

# Parks & People, Stronger Together East conference - 12 October 2019

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## Overview of Parks and People, Stronger Together event

Luton, Saturday 12 October 11:30 – 17:00

It was held on a Saturday to suit the audiences' schedules. The start and end times allows for one-day travel and any train delays.

### Venue

High Town Road Methodist Church Hall

We aimed to book venues conveniently located close to the station or in the city centre and aligned to the ethos of the events if possible. The church hall was a good fit for this. It could accommodate our maximum numbers and is a usual meeting venue for community groups in the area. The venue was spacious and had character. The catering was provided by a local café, and it was of great standard and much appreciated by delegates. It was all vegetarian to limit the environmental impact of the event.

### Audience

Friends of Parks and volunteer groups; Councils, greenspace charities etc, people who work to support community empowerment in our public green space.

### Aim

To promote and encourage greater community empowerment in our public green spaces.

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## Attendance numbers

- 9 bookings including staff and facilitators, many more potential delegates said they would be coming but didn't register and couldn't come at the last minute
- 13 actual attendees – 2 no shows and 6 came on the day without booking.

## Geographical spread of groups attending

The areas represented at the event were:

- Luton
- Hatfield
- Hemel Hempstead
- Grays

A delegate from Norwich booked but couldn't attend.

## Plenary: Welcome and introductions and some key themes

Welcome to the day

Dave Morris, [National Federation of Parks Green Spaces \(NFPGS\)](#)

The organisers value and recognise the vital importance of community engagement and empowerment in the UK's green spaces, and we thank everyone for their contribution to their local sites. The event's aim is to share experiences, showcase good practice, discuss some key common issues, and develop communication, coordination and partnerships for the benefit of parks and green spaces.

It will be a day of learning and networking organised as part of a series of regional events to cover all regions in England. Organised by [NFPGS](#), [Locality](#), [Groundwork](#). Funded by [Parks Action Group \(PAG\)](#) and paid for by the [Ministry of Housing, Communities and Local Government \(MHCLG\)](#). All the organisers believe that parks and people are stronger together, hence the name of the events.

There was an introduction to the Parks Action Group and the PAG Community Engagement workstream, and the organisations involved at the event, and the staff present from NFPGS and Locality.

Dave said thank you for all the work, paid and unpaid, that everyone does for parks and green spaces, and for coming to talk about community involvement and empowerment.

The purpose of the day was to discuss and share experiences and views. So, there were no PowerPoints and no speeches, only discussions and workshops. Contributions would be noted, and a report made to feed back to the participants, those unable to attend, the PAG and the wider sector.

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It was harder to get people to this event, probably also because of extensive travel needed in this region, but it has been useful to create links with all councils and Friends group all across the east of England.

## Housekeeping

Fire exit and alarms, toilet locations, refreshments, leftovers are given to homeless charity, WIFI password, information table.

## Just a minute –one group

### Cherry, Friends of Wandon Recreation Park (had to leave early)

Foxhill homes had a consultation to take out a part of the park to build on. Wandon has existed for more than 60 year, 5 entrances, tarmac road and lighting so 24/7. Responded negatively to consultation, but they didn't like it. They had another consultation during half term on the other end of the town and said not enough people turned up, but more than 200 people turned up. They lied and put in a planning application. It has a playing field, but it is hidden by the trees so not the same as the other like for like and it's asking for trouble.

The Friends group has been going for almost a year in response to this. Neighbourhood Watch joined. 800 local residents signed the petition. 500 people turned up at the picnic. Facebook group – 1400 people looked at the last post. 350 people on our Facebook page. Community carol service in December. Hopefully we win but we're in it for the long term either way.

It was very hard to join the forum as the council kept putting barriers up because they didn't like their opposition to the development.

## Info on the day ahead

There was a short introduction to the day and to the delegate pack and what you can find in it, including:

- agenda (see appendix 2)
- detailed and informative 'takeaways' related to each workshop theme
- community empowerment information (including how to set up Friends groups and Forums, the PAG community empowerment projects, and parkscommunity.org.uk website)
- delegate lists
- and the very important feedback form.

