



Royal Borough of Kensington and Chelsea

PARKS POLICE

Service Delivery Plan 2009-2011

Title:	Parks Police Service Delivery Plan	
Summary:	3 year plan & targets	
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Introduction

The Council established the Royal Borough's Parks Police Service in 1991 to provide a uniformed reassuring presence in Holland Park. The Service has extended its remit over the years to include all the parks and open spaces of Kensington and Chelsea. The Service has recently begun patrolling Little Wormwood Scrubs. It is now unlikely that Brompton Cemetery will be adopted by the Borough in the foreseeable future.

Holland Park, the Royal Borough's major park, attracts over one million visitors each year. The other parks also attract many residents and visitors who make good use of the community facilities provided. The high profile presence of uniformed officers is a key factor in preventing crime and disorder in the parks. The Service will maintain this tradition of high visibility, but increasingly will complement it by adopting intelligence-led policing to mirror the national Neighbourhood Policing Model. The Service will aim to have **the right people in the right places and in the right numbers in order to create parks that are safe and feel safe.**

Our adoption of a 'Safer Parks' ethos will see a movement away from a rigidly pre-scheduled visit and inspection system. We will still visit every park regularly, but pay greater attention to preventing and solving community safety problems in conjunction with our partners.

1. Smartest Council

1.1 The 'Smartest Council' values will be implemented in the following ways:

- **Public Service** – This is our core value and drives most of what we do on a daily basis. It is especially important for officers in a uniformed public service to act with honesty, integrity, impartiality and objectivity, and be seen to do so.
- **Positive** – Officers will display a positive approach in all their tasks, and especially in their interactions with members of the public. The recent award of 'Customer Service Excellence' to Leisure Services (including Parks Police) provides the standard against which we will be judged.
- **Collaborative** – We will work closely with the Community Safety Team and other public and voluntary sector partners

to deliver the Council's obligations to do all it can to reduce crime and disorder in its area. We will also work closely with colleagues in Transport Environment and Leisure Services to meet new obligations in relation to environmental crime and delivering the 'Cleaner, Safer, Greener' agenda.

- **Appreciative** – We have introduced a structured internal 'good work' system to recognise contributions and actions by officers that go beyond reasonable expectations. A monthly internal bulletin shares good practice and engenders bright ideas.
- **Innovative** – We will examine and where necessary challenge existing work practices. We have changed to a 'Safer Parks' model of policing which is helping us to deliver our services in a cost effective manner while addressing the causes of crime and anti-social behaviour, not just the symptoms.

2. The Parks Police Mission

2.1 The mission of the Parks Police Service is:

To ensure the Royal Borough's parks and open spaces remain safe and welcoming places for everyone.

2.2 The mission is underpinned by the 'Parks Policing Service Standard', in which we will:

- **Aim to be with you within five minutes if you call for our help in Holland Park, and to be with you in twenty minutes if you call for help from any other park within the borough boundary. If for any reason we cannot be with you in these timescales, we will call in the Metropolitan Police.**
- **Respond to your non-urgent messages to us within 24 hours.**
- **Always treat you fairly, with dignity and respect, ensuring that you have access to our services during our operating hours.**
- **Provide you with information so you know who your Park Liaison Officer is, how to contact them, and how to work with them.**

- **Work with you to ensure our parks and open spaces remain safe and feel safe for all users.**
- **Ensure our police patrols are visible and in your park at times when they will be most effective.**
- **Arrange a programme of Open Days, cycle marking and safety events, Dogwatch events, and other site specific events to allow you and other members of your community to meet your Parks Police team.**
- **Work with the Metropolitan Police Service, the Community Safety Team, and other Council departments to make crime mapping and other relevant information available to you in an easily accessible format.**
- **Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. We will discuss with you how any complaint will be handled, and agree with you what will be done about them and how quickly.**
- **Do our best for you, but if we fail to meet our standards we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and which you deserve.**

3. A Better City Life

- 3.1 The Parks Police will assist in delivering the Royal Borough's vision of a 'Better City Life' in the following ways:

By diligent and high visibility patrolling of the Borough's parks and open spaces the Service will contribute to the reduction in recorded crime and anti-social behaviour.

We will ensure that the Council's facilities for children to play and have fun are safeguarded and are welcoming places for children and their parents, thus helping them lead healthy active lives.

We will positively seek out new partnerships, and deepen our existing partnerships with the MPS, the Community Safety Team Probation Service, the Youth Offending Team, Park User Groups, residents and visitors.

We will meet the highest standards of Customer Care and make our new Policing Pledge visible and accessible.

We will hold a series of events to enable local people to interact with Parks Police staff and help us gauge public opinion about our services.

