



Appendix 2

Parkguard Ltd

Service provider to Local Authorities & Police



Hampstead Parks Patrol Service

Dedicated to safeguarding visitors, staff, and the environment



Service Overview

Summary Report

5th of July - 13th of September 2023

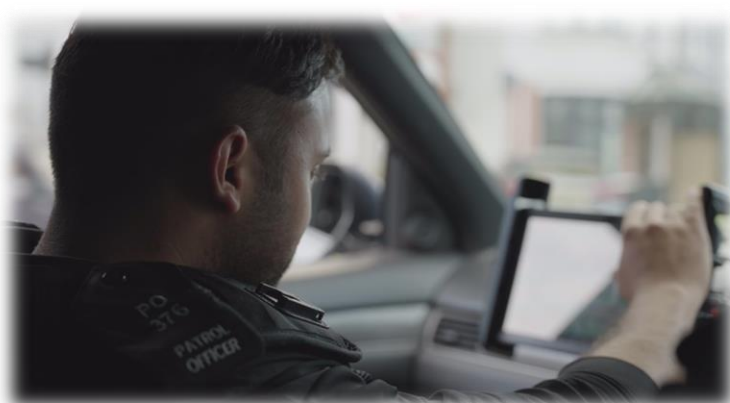
Our Hampstead Parks Patrol Service has now been operating since the 5th of July 2023 and is funded by the City of London Corporation. Our role continues to promote community safety, offer reassurance to park users and residents and to deter, detect and combat anti-social behaviour, address quality of life issues and prevent crime and disorder.

We achieve this by carrying out uniformed, high visibility patrols and by carrying out enforcement, making use of any person powers and our officers key skills in conflict management and resolution. We recognise that proportionate, education-based delivery and consistent community engagement plays a crucial part of maintaining public confidence and the reputation of the City of London Corporation.

Our officers are typically from a Police, Security or Services background, which means that they have the training, experience and skill sets required to intervene and tackle low level quality of life issues, by-law offences and anti-social behaviour. We gap fill any specific training needs with a comprehensive training package that incorporates an array of safeguarding and welfare related topics.

At first glance, the service appears to represent an enforcement entity which provides an impressive presence, but a huge emphasis is placed on harm reduction and support interventions, especially in relation to drug abuse, street population issues such as rough sleeping and public / park users welfare.

The parks patrol service has been seen by our partners as a valuable and trusted contributor to the reduction of local crime and anti-social behaviour in the borough's parks and open spaces. The highly descriptive and comprehensive information and intelligence that we collate and circulate including specific reports on safeguarding, prostitution, dog incidents and rough sleepers and rough sleeper hotspots are used to inform responses from a wide range of partners and council departments.



The information is captured into a daily report that is disseminated to our approved partner mailing list to aid in wider action, harm reduction and enforcement outcomes. In addition, the increasing number of joint patrols that the patrol officers participate in with council, police and other groups has not only improved the quality and quantity of information exchange but has increased resources in areas that are causing most concern to local people. This can be evidenced with the large number of park users and businesses that have personally thanked the officers stating that their families and staff feel much safer in the parks since the service was introduced.

The range of information that we collect is vast and allows for local management to prioritise specific locations at certain times which will guarantee the best possible outcomes for the patrol. These taskings are regularly reviewed by management.

A brief overview of the patrol's duties in Hampstead are:

- Intelligence led, tasked patrols of parks and open spaces hotspots and emerging problematic areas
- First contact referral for homeless persons and those involved in controlled drug activity
- Identification and intelligence gathering for those committing acts of anti-social behaviour and crime in parks and open spaces
- Evidencing and monitoring those who are subject to civil and criminal sanctions, providing information of breaches for further action to be taken
- Statements and court appearances as professional witnesses
- Identify safeguarding and welfare related concerns, evident in the parks and open spaces.
- Providing reassurance and presence to immediately intervene with local concerns
- Identify and report health and safety concerns that may affect park users
- Provide additional support during joint action days with a variety of partners
- Reducing harm in parks by regular weapon, articles and person searches
- Providing support and facilitating assistance to the most vulnerable park users

Consistent Delivery of Service

The Hampstead Parks Patrol Service deployment consists of a double crewed patrol vehicle and two additional park support reassurance officers.

