally funded "Nature in the City" project, the focus of which is Troopers Hill plus five other wildlife sites in Bristol. Details of the Project are outside of this Agreement. | Not incorporated        |                    | ✓              |              |              |            |
| <b>Totals</b>                  |   |  | <b>7.5 days</b>         | <b>£566</b>        |                |              |              |            |



# Bristol Parks

## Part 2 – Friends of Troopers Hill commitment

| Theme  | Commitment   |   | Time commitment                                 | Cost commitment            | Jan to March | April / June | July to Sept | Oct to Dec |
|--|--|---|---|----------------------------|--------------|--------------|--------------|------------|
| <b>Improvements / changes to site</b>                        | <b>New / improved facilities</b><br>(include fund raising, volunteer time, project management costs) | Site interpretation leaflets (D1)   | 2 additional group meetings + smaller meetings  | £4,091 (BLF)               | ✓            | ✓            | ✓            |            |
|  |  | 2 replacement & 1 new benches (E5)  | 1 additional work party                         | £1,200 (Grant application) | ✓            |              |              |            |
|  |  | Consultation on improvements at entrances (E2)  | During regular meetings and through Newsletters |                            | ✓            |              |              |            |
|  |  | New path and steps (F3)   | 2 summer work parties                           |                            |              | ✓            |              |            |
|  | <b>Site management (inc. arboricultural)</b>   | Work Parties at least once per month  | 10 x 2 hours/month minimum                      | £1,185 (BLF)               | ✓            | ✓            | ✓            | ✓          |
|  |  | Wildlife surveys (A8/A9)  |   | £1,800 (BLF)               | ✓            | ✓            | ✓            |            |
|  |  | Create glade in front of new bench on Troopers Hill Field as per commitment for grant from Azko Nobel   | 1 additional work party                         |                            | ✓            |              |              |            |
|  |  | Organise 5 training sessions on wildlife recognition with BRERC   | 5 x 2hr sessions                                | £1,527 (BLF)               |              | ✓            | ✓            |            |
|  |  | Friends of Troopers Hill will fully support Bristol Parks' Green Flag application for the site and work with Bristol Parks to carry out any actions necessary to achieve Green Flag status. | Whatever is needed                              |                            | ✓            |              |              |            |
|  |  | Report any vandalism, fly tipping or other anti-social behaviour to the Community Parks Manager and to the Police.  |   |                            | ✓            | ✓            | ✓            | ✓          |
| Report any maintenance issues to the Community Parks Manager |  |   | ✓   | ✓                          | ✓            | ✓            |              |            |

| Theme                       | Commitment                             |   | Time commitment                                   | Cost commitment    | Jan to March | April / June | July to Sept | Oct to Dec |   |
|-----------------------------|--|---|---|--------------------|--------------|--------------|--------------|------------|---|
| <b>Events and Publicity</b> | <b>Meetings</b>                        | Hold Friends of Troopers Hill general meetings every 6/7 weeks that are open to the public and publicised in advance. | 2 hours per meeting plus preparation              | £240 (BLF)         | ✓            | ✓            | ✓            | ✓          |   |
|                             |  | Hold 1 event planning meeting   |   |                    |              |              |              | ✓          |   |
|                             |  | Attend at least 2 Bristol Parks Forum meetings  |   | ✓                  |              | ✓            |              |            |   |
|                             |  | Attend at least 2 Avon Frome Partnership meetings   |   |                    | ✓            |              |              | ✓          |   |
|                             |  | Maintain links with other local groups and organisations such as BIAS, BHHG, BEAA and members of the Parks Forum.     |   | ✓                  | ✓            | ✓            | ✓            |            |   |
|                             | <b>Publicity of the group and site</b> | Produce Newsletters every 2 months and distribute to membership and interested parties.                               | 6 x 10 hours editorial Distribution by volunteers | £100 (FoTH Funds)  |              |              |              |            |   |
|                             |  | Seek to expand our membership list through publicity and targeted mail drops.   |   |                    |              |              |              |            |   |
|                             |  | Maintain and update website at <a href="http://www.troopers-hill.org.uk">www.troopers-hill.org.uk</a>                 | 8 hrs per month                                   | £20 (donation)     |              |              |              |            |   |
|                             |  | Publicise events through production of an events leaflet.   | 6 hours   | £300 (BLF)         | ✓            | ✓            | ✓            | ✓          |   |
|                             |  | Publicise events and the site through posters displayed at entrances.   | 2 hrs per event                                   |                    |              |              |              |            |   |
|                             |  | Publicise events and the site through the BBC Breathing Places website, and press releases                            |   |                    |              |              |              |            |   |
|                             |  | Contribute articles to Park Life and Nature in City Newsletters   | 12 hours  |                    |              |              |              |            |   |
|                             | <b>Events</b>                          | Organise quiz night as a social event for all Bristol & South Glos nature reserve groups                              | 100 hours minimum                                 |                    | ✓            |              |              |            |   |
|                             |  | Organise Bug & Beasities children's event   |   | £264 (BLF)         |              |              | ✓            |            |   |
|                             |  | Organise Music on the Hill or similar   |   | £750 (sponsorship) |              |              | ✓            |            |   |
|                             |  | Organise Avon Valley Guided Walk  |   |                    |              |              |              |            | ✓ |
|                             |  | Support all Nature in the City Events and activities to be held on Troopers Hill                                      |   | ✓                  | ✓            | ✓            | ✓            |            |   |
|                             |  | Organise an exhibition about the site   |   | £550 (BLF)         |              |              | ✓            |            |   |
| Organise kite flying event  |  | £100 (FoTH Funds)   |   |                    |              | ✓            |              |            |   |