To unanimous vote, the schedule was changed: all participants agreed to hold the workshops as plenary sessions due to small numbers and the group having built a good rapport and conversation. They also agreed to reduce the number of workshops and voted on which topics to keep (listed below).

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Link to delegate pack resources:

<https://drive.google.com/open?id=1P36JrWZ01csN1Vo42GMDHSxOXquS-WWv>

## Housekeeping

Fire exit and alarms, toilet locations, refreshments, WIFI password, information table.

Photo and video consents were announced and there was no objection from the room.

## Warm-up activity for My Community

Sara Pupi, Locality

Sara introduced [My Community](#). It is now managed by a steering group of 12 organisations, and we are redeveloping it based on your needs. They want it to be the first place to go when looking for advance. We're developing now, watch this space. We need information from the room to know what to put up there. We had printed cards with questions to help structure the answers from delegates.

Printed cards with questions

- Need to know who is using it – age, occupation, when you do work for parks and green spaces, are you full time or volunteer? How many hours of volunteering per month?
- What you need, what is it for, what is stopping you?

Sara collected the post-it notes to feedback later in the day during the Plenary reports back from the focussed workshops/discussions. Here are the results

Resounding top 4 needs and barriers to fulfilling them

- time: all activities (fundraising, managing volunteers etc, take a lot of time)
- support from the council, or support in challenging the council – some local authorities seem unwilling to share power
- more engagement from the community and more volunteers to be more effective and so the group is more representative, but there seems to be a lack of interest
- Legal advice - but we don't know where to go
- Funding - to improve how we run an organisation, for more impact. The barriers are time and prioritisation
- starting a group to protect green space – no barrier for now?!
- Proper parks staffing- the council doesn't have enough funding

## Themed discussions (workshops as plenaries)

### Parks Action Group Community Empowerment Workstream



## How can groups build stronger and more diverse membership, and ongoing engagement with the range of park users?

Facilitator: Michelle Furtado, NFPGS

### Questions posed by the facilitator:

- How do we try to ensure our group reflects and engages as far as possible the range of park users and communities we serve – in terms of age, gender, ethnicity, class, disability, interests etc?
- What are some of the local success stories in groups trying to address this?
- How do we build good relations with other user groups involved with our sites?

### Notes:

This is about building diversity also in terms of interest groups. Michelle gave her group as an example – it's white middle class area, and also have problems with youth engagement.

Another group echoed this, they have very white middle class participants and volunteers. Some success with children's events or events targeted at gardeners, but slowly the community is becoming more diverse, but had no success of pulling in diverse people to come and do things with us.

Hardie park. Very active volunteers, white working class, Duke of Edinburgh young people do lots of volunteering. You have to prioritise the value of volunteers and fit what you want to achieve with what **they** want to do. Group of gardeners formed nearby to maintain a bit of green that the council couldn't look after, and they had problems somewhere else so they came and said, could we do gardening here?

Simon, Friends of High Town had mixed responses - 30 people or more for litter picking specific event, picnic in the park about 100 people, but then monthly meetings only a dozen come. The group is not very ethnically diverse despite the fact that in High Town less than 50% of residents count themselves as white British (large black and eastern European population).

Duncan, no group. The area is older, white, but becoming more diverse, there is also a travellers' site. Local residents club together and put up a fight when the council comes up with ideas they dislike, but then dismantle and there is no ongoing group.

Friends of Wigmore park in the East side of Luton by the airport. On Facebook they have 2397 followers, also members of the group. Mostly white area, regular dog walks where Romanian and polish residents participate. Steering group every other week, lots of people come especially for the Stop Luton Airport. Litter picks twice a year. We were used as election fodder where candidates came to collect rubbish.

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We interlink a lot with church website and dog society. The parks department workers are brilliant at keeping the park in good conditions.