Our deployment in Hampstead is flexible and intelligence led and during key ASB times, five days a week. The patrol currently starts at 12:00PM and finishes at 10:00PM. These patrols times coincide with local priority tasking times and park closure times.

In the period 5th of July to the 13th of September 2023, Parkguard Ltd have delivered on 100% of all 51 shifts scheduled. On each of the 51 days the patrol fulfilled its 10-hour commitment.

By remaining flexible in terms of our deployment, we can make short notice changes to respond appropriately to new and emerging issues.

Our patrols make use of a range of information to inform where patrols are directed. This includes self-generated information and intelligence where our patrols have identified new or emerging issues as well as tasking requests from the City of London corporation and other partners.



Summary of deployment

As mentioned above, we record a wide range of information gathered during patrols of Hampstead Heath and Highgate Wood. This is all collated on a central secure database and is searchable. We are therefore able to measure outcomes not normally measured and that provides a balanced overview of our activities since the service commenced.

Deployment by location

■ Top 10 Priority Areas

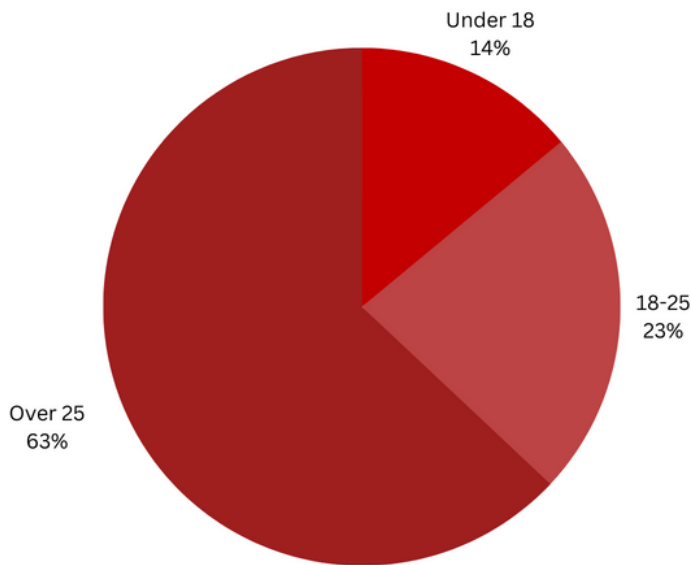
Overview of Visits and Time Spent			
Location	Visits	Number of occurrences / actions required	Duration (Hrs:Mins)
Athlone House Gardens	3	8	01:30
Cohens Fields	1	3	00:06
Dukes Field	23	141	09:07
East Heath Car Park	74	519	17:17
East Heath Road	2	10	01:31
Fairground Site	2	12	00:44
Golders Hill Park	46	287	39:03:00
Golders Hill Park Bandstand	1	2	00:20
Goodison Fountain	4	24	00:32
Hampstead Heath (General Entry)	193	894	120:48:00
Hampstead Heath Adventure Playground & Clubhouse	3	16	01:12
Hampstead Heath Constabulary Office	260	200	137:18:00
Hampstead Heath Extension	28	149	23:25
Hampstead Heath Extension Playground (South)	1	9	01:37
Hampstead Heath Paddling Pool	1	25	00:33
Hampstead Heath Sports Ground	2	10	00:26
Hampstead Heath Tumulus	1	2	00:20
Hampstead No 1 Pond	37	317	12:39
Hampstead No 2 Pond	18	148	07:34
Heath House	2	4	01:24
Heathfield House	2	3	01:15
Highgate Mens Bathing Pond	74	481	32:28:00
Highgate No 1 Pond	10	106	05:39
Highgate Woods	13	86	12:10
Ice House	2	22	03:00
Jacks Straw Castle	1	1	00:13
Jacks Straw Castle Car Park	6	28	00:51
Jacks Straws Car Park	54	336	10:23
Judges Walk House	1	4	00:15
Kenwood House Car Park	1	1	00:15
Kenwood Ladies Bathing Pond	35	111	08:41
Lido Café	10	16	03:17
Lime Avenue	2	5	00:30
Millfield Lane Public Toilets	1	4	00:30
Mixed Bathing Pond	50	313	21:40
Model Boating Pond	95	691	48:10:00
Parliament Hill (Kite Hill)	75	516	55:18:00
Parliament Hill Bandstand	28	215	23:28
Parliament Hill Fields	48	505	29:17:00
Parliament Hill Fields Athletics Track	3	11	01:45
Parliament Hill Lido	50	490	45:54:00
Parliament Hill Lido Car Park	55	273	15:13
Parliament Hill Office	11	67	04:10
Parliament Hill Road	3	9	00:32
Preachers Hill	4	36	02:30
Pryors Field	14	126	04:58
Queens Park	13	131	13:34
Sandy Heath Woods	31	192	25:24:00
South Meadow	9	63	03:52
Stock Pond	4	30	01:02
The Hill Garden & Pergola	28	185	22:07
The Hive	9	62	05:48
The Secret Garden	3	14	00:57
Vale of Heath	15	96	06:52
Vale of Heath Playground	6	23	02:06
Vale of Heath Pond	21	235	11:14
Viaduct Pond	3	27	00:52
West Heath Road	7	24	03:16
Whitestone Pond	1	2	00:29