We will give residents a named contact point for their local park and provide Ward Councillors with a Guide and contact list for Parks Police Services.

With over one million visitors each year, Holland Park is one of London's most beautiful and historic parks. Both Holland Park and Kensington Memorial Park hold Green Flag status. The Service works closely with colleagues in Leisure Services to deliver the Council's 10 year Parks Strategy. With the adoption of Little Wormwood Scrubs, our patrol area has increased. This will require intelligent deployment of our resources to ensure we have the right staff in the right place at the right time.

Our patrols report damage or defects to parks maintenance staff to ensure a prompt response thus protecting the Royal Borough's character and appearance.

4. Business Group Aims

- 4.1 The Parks Police Service is part of Transport, Environment and Leisure Services (TELS) Business Group.
- 4.2 The Council has given the Parks Police Service the power to issue Fixed Penalty Notices and warnings for litter and dog fouling offences throughout the borough. During the life of this plan, we will consider how we could help deliver the Business Group's aims and obligations to provide a 'Cleaner, Safer, Greener' environment in all parts of Kensington and Chelsea. This will involve joint working with the TELS Enforcement Teams to encourage sharing of information and a greater understanding of each others work.
- 4.3 The management of the CCTV Service has moved away from the Parks Police to the Enforcement Division in the Directorate for Waste Management, Culture, and Leisure. This has allowed the Parks Police to concentrate on their core responsibilities. However we have taken the opportunity to use the CCTV room to improve our communications, asking colleagues there to monitor our radio traffic and the MPS Airwave radio system, and to help us make operational links with the MPS. A Parks Police radio is also located in the Integrated Borough Operations (IBO) Room at Kensington Police Station, and this has proved useful on occasions.
- 4.4 The Service will follow closely the principles set out in the TELS Enforcement Policy and the Enforcement concordat. We will only prosecute people if they have ignored verbal or written advice or guidance, or where an offence is particularly blatant.

5. REAL Performance Development Framework

- 5.1 The Parks Police will use the REAL Performance Development framework for staff appraisal and development. This will assist staff in delivering the Council's values. Staff development targets will be linked explicitly with this Service Plan and the TELS workforce development plan. This system is now accessed via the intranet and all Officers have completed their 'on line' appraisals.

6. Byelaws

- 6.1 Recent changes in legislation will allow most byelaw offences to be dealt with by means of Fixed Penalty Notices (FPNs) rather than by taking offenders to Court. We will work with the Head of Enforcement in TELS and the Chief Legal Officer to review the byelaws applying to the parks, aiming to standardise and simplify them. It is unlikely that we will use the Fixed Penalty Notices until the byelaws have been revised. We await information from the new government as to when this provision will be enacted.

7. Community Safety

- 7.1 The Parks Police Service has a duty under S.17 of the Crime and Disorder Act to do all it can to reduce crime and disorder including anti-social and other behaviour adversely affecting the local environment. The Plan has expanded upon existing opportunities and fostered a closer working relationship with colleagues within the local authority and partner agencies in order to deliver 'added value' to what we do. This will also link to the 'eyes and ears' programme under development and ensure that our functions are not unnecessarily restricted by geographic boundaries or structural limitations. This will necessitate a small investment in overtime and equipment capabilities to deliver our aspirations.

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Corporate Theme	Key Plans for 2009/11	Success Criteria
Really Good Services	To maintain a high level of police visibility at times when it will be most effective	Carry out analysis of metadata to establish key temporal & spatial indicators by 01/10/09 Delivered Revise patrol patterns in line with findings – by 30/10/09 Delivered
	To increase public satisfaction and confidence in the policing of our parks (to include publicity strategy to raise profile of service with public and partners) Regular patrols of play facilities and contact with users. Consider the implementation of 'Park-watch' schemes in appropriate parks.	Increased awareness and contact with local residents and partners (ongoing) Safer Parks Group created and meets quarterly.
	Revise Standard Operating Procedures (SOPs) to align with this Plan & 'Safer Parks Team' ethos	All SOPs revised and operational by 30/11/09 Delivered
*NEW 2010	Write Business Case for upgrading radio system to digital including GPS tracking & lone worker safety features. (Capital Bid approx £20K)	Submit to TELS Director by 30/7/10
Really Good Services	Review lone working and staff safety guidelines to ensure procedures are robust and workable. Consider introduction of GPS enabled phones with direct line to 24/7 call centre & emergency button.	Review carried out & recommendations implemented by 30/12/09 * revised in line with entry above.