Russell from Luton Forum. The area is very diverse, but the group is 100% white British, there are a few younger people involved.

Lawrence, Friends of the Earth and involved in Wigmore Park before it was a group. Used to have lots of people in the '90s but there is a lot less participation now

Emily from groundwork – works specifically in youth engagement. It's hard to recruit young people in Friends groups but this is what we do. Harlow Park had massive successes with young people, by taking pictures, planting trees, they came up with a fantastic project idea about an underpass: got permission to redesign the underpass and did it by asking young people what they wanted to see there, asked them to discuss what was great and not great about the park which will be painted in the October half term. And now these young people are involved with the group in other ways! Looking for parks to work with some of their school groups. National Groundwork project called Future Proof Parks. Creating something like a forum only made up of young people.

David chairs the Luton forum but is not involved in an actual Friends groups. Only volunteering with a beekeeper reclaiming historic orchard and replanting. Group called Penrose Routes sending some volunteers and there was some ethnic diversity there.

Michelle – the lack of ethnic diversity has come up around the country. Volunteering might have a different meaning in different languages. For example, in ex-USSR countries volunteering is associated with conscription and is therefore viewed negatively. Changing the language, such as having 'Community Improvement Days' or similar can be helpful. Going to approach Sikh temples, and other different faith groups etc have actually been really successful because they often want to get involved with their local community.

Local Facebook group is very useful, and the park has had success through that, but has already so many 4k people in the group.

There were no volunteers in the beginning, Rob did it all by himself, but also meant that he could just get on with different things. People can select what they want to do.

Every site is different, every community is different, every friends group is different. We have a big membership who give us emails but don't come to meeting, but then thematic autonomous groups for special interests so that activities are relevant to them.

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All delegates received a detailed specialist document prepared by NFPGS setting out some of the issues to grapple with and ways in which groups can strengthen and diversify their membership: <https://parkscommunity.org.uk/community-involvement/making-our-groups-stronger-and-more-diverse/>.

## How do we develop our local volunteering and project management skills and capabilities?

Facilitator: Michelle Furtado

### Questions posed by the facilitator:

- What examples are there of successful local volunteering sessions, projects and activities – and some of the challenges overcome and skills needed (e.g. online mobilising, an extra language, van driving, running kids' activities etc)?
- What practical and organising skills do groups have lots of, and what is often lacking?
- How can we improve the way we organise ourselves to become more active and effective (e.g. having specialist officers, developing sub-groups and autonomous groups, partnerships with other user groups etc)?

### Notes:

In Luton, there are some serious threats to a well-loved green space by the building of an airport extension. This has been successful in bringing new and existing campaign groups together, with the Friends.

Volunteers need thanks and recognition for their work – it's important to promote success widely. This can also overcome obstacles to projects.

You can't expect anything when managing volunteers. Ensure volunteers are overseen when working and have a good understanding of the task they are undertaking before starting. Rangers can be supportive, but autonomy can also be amazing.

Ensure policies are in place to manage volunteers. There is a basic policy suite available at the Parks Community website, which groups can amend for their purposes. Download here (Word): <https://parkscommunity.org.uk/wp-content/uploads/2019/02/Useful-Policies-for-Friends-Groups.docx>

Lots of different set ups, some have autonomous groups and don't manage volunteers, some have HR software and highly managed.

All delegates received a detailed specialist document prepared by TCV setting out good practice in attracting and engaging volunteers and running sessions effectively: <https://parkscommunity.org.uk/volunteers/recruiting-and-managing-volunteers/>.

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## How do we develop good partnership working with site managers and Councils?

Facilitator: Dave Morris

### Questions posed by the facilitator:

- What good examples are there of groups working closely and constructively with those who manage greenspace, and vice versa?
- What are some of the challenges?
- What can we do to try to create and strengthen good communication and coordination (e.g. site walkabouts, meetings, Management Plans, and Service Level Agreements)?
- How can we develop and maintain such ongoing partnerships despite challenges such as understaffing and disagreements?