Service Summary

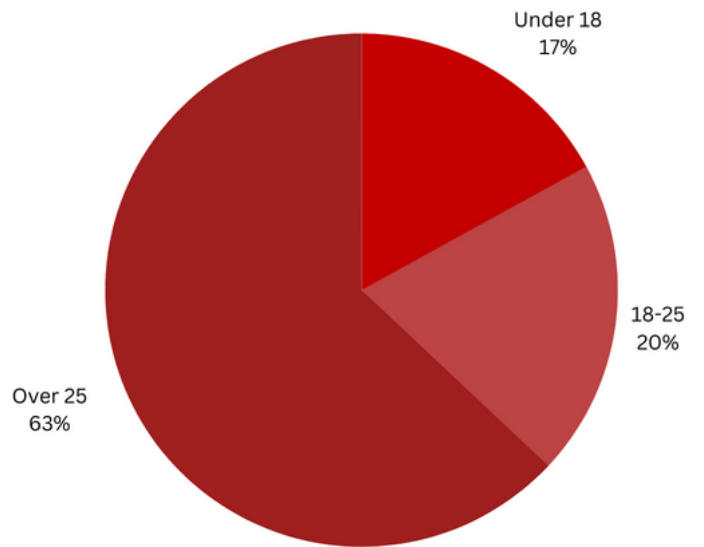
In the period 05/07/2023-13/09/2023, the Hampstead Parks Patrol Service have generated the work returns and outcomes as detailed below:

Anti-Social Behaviour - Occasions	Occasions
ASB - Identified Address	2
ASB - Identified Person(s)	34
ASB - Identified Vehicle(s)	36
Lone adult found in childrens play area without due cause	2
Nuisance (Adults/over 18)	103
Nuisance (By-law Infringement)	136
Incidents of disorderly street drinkers	1
Incidents of street drinking - No ASB or Offences found	7
Occasions of person(s) found to be trespassing	22
Fishing related incidents - All	27

