

Activity 6.0: Neighbourhood Parks

Accountable Manager: John Mackie

What services are provided?

- Provide and manage neighbourhood parks (which in some cases include community facilities)

Why do we provide these services?

Neighbourhood parks provide places for reflection, informal recreation and small-scale community events and facilities. They contribute to our communities' natural character and amenity values, and form part of a network of open space that includes walkways and cycle ways. Neighbourhood Parks play an important role in supporting the City's Garden image, treescape and ecological values.

The Local Government Act 2002 gives Council the ability to provide, develop and manage land for public open space that meets community expectations.

(For larger parks in which organised sport is the dominant activity, see activity plan 6.1 Sport Parks)

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> • People have equitable access to parks, open spaces, recreation facilities and libraries 	<p><i>Neighbourhood parks contribute to the network of parks and open spaces throughout the city</i></p>
<p>There is increasing participation in recreation and sporting activities</p>	<p><i>Neighbourhood parks provide spaces for children's play and offer places for reflection, relaxation and informal recreation</i></p>
<ul style="list-style-type: none"> • The garden city image and the garden heritage image of the district are enhanced 	<p><i>Trees and planting in neighbourhood parks provide ecological, environmental and amenity benefits and strengthen Christchurch's internationally recognised identity as the Garden City and the garden heritage of the district</i></p>
<ul style="list-style-type: none"> • People have strong social networks 	<p><i>Neighbourhood parks offer opportunities for community interaction through informal recreation and small-scale community events</i></p>
<p>Streetscapes, public open spaces and public buildings enhance the look and function of the city</p>	<p><i>Parks and trees contribute to the natural character and open space of neighbourhoods.</i></p>
<p>Existing ecosystems and indigenous biodiversity are protected</p>	<p><i>Neighbourhood parks can protect indigenous vegetation, habitats and the species that they support</i></p>
<p>A range of indigenous habitats and species is enhanced</p>	<p><i>As part of the network of green space throughout the city, neighbourhood parks provide opportunities for enhancing indigenous habitats and species</i></p>

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

Christchurch residents, ratepayers, visitors to Christchurch, recreationists, lease holders, community event organisers, local communities, community volunteer groups, schools; Sport clubs and players; Reserve management committees

Key legislation and Council Strategies:

Local Government Act 2002, Resource Management act 1991, Reserves Act 1977, Christchurch City Reserves Amendment Act 1929, Christchurch City (Reserves Empowering) Act 1971, Christchurch City Plan, Banks Peninsula District Plan, Public Open Space Strategy, Reserve Management Plans

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 neighbourhood parks					
6.0.1 Neighbourhood Parks are maintained to specifications so parks are clean, tidy, safe and functional	<p>2012/13 per draft AP</p> <p>Maintain furniture/ signs: Furniture kept clean, safe, and serviceable condition; Painting and staining as required; Rubbish bins clean, emptied, serviceable and surrounding loose litter removed.</p> <p>Maintain hard surfaces/ paths: 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</p> <p>Maintain playground equipment: Accidents are investigated and reported within 2 Working Days; Bark under surfacing 300mm depth; Damaged, worn or missing equipment repaired / replaced; Fortnightly Safety Inspections are conducted; Playground equipment kept safe, clean and serviceable; Reported unsafe equipment is made safe by repair, mitigation, or isolation within 24 hours of report</p> <p>Maintain shrub gardens: 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</p> <p>Maintain toilets, (changing rooms & buildings): 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</p> <p>Maintain turf areas Mown areas are kept within contract height specifications; Turf shall be kept in a healthy, dense, uniform condition</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 neighbourhood parks are met to ensure they can be appropriately enjoyed by the community.</p> <p>This includes appropriate maintenance of paths, gardens, grass, seats, picnic tables, signs, playground equipment, dog parks & 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>	<i>accepted</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
Provide and manage neighbourhood parks (cont'd)					
6.0.2 Customer satisfaction with the range of recreation facilities	2012/13 per draft AP ≥ 90%	CCC actuals: 09/10 – 85% 10/11 – 74% 11/12 – not surveyed Auckland CC: 90% satisfaction with all parks, Annual Plan	2013/14 ≥ 80% 2014/15 ≥ 85% 2015/16 (ongoing) ≥ 90%	To monitor satisfaction levels to ensure the mix of facilities matches customers needs with the levels of provision made by Council. This target is based CCC recent actuals following the earthquake events. It is anticipated that the results will increase over time to pre earthquake levels. Linked to Performance Standard 6.1.2 Sports Parks.	<i>accepted</i>
6.0.3 Overall customer satisfaction with neighbourhood parks	2012/13 per draft AP ≥ 90%	CCC actuals: 09/10 – 89% 10/11 – 69% 11/12 – not surveyed Auckland CC: 90% satisfaction with all parks, Annual Plan	2013/14 ≥ 80% 2014/15 ≥ 85% 2015/16 (ongoing) ≥ 90%	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. This target is based CCC recent actuals following the earthquake events. It is anticipated that the results will increase over time to pre earthquake levels. Linked to Performance Standard 6.1.3 Sports parks.	<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 neighbourhood parks (cont'd)					
6.0.4 Urban Parks Maintenance contract managed to ensure contractor performance meets requirements	2012/13 per draft AP 95% compliance with parks maintenance audit criteria (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 Neighbourhood Parks maintenance activities are programmed and completed in accordance with the contract. Contract management, training and quality assurance processes have been reviewed to ensure contract 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>
6.0.5 Cost of maintaining Neighbourhood Parks	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 – \$6,207 10/11 – \$6,138 11/12 – \$6,632 Cost / ha for all parks: Auckland \$24,193 Tauranga \$11,126 Hamilton \$26,604 (Yardstick Report 2010)	Maintain: At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$6,399 / hectare	To ensure there is an appropriate and consistent level of resourcing for the maintenance of council's 714 Neighbourhood parks (808 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 neighbourhood parks (cont'd)					
6.0.6 Provide and maintain trees	2012/13 per draft AP 10 year programmed maintenance cycle	<p>CCC actuals: Trees per year:</p> <p>09/10 – 380 (15 year programmed cycle) 10/11 – 306 (15 year programmed cycle) 11/12 – 380 (15 year programmed cycle)</p> <p>Auckland City 13 year maintenance cycle</p> <p>Hamilton City Council 6 monthly maintenance cycle for high profile parks</p> <p>Tauranga City Council annual inspection of all trees plus required maintenance</p>	640 trees subject to programmed maintenance, plus reactive maintenance across all Neighbourhood Park trees as required	<p>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.</p> <p>The 640 trees LOS has been determined using an appropriate mix of tree sizes, and approximately equates to a 10 year maintenance cycle.</p> <p>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.</p>	<i>accepted</i>