

Activity 6.4: Cemeteries

Accountable Manager: John Mackie

What services are provided?

- Provide and manage cemetery grounds (excluding Historic Cemeteries such as Rutherford, Barbadoes and Addington, which are managed under the Garden and Heritage Parks Activity)
- ✚ Cemetery operations administration and information

Why do we provide these services?

To provide and manage cemeteries to meet the burial, remembrance and heritage needs of the community. Cemeteries also support the City's Garden image.

Burial and Cremation Act 1964 mandates Council to provide and administer cemeteries.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<p>✚ The garden city image and the garden heritage image of the district are enhanced</p> <p>Cultural and ethnic diversity is valued and celebrated</p> <p>The public has access to places of scenic, natural, heritage, cultural and educational interest</p>	<p><i>Trees and plants in cemeteries provide ecological, environmental and amenity benefits, strengthen Christchurch's internationally recognised identity as the Garden City and the garden heritage of the district</i></p> <p><i>Providing cemeteries and burial administration supports the diverse cultural burial and remembrance needs of the community</i></p> <p><i>Cemeteries help preserve the city's cultural heritage and are publicly accessible</i></p>

Which group or section of the community will benefit from this activity?:

The Christchurch community; families and the bereaved; purchasers of burial plots and administrative services; funeral directors; heritage and genealogical societies; government agencies.

Key legislation and Council Strategies:

Burial and Cremation Act 1964, Local Government Act 2002 (s125(1)(b) assessment of Water and Sanitary Services), Reserves Act 1977, Resource Management Act 1991, Christchurch City Plan, Banks Peninsula District Plan, Cemeteries Master Plan (Draft)