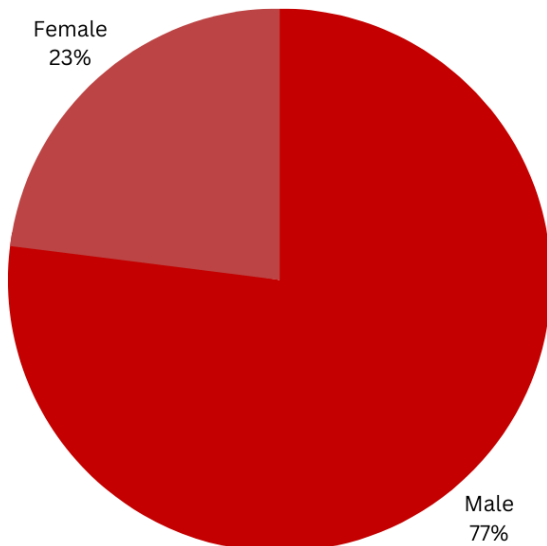
Anti-Social Behaviour - females by age



Anti-Social Behaviour - males by age



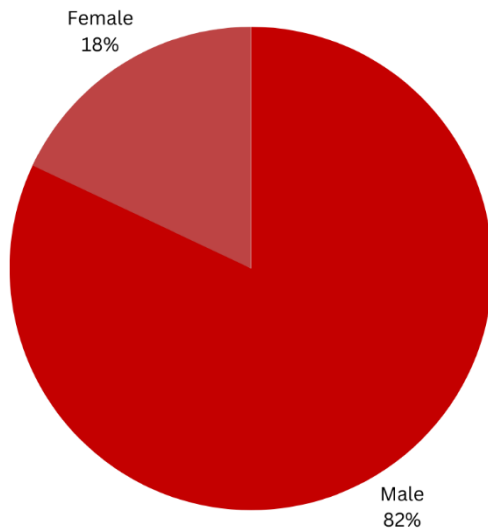
Anti-Social Behaviour – by gender



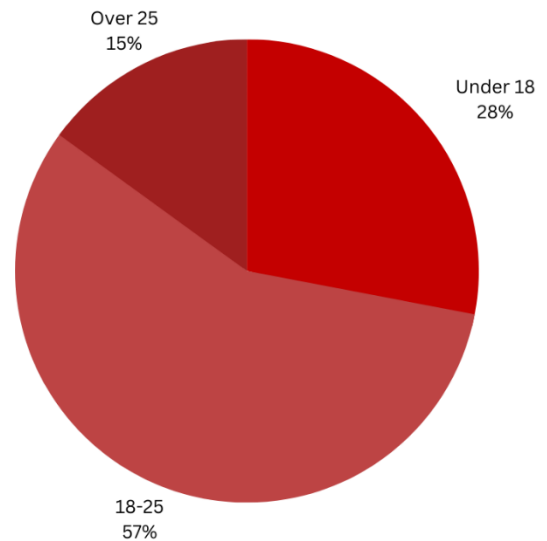
Nuisance - Incidents dealt with	Occasions
Barbeque identified - either permitted or unauthorised	5
Nuisance (Fly-tipping)	2
Nuisance (Littering)	153
Nuisance (Noise complaint)	6
Nuisance (Urinating in Public)	5
Nuisance (Youths under 18)	38
Occasions of unauthorised photo/filming	2

Drug Related - Incidents dealt with	Occasions
Seized Alcohol - CSAS Powers used	2
Possession, Supply or Use of Class A drug	1
Possession, Supply or Use of Class B drug	8
Possession, Supply or Use of NOS	2
Found and reported occasions where drug paraphernalia was found which was used as intelligence to task drug hotspots - Class A	4
Found and reported occasions where drug paraphernalia was found which was used as intelligence to task drug hotspots - Class B	45
Found and reported occasions where drug paraphernalia was found which was used as intelligence to task drug hotspots - NOS	4

