

Spreydon-Heathcote Community Board

Board Objectives - Public accountability

Objectives are set out in the Council's Corporate Plan and Budget and are reviewed annually. The Board has an extensive involvement in the local community and has prioritised the following issues to pursue.

Objectives for 1998/99:

1. To maintain a dialogue with the Spreydon-Heathcote community on community issues.
2. To be an advocate for the Spreydon-Heathcote community.
3. To improve the neighbourhood environments in Spreydon-Heathcote.
4. To encourage the protection of Spreydon-Heathcote's heritage sites.
5. To promote safety in the community.
6. To promote a healthy community.
7. To promote community education.
8. To promote social cohesion in the Spreydon-Heathcote community.

The following Performance Indicators will be used to measure outcomes:

- 1.1 Hold two meetings with all official residents' groups in Spreydon-Heathcote.
- 1.2 Publish a quarterly newsletter.
- 1.3 Hold community focus groups and forums on health, community safety from crime and education.
- 1.4 Increase public participation in consultation processes.
- 1.5 Identify changing community concerns, needs and priorities.
- 2.1 To participate in Council budget and related activities.
- 2.2 To monitor carefully Council committee activities and act as advocate on behalf of the Spreydon-Heathcote community.
- 2.3 To represent community concerns to other agencies eg Council, Regional Council and Central Government.
- 3.1 To fund Agenda 21 and Arbor Day plantings.
- 4.1 To fund the enhancement of heritage sites at the Tramway Cable Reserve and Cracroft Caverns.
- 4.2 To identify and classify neglected heritage sites and features in the Spreydon-Heathcote area, including new sites.
- 5.1 Support community groups' safety projects.
- 5.2 To lobby for more community Police.
- 5.3 To promote local neighbourhood support groups.
- 5.4 To promote the design of public spaces for safety.
- 6.1 Support local employment initiatives.
- 6.2 Support local recreation programmes, including out of school programmes.

Objectives cont'd ...

- 6.3 Support youth/recreation facilities.
- 6.4 Support community initiatives which seek to improve the physical and mental health of local people.
- 6.5 Advocate, and fund if necessary, the establishment of a recreation worker at Pioneer Stadium.
- 6.6 Work with Water Services Unit in local Spreydon-Heathcote projects.
- 7.1 To look for opportunities for promoting community education, in consultation with community groups such as community cottages.
- 7.2 To identify working relationships between schools and the community.
- 7.3 To identify opportunities for the Council to work with schools and pre-schools.
- 8.1 Support neighbourhood strengthening initiatives such as participation in community events and membership of residents' groups.
- 8.2 Promote economic well-being of the community by support for small businesses.
- 8.3 Promote liaison between residents' groups and business associations.
- 8.4 Identify, liaise with and support individuals and groups who serve and build the community

Beckenham Service Centre

Objectives for 1998/99

Parks & Bylaws/Legislation

Objective:

To ensure that high quality technical enquiry/liaison support services are provided.

Performance Indicator:

Measure quality and timeliness of service and advice provided by undertaking no less than three surveys of external customers per year.

Community Activities

Objectives:

- To support a broad range of recreation services and programmes particularly for children and youth.
- To provide healthy communities through the empowerment of their residents, and in particular people on limited incomes.

Performance Indicators:

1. Evaluation of recreational programmes, undertaken or supported, carried out within one month of their completion, such evaluation to address the outcomes sought by the Recreation & Sport Policy.
2. Annual evaluation of research undertaken, projects implemented and results achieved, such evaluation to address outcomes identified in the Community Development and Social Well-Being Policy.

Objectives cont'd ...

Community Facilities

Objective:

To promote community facilities and services to meet community needs efficiently and effectively.

Performance Indicators:

1. Annual report to the Spreydon-Heathcote Community Board on the operation of community facilities within the community, such a report to be based on the criteria set out in the Management Guidelines for Community Facilities and the Health and Safety Management Plan, and to include details of comparative costs and usage of those facilities as compared against the previous year. Checks to be made quarterly, hazards identified and fixed.
2. Six monthly inspections carried out.
3. Hazards attended to within acceptable time frame.

Counter Services

Objective:

To maintain or exceed the current level of customer satisfaction as measured by customer feedback mechanisms.

Performance Indicators:

1. Customer expectations, in terms of overall satisfaction with service provided, being met or exceeded not less than 90% of the time.
2. The net cost per counter services transactions as measured against the net cost for 1997/98.

Meetings And Advice

Objective:

- To satisfactorily service all meetings of the Spreydon-Heathcote Community Board, Port Hills Park Trust Board and Summit Road Protection Authority and their committees or working parties.
- Monitor and/or manage Board funded projects.
- Promote community awareness of the Board's role and function.

Performance Indicators:

1. Number of requests arising from non-compliance with Standing Orders to rescind/modify previous decisions.
2. Results of an annual survey conducted by 30 June 1999 of Elected Members with the level of overall satisfaction meeting or exceeding expectations being not less than 90%.
3. Community wide publicity of the roles of functions of the Board to be distributed to the community not less than three times per annum.
4. Six monthly report to the Board on Board funded projects contained within the Service Centre budget.
5. The Board's objectives for the current year are met.