

What to do if there are Problems in your Greenspace/Park

From time to time, you may experience problems in your park/greenspace, therefore we have formed this guide of what to do, including some examples of what other Friends Groups have dealt with.

Firstly, it is essential you make an assessment of the seriousness of the problem/issue. If you conclude that it is causing **immediate danger** to yourself or any other member of the public then please **call 999**.

Contact details of Medway Council, Local Councillors and Kent Police Community Safety Team are listed on page 7-8.

| Problem/Issue | Type | Example | Action |
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| Antisocial behaviour | Fires (<i>e.g. fires that are started intentionally, as a 'camp fire' or a disposable barbecue discarded, which may quickly cause damage and spread if not extinguished properly.</i>) | Friends of Broomhill experienced a group of youths frequently starting fires in the woodland area of the park. On 3 occasions it was essential to call 999 to tackle the fires. They also reported the incidents to 101. They then made contact with the PCSO's for their area. They emphasised the importance of using the 101 service as by doing so the incidents will be logged and investigated. The more people who report the same incidents the better as it pushes it up the list of priorities for Kent Police. | Fires – Call 999 |
| | Abandoned vehicle | | Abandoned Vehicle, report to Medway Council – call 01634 333333 or online: https://www.medway.gov.uk/xp/form/244 |

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| | <p>Graffiti</p> <p>Animal problems</p> <p>Misuse of fireworks</p> <p>Nuisance noise</p> <p>Inappropriate or rowdy behaviour</p> | <p>Graffiti – Report to Medway council waste team, call: 01634-333333 or online: https://eforms.medway.gov.uk/ufs_live/LE_GRAFFITI.eb?ebd=0&ebz=2_1620736586518</p> <p>Animal problems – Medway Council dog wardens, call: 01634-333333 or online: https://eforms.medway.gov.uk/ufs_live/LE_DOGS.eb?ebd=0&ebz=3_1620736670716</p> <p>Report to Kent Police call: 101 or report online here: https://www.kent.police.uk/ro/report/asb/asb/report-antisocial-behaviour/</p> | |
| Damage in the greenspace / park | <p><i>Damage to: barrier, building, fence, footpath, gates, goal post, lifebuoy or lifebelt, lighting, pitches, play equipment, signs or surfaces.</i></p> | <p>A sign has been scratched, graffitied on, dented or broken away from fixings. By using the online reporting form this will be actioned quickly. Medway Council will send someone out to inspect the damage and rectify it as quickly as possible.</p> | <p>Report to Medway Council - if damage could cause harm to someone e.g. vandalised play equipment, to call 01634</p> |

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| | | | <p>333333 and report as urgent.</p> <p>online reporting form: https://www.medway.gov.uk/info/200184/parks_and_play_areas/1309/report_a_problem_with_a_park_greenspace_or_outdoor_play_area</p> <p><i>Upload photos to help show the problem.</i></p> |
| Damaged or dangerous Tree(s) | <i>Broken branches, overhanging branches blocking pathway etc.</i> | | <p>Report to Medway Council – if you are reporting a hazardous or dangerous tree, please call 01634-333333</p> <p>report other tree issues online: https://eforms.medway.gov.uk/ufs_live/LE_TREEHAND.eb?ebd=0&ebz=7_1620739162783</p> |
| Litter in the greenspace / park | | <p>The litter bins are overflowing and rubbish is being left next to them. By reporting this online to Medway Council Environmental Team this matter can be actioned and resolved quickly.</p> | <p>Report litter here: https://www.medway.gov.uk/info/200176/report_a_problem/397/report_litter</p> <p><i>Upload photos to help show the problem.</i></p> |

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| Fly tipping in the greenspace / park | <i>A separate issue to general litter and must be reported using a specific online form.</i> | | Fly tipping must be reported here: https://eforms.medway.gov.uk/ufs_live/LE_FLYTIPPING.eb?ebd=0&ebz=2_1619346122541 <i>Upload photos to help show the problem.</i> |
| Rough Sleepers using the greenspace / park | | <p>During a litter pick a Friends Group came across a couple of rough sleepers in a dense patch of shrubs. The pair moved from the area after they were disturbed but left a substantial amount of litter, indicating that they may have been using the area for some time.</p> <p>The Friends Group reported this to Medway Council Greenspaces Team who directed the report to the correct team. Within 48 hours the Rough Sleeper Initiative Team visited the site to try to make contact with the rough sleepers.</p> | Report to Medway Council online: https://www.medway.gov.uk/info/200151/housing_advice/82/at_risk_of_homelessness/5 <i>Upload photos to help show the problem.</i> |
| Unauthorised Camping in the greenspace / park | | Friends of Broomhill were contacted via their Facebook page reporting that youths were camping in the woodland area of Broomhill Park. FoB investigated and reported online to 101. As other members of public had reported this to 101 already, the PCSO for the area called FoB directly and advised on the course of action to take. The PCSO also added Broomhill Park to the priority list for patrols. | Report to 101 call: 101 or report online here: https://www.kent.police.uk/ro/report/asb/asb/report-antisocial-behaviour/ Or to report an abandoned camp, report to Medway council online: |