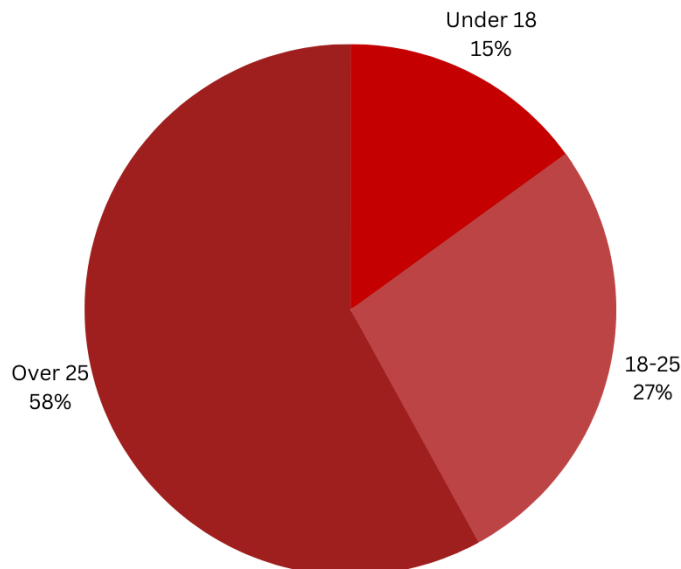
Drug Related - females by age



Drug Related - males by age

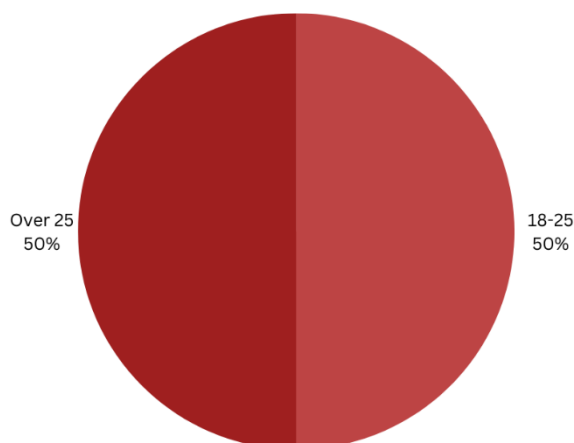


Drug Related - females by age

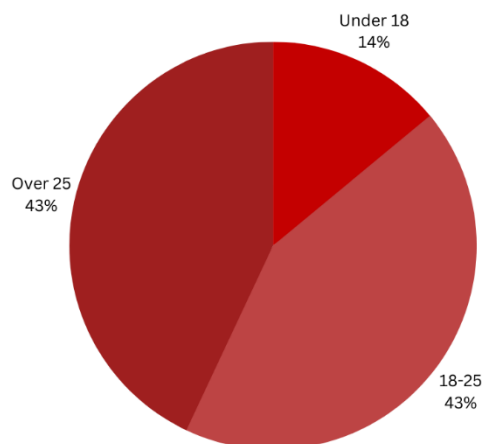


Crime - Incidents dealt with	Occasions
Assault - All	3
Dealt with instances of Criminal Damage	8
Discrimination - Other	1
Public Order Offences	3
Inappropriate displays	1
Theft	2
Burglary	1
Road Traffic Offence	2
Wildlife Crime/Incidents - All	3