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage cemetery grounds					
6.4.1 Cemetery grounds are secured and maintained to specifications so they are clean, tidy, safe and functional	<p>2012/13 per draft AP</p> <p>Maintain furniture/ signs: Frequencies will vary based on seasonal demands, minimum weekly <i>Furniture kept clean, safe, and serviceable condition; Painting and staining as required; Rubbish bins clean, emptied, serviceable and surrounding loose litter removed.</i></p> <p>Maintain hard surfaces/ paths: <i>Painted markings are clearly visible; Reported major damage / faults made safe by repair, mitigation, or isolation within 24 hours of report; Surfaces maintained in a clean, safe & serviceable condition</i></p> <p>Maintain shrub gardens <i>Mulch minimum depth of 25mm, maximum depth of 100mm; Plant pests and diseases are monitored, reported and controlled; Plants maintained for long term display and health; That irrigation is performed to an agreed programme; Weeds controlled within specifications per contract</i></p> <p>Maintain toilets, changing rooms & buildings <i>Reported major damage / faults made safe by repair, mitigation, or isolation within 24 hours of report; Toilets / Changing rooms are serviced either 1 to 3 times weekly or 1-2 times daily, depending on seasonal demand</i></p> <p>Maintain turf areas: <i>Mown areas are kept within contract height specifications; Turf shall be kept in a healthy, dense, uniform condition</i></p>	<p>Auckland Council Parks LOS:</p> <p>Percentage of local parks and reserves maintenance standards achieved as per contractual requirements</p> <p>– target 98%</p>	<p>≥ 95% of Urban Parks contract technical specifications pertaining to cemetery grounds facilities are met to ensure the parks can be appropriately enjoyed by the community.</p> <p>This includes appropriate maintenance of paths, gardens, grass, seats, picnic tables, signs, playground equipment & hard surfaces, and that toilets are serviced and pests are controlled.</p>	<p>This is not a change of service outcomes, however the LOS description has been condensed to improve the measurability in conjunction with the new frequency based Urban Parks maintenance contract. This is in effect from 1st July 2012 and includes the detailed specifications.</p> <p>Other Local Territorial Authorities have similar LOS around contract specifications.</p> <p>Maintenance is carried out to ensure the best fit between the cost of providing the service and residents expectations.</p>	<p><i>'Secured' added to performance standard</i></p> <p><i>Review increasing security and make sure that this issue is also picked up in the Cemeteries Master Plan</i></p> <p>Staff response: Noted and will be addressed in Cemeteries Master Plan.</p>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage cemetery grounds (cont'd)					
6.4.4 Customer satisfaction with maintenance and appearance of Council cemeteries	2012/13 per draft AP ≥ 80%	CCC actuals: 09/10 – 68% 10/11 – 90% 11/12 – not surveyed Auckland Council 12/13 Target 85% satisfaction Hutt City Annual Plan: 95% residents satisfaction with cemeteries	LOS to be set based on 2012/13 results.	To monitor satisfaction with the appropriateness of maintenance standards and levels of service provided. To ensure the best fit between Council's allocation of resources and customer expectations. The target has been reduced to reflect the impact of the earthquake events – particularly on the headstones.	<i>Review baseline customer satisfaction levels based on results for 2012/13 year.</i>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Cemetery operations administration and information					
6.4.2 Interment capacity to meet the city's needs	2012/13 per draft AP <ul style="list-style-type: none"> Number of available ash plots to meet the two year capacity target Reduce the number available burial plots to meet the two year capacity target, by 2014. 	Internal measure only. Burial space is unique to each NZ region in order to meet specific needs of respective communities.	Maintain a 2 year interment capacity based on average demand over the previous 3 years	To ensure the availability of burial plots to meet the current rate of demand. New burial plots required /yr 450 based on the averaged over the past three years New Ash plot required / year 265 based on the averaged over the past three years	<i>Accepted</i>
6.4.3 Response time to burial plot applications	2012/13 per draft AP All Applications for Interment will be confirmed within one working day of receiving the application.	Wellington CC target: 100% responded to within ≤ 1 day	Maintain: All applications for interment will be confirmed within one working day of receiving the application.	To ensure that the required documentation and site preparation is completed to meet customer and funeral directors requirements.	<i>Accepted</i>
6.4.5 Customer satisfaction with Council cemetery services	2012/13 per draft AP $\geq 95\%$	CCC actuals: 09/10 - 100% 10/11 - not surveyed 11/12 - not surveyed	Maintain: $\geq 95\%$	To ensure that the prescribed administration levels of service are aligned to customers expectation. A customer satisfaction questionnaire is sent to all Funeral Directors within the city.	<i>Accepted</i>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage cemetery grounds (cont'd)					
6.4.6 Urban Parks Maintenance contract managed to ensure contractor performance meets requirements.	2012/13 per draft AP 95% compliance with maintenance contract audit specifications (NB: old contract format)	CCC internal standard / benchmark (Road Maintenance, Waterways and Land Drainage)	The contract is managed in accordance with the contract management plan's performance criteria.	Managing compliance with the Urban Parks contract requirements will ensure Cemetery grounds maintenance activities are programmed and completed in accordance with the contract. Contract management, training and quality assurance processes have been reviewed to ensure contracts outcomes are achieved. The Contract Management Plan's performance criteria includes that the works will be completed within the agreed budget; completed to contract specifications; and comply with the approved Quality Assurance System. (The contract performance is audited against the specifications per the KPI model in the Urban Parks maintenance contract, clause 15.4.6.)	<i>Accepted</i>
6.4.7 Cost of maintaining cemeteries	2012/13 per draft AP At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$___ / ha (To be confirmed)	CCC actuals: 09/10 – \$11,667 10/11 – \$13,461 11/12 – \$12,599 Cost / ha for all parks: Auckland \$24,193 Tauranga \$11,126 Hamilton \$26,604 (Yardstick Report 2010)	At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$14,850 / hectare	To ensure there is an appropriate and consistent level of resourcing for the maintenance of council's 27 cemeteries (100 hectares). The target is based on previous levels of provision and customer satisfaction. Each year's \$ LOS will be calculated once each Annual Plan is adopted by Council.	<i>Accepted</i>

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage cemetery grounds (cont'd)					
6.4.8 Provide and maintain trees	2012/13 per draft AP 10 year programmed maintenance cycle	CCC actuals: Trees per year: 09/10 – 303 (15 year programmed cycle) 10/11 - 306 (15 year programmed cycle) 11/12 - 302 (15 year programmed cycle) Auckland City 13 year maintenance cycle Hamilton City Council 6 monthly maintenance cycle for high profile parks Tauranga City Council annual inspection of all trees plus required maintenance	480 trees subject to programmed maintenance, plus reactive maintenance across all Cemetery trees as required	This contributes to the LOS for an attractive and well designed urban environment, Christchurch's culture and heritage being valued, and that Christchurch is a good place to do business. The 480 trees LOS has been determined using an appropriate mix of tree sizes, and approximately equates to a 10 year maintenance cycle. Programmed maintenance includes: overhead services clearance, removal of dead/dying/diseased branches, branches obstructing walkways/cycle ways/roads, other pruning to maintain health and structural integrity of the trees, formative pruning, establishment maintenance.	<i>Accepted</i>