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| | | | <p>https://eforms.medway.gov.uk/ufs_live/LE_GREENHAND.eb?ebd=0&ebz=8_1620739801852</p> <p><i>Upload photos to help show the problem.</i></p> |
| Dangerous dogs, stray dogs & dog fouling in the greenspace / park | | <p>You witness a dog attack on a member of public or another animal. This is serious and must be reported immediately. Take photos if possible/safe to do so.</p> <p>A dog is roaming the greenspace, no apparent owner in sight. It is not causing a problem, but is clearly lost. If you are not experienced with dogs do not approach it or try to catch it. Keep an eye on it and report immediately to Medway Council.</p> <p>Dog fouling should be reported to Medway Council, please try to give a description of the dog and owner(s) if possible.</p> | <p>If there is an immediate danger to the public or serious injury has occurred then call 999.</p> <p>Dangerous dogs report to Kent Police: call: 101 or report online here: https://www.kent.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p>Stray dogs report to Medway Council: https://eforms.medway.gov.uk/ufs_live/LE_DOGS.eb?ebd=0&ebz=1_1619424757120</p> <p>Report dog fouling to Medway Council: https://eforms.medway.gov.uk/ufs_live/LE_DOGS.eb?ebd=0&ebz=1_1619424757120</p> |

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| <p>Drug dealing in the greenspace / park <i>e.g. same vehicle(s) or person(s) frequently visiting your greenspace/park in order to deal drugs.</i></p> | | <p>This will not be resolved overnight! Kent Police have operations in place that build up evidence over months. Do not approach the dealers. Do not put yourself at risk - if you are able to do so safely, then:</p> <ul style="list-style-type: none"> • Take descriptions of vehicles/people, vehicle registration numbers and times of visits (build up a diary if you can.) • Make contact with the Community Safety Team (PCSO's) for your area. • Make your local councillors aware of the situation. • Let Medway Council Greenspace Team know what is happening and what action you're taking. | <p>Report crime to Kent Police here: https://www.kent.police.uk/ro/report/ocr/af/how-to-report-a-crime/</p> <p><i>See page 4-5 for contacting your Community Safety Team, Councillors & Greenspace Team.</i></p> |
| <p>Nuisance Drinking in the greenspace / park</p> | | <p>This is antisocial behaviour and therefore must be reported to Kent Police.</p> | <p>Call Kent Police on 101 and have the following information ready, if possible:</p> <ul style="list-style-type: none"> • where it happened • details or a description of the people involved • if they appeared drunk • if they were being rowdy or causing a nuisance |

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| Drug use in the greenspace / park | | This is antisocial behaviour and therefore must be reported to Kent Police. | Call Kent Police on 101 and have the following information ready, if possible: <ul style="list-style-type: none"> • where it happened • how many people were involved • what they were doing |
| Drugs paraphernalia | <i>Discarded needles</i> | Do not touch! | Call 01634 333333 and report as urgent. |

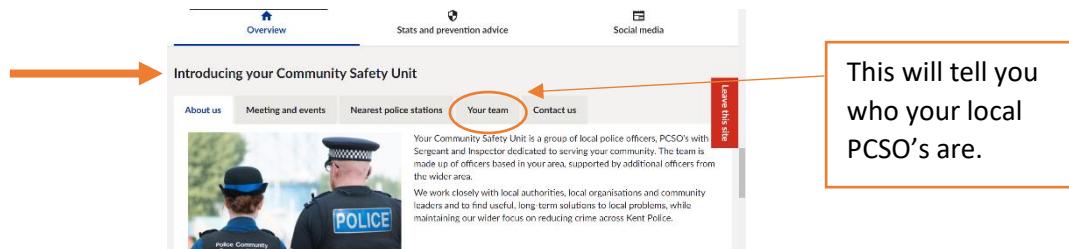
Let Medway Council know what's happening:

Contact at Medway Council Greenspaces Team. Please email if you experience any problems within your greenspace/park, but only after you have reported as shown above, just to keep them informed. Please email Karen Francis, Medway Council Greenspaces Team – karen.francis@medway.gov.uk

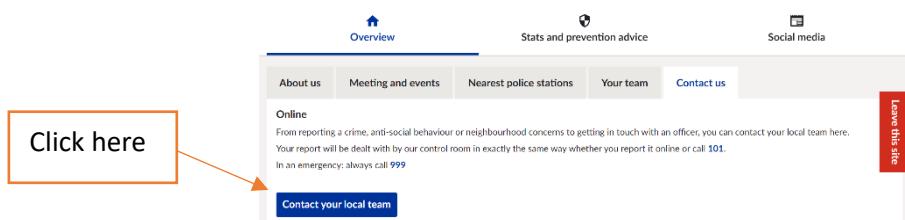
How to find your Kent Police Community Safety Unit:

The Community Safety Unit is a group of local police officers, PCSO's with a Sergeant and Inspector dedicated to serving your community. The team is made up of officers based in your area, supported by additional officers from the wider area.

- Online – go to Kent Police website link: <https://www.kent.police.uk/a/your-area/>
- Enter the postcode of your greenspace/park.
- Scroll down the page until you see 'Introducing your Community safety Unit' and select 'Your team'.



- You can then select the 'Contact us' tab:



- Scroll down and select the '**I'd like to contact an officer directly**' tab.
- Click 'Start' and enter the details required.

Local Councillors:

If you have concerns about your greenspace/park then your local councillors may be able to help. To find your local councillors, please visit Medway Council wards list:

<https://democracy.medway.gov.uk/mgMemberIndex.aspx?FN=WARD&VW=LIST&PIC=0>

Once you have located your councillors you can find their contact details here:

<https://democracy.medway.gov.uk/mgCommitteeMailingList.aspx?ID=0>