### Notes:

- Problems with councils. Some occasions of councils being supportive (sometimes because it saves the officer time if they have too many greenspaces in their portfolio).
- Important issue of the independence of the Friends group from the council. Groups are often able to better respond to their community needs.
- Council doesn't want to promote Wigmore Park because its earmarked to be built on, and that's why they didn't promote the award the park got.
- Friends of High Town: Council funded for Groundworks to work with the group as third-party partnership. Two councillors come to local meeting. There have been no disputes because the 3 parks in High Town are parks that the council wants to retain so no threat of loss
- Hardie Park: director of services phoned saying they wanted to cut grass less, Hardie park said we'll cut it. Slightly unorthodox interaction somehow got given a piece of equipment. But still not a relationship with the council.
- Hemel Hempstead: there is imperative for council to work with us still as they report back to National Lottery Fund about the benefits of the funding and community engagement. Working together with the council often around leaflets and promotions, they provide compost, etc. This is mostly because of a good relationship with specific officer.
- Dave from Lordship Rec: park was derelict, no flower beds, we started taking over some areas with the council's permission. But needed a vision, so set up a stakeholders' forum with monthly meetings, so decided on a vision, got money from Lottery funding, which helps as there are lots of criteria for community involvement. Good relationship with parks services but decided we don't want regular relationship with councillors to avoid being partisan. We cowrote the management plan and made it very specific. But the Parks Service trust us because they have the absolute veto if they don't want something to happen. We have had disputes but always behind the scenes. We have also had to learn a lot about not shouting at them and criticising all

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the time, but learn to work together, learn about their funding limitations, their internal issues, their lack of internal empowerment and lots of other problems. Very important to have a management plan, start writing one or write it with the council.

- There can be different types of relationships:
  - o the Friends of the park takes decisions;
  - o the council does all the work
  - o Co-written management plans
- Michelle: our relationship with the council has changed, we're kind of a rich area but have lost lots of funding. Groups will ask for something but have to wait more than 6 months to hear back. New Parks manager is very good and gets the climate emergency so there is a change of mentality in the council.
- Around the year 2000 it was recognised that the parks were in crisis because of a couple of decades of underfunding, and then the Friend's movement mushroomed and became much bigger also because some funding was poured into it. Some think that community empowerment is a way for central and local government to relieve themselves of responsibilities that they can't fund anymore.
- Protect spaces in perpetuity by registering with fields in trust.

All delegates received a detailed specialist document prepared by NFPGS setting out some of the issues with developing and maintaining good community/Council partnership-working: : <https://parkscommunity.org.uk/park-green-space-management/partnership-working-with-landowners-and-managers/>

## How do we try to access and ensure adequate funding for our groups, our activities and projects, and for our sites generally?

Dropped

All delegates received a detailed specialist document prepared by Groundwork setting out issues to do with funding and how to apply for grants successfully. PDF: <https://parkscommunity.org.uk/funding/groundwork-fundraising-guide-for-community-groups/>

## What ways can we promote effectively our activities, groups and sites, including better use of social media?

Dropped

All delegates received a detailed specialist document prepared by Keep Britain Tidy setting out ways of effectively engaging and using various forms of media e.g. press and radio. PDF: [https://parkscommunity.org.uk/wp-content/uploads/2020/02/HowTo\\_PromoteYourGroupAndSite\\_LFGSN.pdf](https://parkscommunity.org.uk/wp-content/uploads/2020/02/HowTo_PromoteYourGroupAndSite_LFGSN.pdf)

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## Open discussion

The group decided not to do a Just a minute session as we all knew each other and our projects after the themed workshops. It was substituted with an open discussion where anyone could ask or contribute something that hadn't been addressed before.

Rob from Hardie Park – 10 years ago group of residents took the most antisocial place and invested time in the park, and it is now in the top ten visited attractions in Essex, in spite of the local authority. Now forum. Social enterprise is the way for us.

