Parks User Group Protocol

1. Leicester City Council welcomes the establishment of User Groups for individual Parks and Open Spaces, and will work to support them and engage with them on issues of Park management and development.

2. User Groups are managed by Leicester City Council, Parks Services and are open for anyone with an interest in the site to attend.

3. User Group representatives work together co-operatively and strive to improve their local park, and to achieve the shared goals and objectives that are defined in Leicester's Parks & Green Space Strategy (P&GSS) and, where relevant, in individual Park Management Plans.

4. Leicester's Parks Services encourages User Groups to identify goals or objectives that are a priority in each year.

5. A Parks Officer will be appointed as the main contact for the User Group. This officer will notify and consult on all matters relating specifically to the park or open spaces and be responsible for all queries including (where relevant):
   - Managing the development and implementation of the Park Management Plan
   - Green Flag application
   - Any proposed development within the park
   - Advising on external funding application preparation and procedure
   - Co-ordinating handover and publicity of completed development projects

6. The Parks Officer will liaise with relevant officers and external organisations for queries and complaints regarding:
   - Maintenance problems within the park
   - Security and safety issues
   - Arboricultural issues
   - Sports on parks
   - Environmental enforcement issues
   - Crime and antisocial behaviour
   - Graffiti and vandalism.
   - Events and commercial usage of the park

7. Nominated Parks Officer will arrange and chair quarterly User Group meetings. Officers from various service areas will be invited to attend or provide a feedback on the previous period as required, eg. Ward
8. Leicester’s Parks Services will promote User Group meetings. It will also publicise the activities of the User Group on the Council’s website.

9. Leicester’s Parks Department will support User Groups to be representative of the wider community, and to represent the views of local people.