Crime - females by age



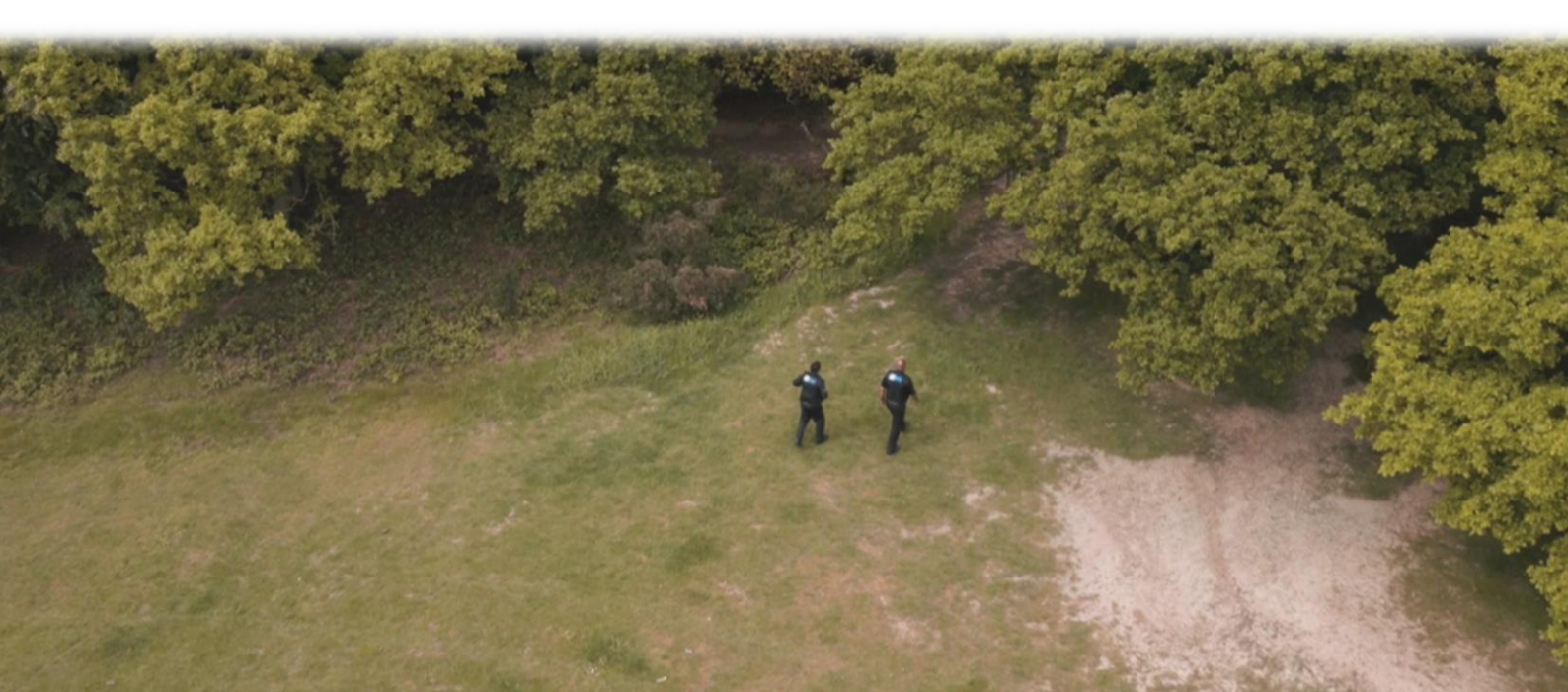
Crime - males by age



Enforcement Action Taken - Occasions	Occasions
Police called to attend due to offences detected	7
Item/property confiscated by Patrol Unit	3
Person Identified with name and address - CSAS Powers used	84
Stopped Cycles - CSAS Powers used	3
Disposal - CSAS Powers used	3
Discrimination – Racially Aggravated	3
ASB Warning Letter Served	1
ASB Warning Form Issued	87
Suspects, Offenders and relevant issues brought to the attention of the Police for appropriate action to be taken	8
Person arrested by the Police	3
Occasions where nuisance individuals were directed to leave to prevent harassment, alarm and distress	94
Occasions where individuals were warned about their conduct with the purpose of managing impact on local residents, members of the public and/or businesses	223
PG Unit successfully served court papers	1
Use of force by PG officer	3
Handcuffs used as a last resort	1
Use of any person powers by PG officer	83
Occasions where officers used their appointed powers	203

Harm Reduction Activities Undertaken - Occasions	Occasions
Area Search – For suspect or witness appeal	64
Area Search - For missing person	8
Dog Related issues	14
Occasions where a park is locked outside of the standard opening hours for the purpose of safety for the public	2
Identified area of potential risk to be monitored in future	551
Request to monitor a specific area carried out and reassurance provided	443
Offensive Weapons Recovered	1
Weapon Sweep completed	7
Person check and/or Suspect person monitored	25
PG Unit received Call/ Information	8
Individuals referred to support services	2
Rough sleeper site identified	15
Incidents of Homelessness	5
PG Unit patrols of a body of water to monitor swimmers	11
Underage Drinking	3
Identified potential adult safeguarding issues	8
Identified potential child protection issues	10
Welfare check on a person(s) carried out	40