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	Provide a minimum of 6 Public Events per annum (cycle marking, dogwatch, etc) to allow consultation with Park users & allow them an opportunity to comment on our services.	6 Events delivered by 30/3/10 8 Events delivered
Responding to our residents	To address specific concerns about anti-social behaviour and incidents in each park	Regular review of database by supervisors (ongoing) & follow up actions initiated. Named liaison officer for each park & 'Annual Report' & Info' leaflet produced by 30/8/10 User Panel (see above)
	Revise Park & Open Space Visits / Inspections target to align with 'Safer Parks' policing aims based on intelligence and shared analysis of 'what's happening & where'	2009 'summer season' used to experiment with patrol patterns & revised targets embedded by 30/10/09 Completed
	To develop better working relationships & data sharing with the RBKC Community Safety Team, MPS Safer Neighbourhood Teams & Royal Parks OCU	Implement shared analysis capacity with Community Safety Team. Liaison visits ongoing.
Responding to our residents	To embed a 'Safer Parks Team' method of operation for the Service	All staff trained & SPT fully operational by 30/9/09 - Completed Deliver ongoing professional training to improve staff skill sets (to include safer, cleaner, greener agenda)

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Renewing the legacy	To assist Leisure Services with the implementation of the 10 year Parks Strategy and report damage or defects to maintenance staff	Ongoing – Officers to carry out EVA's via electronic pen method By 30/9/10
CORPORATE TARGETS	2010-2011	
1 Contributing to corporate targets	Reducing Running Costs – Show how you have contributed.	Review each Parks Police post as it becomes vacant & consider whether service could be delivered by cheaper methods. Innovation item at each Team Meeting Use 'Executive Console' to monitor budget & identify savings whenever possible
1	Show you understand the Council wants to reduce its carbon use.	Continued use of pedal cycles and foot patrols. Use of vehicle only when distance precludes other transport methods. Ensure lights & PC's switched off at end of shifts.
2	Delivering high profile projects	Contribute to 'in house' staff expertise via 'Secured by Design' & similar initiatives
3 Delivering key strategies	Delivering the Council's sport & physical activity policy	Support physical safety of Leisure Centre Staff by patrol visits & responding to their concerns.

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		Provide training to Leisure Centre & Sports Development & Quadron staff in staff safety & conflict resolution techniques.
	Deliver the agreed Parks Strategy	<p>Deliver the 'Safe & Secure' green flag criteria by ensuring parks police staff are where they are needed when they are needed.</p> <p>Identify opportunities / locations to 'design out' crime as strategy progresses.</p> <p>Assist with review of dog control orders</p> <p>Identify any hazards that could hamper delivery of Parks Strategy</p>

APPENDIX A

Protocol governing the exercise of the powers and responsibilities of the Metropolitan Police and the Royal Borough Parks Police.

1. Introduction

The Metropolitan Police (MPS) has primacy in all areas of crime and public order anywhere in the Royal Borough.

Nothing in these protocols shall take away, abridge, limit or interfere in any way with the powers of the Metropolitan Police, or any authority legally existing for preventing or punishing offences, or with powers of the Council as having the control of any open space.

2. Protocol

The protocol between the MPS and the Royal Borough of Kensington and Chelsea Parks Police complements the Protocol existing between the MPS and the Royal Borough, signed by the Chief Executive of the Council and the MPS Borough Commander.

3. Protocol Details

- Policing powers of the Parks Police are limited to parks and open spaces owned or under control of the Royal Borough of Kensington and Chelsea.
- Such powers are derived from Section 18, Ministry of Housing and Local Government Provisional Order Confirmation (Greater London Parks and Open Spaces) Act 1967
- Parks Police will only enforce the Bylaws in those parks and open spaces designated as coming within the remit of such legislation
- Parks Police powers outside of the Borough parks and open spaces will be limited to 'Any person' powers as defined by legislation
- The MPS and Parks Police will share any intelligence and information in accordance with the protocol signed by the Chief Executive of the Council and the Borough Commander of the MPS. Information and intelligence shared may be in any form including through IT medium
- Parks Police will operate crime recording in accordance with current MPS practice, utilising CRIS (Crime Recording Information System)
- Investigation of crime is in the hands of the MPS, who will be given any assistance by the Parks Police under their direction
- Joint operations by the MPS and Parks police will always operate under the control of the MPS

- Offenders arrested by Parks police will always be taken to the MPS local Custody Unit for processing and will assist the MPS under their direction

4. Conclusion

This protocol is not exhaustive. The overriding purpose of collaboration between the Parks Police and the Metropolitan Police is the continued community safety and well being of the Borough, its residents and visitors. Any and all co-operation, collaboration and liaison are predicated to this end.