Groups generally felt that by working together with other Friends (or similar) organisations in their area, they had a stronger voice and were able to engage better with the council. There was some further discussion about the geography of the eastern region and groups ability to reach out – many areas are very rural. Area forums don't need to be formal – an email list can work to stay in touch, especially where travel can be tricky.

In Luton, there is some conflict with the council (largely over plans for development of one site). There were some threats about closing the forum but as they are independent, this can't happen. The groups still are able to access funding unavailable to the council and win awards.

## Final plenary Stronger communications

Facilitator: Michelle Furtado, NFPGS

Michelle has been in post with NFPGS since April 2019 and with these events we have been trying to reach as many as possible of the 7000 groups in the country to understand what people need and inviting them to attend these events and build the network.

Michelle is mapping the Friends Groups and linking them with networks and forums. Once all these conferences are finished, Michelle will work on getting the unconnected clusters to network with each other.

We have released a survey to understand what Groups and Forums need to grow and develop. We already have 177 responses. Lots of response want help linking up, building forums, or sometimes it can be just simple things like borrowing equipment. There are also common issues of managing relationships with the local authorities, especially now when departments share staff.

It's our role to take this back to the PAG. We're asking to have a more consistent approach to how councils work with local Friends groups.

Dave: has anyone got comments or ideas on how to strengthen their local network?

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Someone says they had a coordinated group managed by groundwork with funding from the council, but the council withdrew funding.

Every forum is different, some have been set up by councils, some are independent, and some are in between. Our preference has always been that a forum be independent of others including the council. Either from the start or moving towards it. It can be simple to begin with, just to get together and chat about challenges and solutions.

Groundwork works across the east and in Luton are part of the River Lea partnership, which has helped to develop visions for the parks, physical improvement for the rivers, getting unemployed people learning new skills to get back into employment. The Partnership has been going on for 7 years and has improved communications massively and collaboration.

Delegates said they have found out today how useful it is to connect in forums, and also at events to have these discussions and networking.

## Message to the PAG

What should we be telling the government and what should they be hearing?

Threats to the future of parks are a key issue, development is a big issue (driven mostly by private development). The importance of greenspaces is a main message.

Loss of staffing, especially experienced and skilled staff because of cuts and because of contracting.

Delegate says there needs to be a link to the department of education - Dave says there needs to be a career pathway into parks services.

We are engaging government on these issues. Standards are one issue we are pushing, i.e. hopefully Green Flag standard for all parks or similar, with national specific standards.

## Participants post-event feedback summary

The response was very positive, with high scores and appreciative comments. We will use the feedback to improve the future events.

### Scores

Question	5	4	3	2	1	Blank
Usefulness of the day	6 (86%)	1 (14%)	0 (0%)	0(0%)	0(0%)	0 (0%)
Venue	6 (86%)	1 (14%)	0 (0%)	0(0%)	0(0%)	0 (0%)

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Food and Facilities	6 (86%)	0 (0%)	1 (14%)	0(0%)	0(0%)	0 (0%)
Workshop	4 (57%)	2 (29%)	0 (0%)	1(14 %)	0(0%)	0 (0%)
Total	22 (79%)	4 (14%)	1 (4%)	1 (4%)	0(0%)	0 (%)

	Yes	Blank
I would like help to set up a Friends Forum	2 (29%)	5 (71%)

Comments in Appendix 3.