Engagement & Liasion - Occasions	Occasions
PG Unit attended public engagement event	2
Gathering Young People where no ASB were found	139
PG Unit liased with another department/ partner agency	86
Liased and supported Client / Client Staff	195
Liased and engaged with Victim/Informant for the purpose of collecting intelligence against a crime or incident.	12
Liased and engaged with the public for the purpose offering reassurance, promoting community safety and building public confidence in the service	412
Liased with parents for presence and reassurance	19
Liased with local residents	79
Liased with young people for the purposes of engagement, prevention, education and diversion from ASB and Crime	156
PG Unit attended meeting	1





Joint Working & Partnership Support - Occasions	Occasions
Ambulance called to deal with illness and injury	2
Relevant Person Informed	130
PNC Check completed on person - CSAS Powers used	1
Intel on an identified Address	12
Intel on an identified Person	85
Intel on an identified Vehicle	36
Police Joint Patrols	34
Liaised with Police officers at various levels	120
PG attended to police request	54
Known police nominal detected, Monitored & Reported	3

Supportive Action & Promotion of Safety - Occasions	Occasions
Assisted member of public in need	128
Dealt with an animal welfare incident	4
Body Cam Footage made available to appropriate parties	118
Crime prevention advice given to persons in a vulnerable position	33
Fire identified by PG unit	3
First aid provided by PG Unit	2
Health and Safety Concern identified – environmental which could affect the public	49
PG Unit recovered lost property	6
Property found and handed in	1
Thanked for assistance by the public	428
Persons(s) found to be locked in car park	3
Suspicious Vehicle seen in and around parks	15

Total Directed Attendance - Occasions	Occasions
Assisted partner agency with lock-up of an area	84
Patrol unit called away by client to another location	30
Patrol unit called by client	4
Patrol unit called by control room	2
Patrol unit called by Police	13
Patrol unit called by the public	2
Patrol unit called by another PG Unit	8
Joint patrols undertaken with another PG Unit	81
PG Unit attended to non-police tasking request	306
PG attended to police Tasking	107



Company Overview

Parkguard provides a wide range of community safety services, predominantly on behalf of Local Authorities and Police, as well as in partnership with various other statutory providers.

Parkguard is a National Police Chief's Council (NPCC) approved company under their Crime Prevention Initiatives and a Police accredited company under the Police Reform Act 2002 for the Metropolitan Police Service, Hertfordshire Constabulary and Essex Police. This Act allows Chief Constables to accredit certain organisations that work within a community safety remit and can meet extremely strict Police criteria. As such, we have become a well established part of the extended policing family under the Community Safety Accreditation Scheme (CSAS). As an accredited organisation since 2005, Parkguard was the first private sector company and is currently the only organisation to hold multiple area accreditations which facilitates cross-border working.

By being part of the wider Police family our services are sanctioned by state and our staff have to pass National Police Personnel Vetting and receive enhanced training above the standard industry requirements currently in the private sector. Our staff hold a number of delegated Police powers, not normally available outside of the Police service. We have maintained this standard and exercised these powers appropriately and consistently for just shy of two decades across our service areas. Having a lawful right to act within the public domain, and the ability to exercise these powers means that we deliver tangible, effective action against offenders and our services operate within their own right, generating legitimacy and public confidence.

Parkguard has a proven track record of delivering consistent partnership services, which hold value to local communities. By performing these roles collaboratively with the Police, Local Authority and other agencies through information sharing and established processes as a recognised partner, we are able to provide supportive roles that compliment local policing and the work done by partners. This aids in the reduction of a broad range of local issues and provides greater promotion of community safety when responding to public concerns. Due to these services being delivered in this way, as part of the wider Police family, we are subject to statutory control and afforded inclusion, which is often not found with private companies. We deliver our services in line with public service controls, ensuring transparency and accountability which allow protection in terms of delivery standards to the public that our Local Authority clients serve.

Generally our services fall into two main areas:

1

The design, implementation and subsequent delivery of public services on behalf of the Local Authority, such as Community Warden Schemes, Parks Patrol Services, Anti-Social Behaviour (ASB) Response Teams, outreach support and Night Time Economy policing support.

