

Objectives

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 1999/2000:

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 natural and built neighbourhood environments in Spreydon-Heathcote.
4. To encourage the protection of Spreydon-Heathcote's heritage sites.
5. To promote Community Safety from Crime.
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 per annum with all official residents' groups.
- 1.2 Publish a quarterly newsletter.
- 1.3 Increase meaningful public participation in consultation processes in accordance with the Council's Seeking Community Views Policy.
- 1.4 Encourage participation in the Council's Annual Plan process.
- 1.5 Identify changing community concerns, needs and priorities through regular surveys and focus groups.
- 1.6 Undertake one bus tour per ward per annum.
- 2.1 Monitor carefully Council committee activities and act as advocate on behalf of the community.
- 2.2 Represent community concerns to other agencies, eg Council, Regional Council and Central Government.
- 3.1 Fund environmental projects.
- 3.2 Advocate for increased funding for the implementation of Neighbourhood Improvement Plans and Local Area Traffic Management Schemes.
- 3.3 Advocate for increased funding for the improvement of the urban environment.
- 4.1 Encourage the enhancement of heritage sites.
- 4.2 Identify and classify neglected heritage sites, features and artifacts.
- 5.1 Support community safety projects, and work in effective partnership with community police.
- 5.2 Promote, develop and support local Neighbourhood Support groups.

Objectives cont'd ...

- 5.3 Support a variety of parenting programmes.
- 5.4 Support early intervention programmes in the Community.
- 6.1 Support local employment initiatives.
- 6.2 Support local recreation programmes, including out of school programmes.
- 6.3 Support youth/recreation facilities.
- 6.4 Identify, liaise with and support community initiatives which seek to enhance the physical and mental well-being of local people of all ages.
- 7.1 Promote community education, in consultation with community groups such as community cottages.
- 7.2 Enhance working relationships between schools, the community and the Board.
- 8.1 Support neighbourhood strengthening initiatives such as the provision of and participation in community events, and the activities of residents' groups and community cottages.
- 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 1999/2000

Parks and 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 fewer 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, 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 and 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 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 1998/99.

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 of Elected Members' performance, conducted by 30 June 1999, 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.