## APPENDICES

### 1. Weblink to delegate pack resources

<https://drive.google.com/open?id=1P36JrWZ01csN1Vo42GMDHSxOXquS-WWv>

### 2. Agenda (as published)

Time	Session
11:30	Registration and refreshments
12:00	<b>Plenary: welcome, introductions and some key themes</b>
12:30	<b>Focused workshops/discussions – part 1 (all done in plenary session)</b> Participants can attend 3 x 30min sessions in total in part 1 & 2. Part 1: attend 2 x 30min sessions from the following: <ul style="list-style-type: none"> <li>• Building a strong and diverse membership</li> <li>• Volunteering and project management</li> <li>• Partnership working with landowners/managers</li> <li>• Fundraising</li> <li>• Promotion and social media</li> </ul>
13:30	<b>Light lunch and refreshments</b> <b>- Time to browse material, and make 'Postcards to the Parks Action Group'</b>
14:15	<b>'Just a minute' showcase</b> 5 x 1min talks on successful ideas and activities or challenges for groups (focus on individual groups)
14:25	<b>Focused workshops/discussions - part 2</b> Participants can attend 3 x 30min sessions in total today Part 2: attend 1 x 30min session <ul style="list-style-type: none"> <li>• Building a strong and diverse membership</li> <li>• Volunteering and project management</li> <li>• Partnership working with landowners/managers</li> <li>• Fundraising</li> <li>• Promotion and social media</li> </ul>

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Ministry of Housing,  
Communities &  
Local Government



15.00	<b>Plenary: reports back from the focussed workshops/discussions</b>
15:15	<b>'Just a minute' showcase</b> 5 x 1min talks on successful ideas and activities or challenges (focus on forums and networks)
15:25	<b>Final plenary</b> Networking, and developing stronger communications, coordination and sustainability: how do we sustain and build on today's discussions?  How do those who support parks, from community groups to Government, ensure our public green spaces are well-managed, enhanced and protected for future generations?
16:15	<b>Time to chat, and refreshments</b>
16:30	Close

### 3. Feedback from comments

#### Usefulness

5

- Excellent
- Discussions have prompted some material thinking to how we use our community garden
- Useful to meet Friends groups and build new friendships/partnerships
- Useful networking and ideas!

4

- Great to meet such passionate people

#### Venue

5

- Excellent
- Good venue, would have been helpful to have some information on the best place to park
- I chose it

4

- Easy to get to and parking

#### Food and facilities

5

- Excellent
- Food v. good. Facilities suitable for the event

3

- Lots of sandwiches – no overly healthy

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## Workshops

5

- Excellent
- Very useful discussions
- Productive despite tight timescale for the day

4

- Slightly hard for everyone to have their say due to few issues taking priority
- Dave talked slightly too much – but useful food for thought

2

- Should have been smaller groups. Would have provided opportunities for more input

### Any other comments

- More specific discussions/info on volunteer recruitment – what methods have people found successful. How do you keep enthusiasm going in an established group
- Would love to keep connected with participants
- More time on what can we do – brainstorm innovative, activity ideas

## 4. Attendee and registered delegates websites/social media

Organisation/Group	Website
Groundwork East	<a href="https://www.groundwork.org.uk">https://www.groundwork.org.uk</a>
Luton Friends of Parks and Green Spaces	<a href="https://www.luton.gov.uk/Leisure_and_culture/Parks_and_recreation/Pages/Luton%20Friends%20of%20Parks%20and%20Green%20Spaces.aspx">https://www.luton.gov.uk/Leisure_and_culture/Parks_and_recreation/Pages/Luton%20Friends%20of%20Parks%20and%20Green%20Spaces.aspx</a>
Friends of Jellicoe Water Gardens	<a href="http://www.jellicoewatergardens.org.uk">http://www.jellicoewatergardens.org.uk</a>
Riverside Community Big Local	<a href="http://www.riversidecommunity.org.uk">http://www.riversidecommunity.org.uk</a>
The Old Library Wood Collective	<a href="https://oldlibrarywood.org">https://oldlibrarywood.org</a>
Luton Friends of Parks & Green Spaces	
National Federation of Parks and Green Space	<a href="http://www.natfedparks.org.uk">www.natfedparks.org.uk</a>
Locality	<a href="https://locality.org.uk">https://locality.org.uk</a>
Thurrock Forum	
Friends of the Earth Luton	
Friends of Wandon Recreation Park	
Friends of Wigmore Park	
Friends of High Town	

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