2

The second is alternative approaches for specific local concerns such as gang exit programmes, youth diversion, outreach/harm reduction, education-based responses and dealing with irresponsible dog ownership and dangerous dogs.

Our main activities within these areas include high-visibility patrolling to deter and disrupt offending and to gather information and intelligence to aid in efficient wider action. These patrols promote community safety by providing early intervention, prevention and by actively targeting and prioritising lower level nuisance and other forms of Anti-social Behaviour. The overall aims of our services are to enable, facilitate and support wider action by the authority and Police to then collaboratively achieve longer term solutions to community issues and also elevate service demand. This enables the Local Authority and Police to address higher priority calls, improve response with appropriate use of resources and also focus on their core responsibilities without being abstracted to action tasks that do not require a Police or higher level response.



Parkguard Ltd

Service provider to Local Authorities & Police
www.parkguard.co.uk

Our Local Authority and Police support services are regulated by the authorities for whom we work to ensure accountability and transparency. As a result many are integrated within existing Local Authority or Police teams in order to deliver tangible results in a complimentary way - as one service, in which all members of the community have open and equal access.

Parkguard is an innovative company, which covers all areas of crime prevention, specialising in partnership approaches to solve problems. Parkguard is not an opportunistic product of austerity or diversifying focus, to capitalise on current perceived fear of rising crime and reductions in policing by the public. Parkguard continues, as intended to be from the start, a community safety service provider. Our core services have been delivered for many years with little change to delivery or role type and are well established within our areas of work.

The company also has a General Security Division which compliments our specific and unique approach outlined above. We have selected a pricing structure for the General Security Division that is competitive within the security industry, placing us in the low to mid-range pricing bracket. However, due to our Police Accredited status, this division is of a higher standard than the industry average to prevent any negative impact on the primary company focus and our reputation. This means clients using our General Security Division are afforded high quality staff and equipment, combined with specialist area policing knowledge, while maintaining low industry prices.

From our unique ways of working, Parkguard has achieved numerous awards. In 2010 we were recognised by Hertfordshire Police for our significant contribution to community safety. In 2012 we received an award from Essex Police for our commitment to community safety and being the longest serving accredited organisation and we also achieved BS ISO 14001.

In 2013 we were awarded by the Metropolitan Police as Partner of the Year and during 2014 we achieved ISO 9001 status and awarded the London Living Wage Mark. In 2015 we achieved BS ISO 18001 and we developed a supportive policing role to aid in managing Night Time Economy issues in partnership with Islington Council & the Metropolitan Police; this type of approach was a national first.

In 2016 we were awarded by the Metropolitan Police Service for partnership & engagement in London at the Police & Security Awards and also received a certificate of appreciation from Ealing Police for our hard work and continued support to the Police and the people of Ealing.

Community Safety Accredited Company

- National Police Chief's Council (NPCC) Approved Company
- Police Crime Prevention Academy "Endorsed"
- Accredited by Essex Police
- Accredited by Hertfordshire Constabulary
- Accredited by Metropolitan Police
- Awarded by Essex Police - Longest servicing CSAS organisation and contribution to Community Safety
- Awarded Metropolitan Police Partner of the Year (NI)
- Awarded by Ealing Borough Commander "For continued work and supporting the Police and people of Ealing"
- Winner of the Vinci Facilities Social Value Generation Award
- Winner of the Metropolitan Police and Security (PaS) Awards for Partnership Working
- Awarded London Living Wage Employer Mark
- Member of City of London Crime Prevention Association
- Armed Forces Covenant Bronze Award – "Proudly Supporting Those Who Serve"

Company Information

- Company Registration Number: 6157958
- VAT Registration Number: 906598196
- Registered with the Information Commissioner's Office
- BS EN ISO 14001:2015
- BS EN ISO 9001: 2015
- BS EN ISO 45001:2018
- FORS Bronze Accredited 2021 - Fleet Operator Recognition Scheme
- FORS Silver Accredited 2022 - Fleet Operator Recognition Scheme

