

## 5. Levels of Service

Service levels are essentially the performance goals of the Council for a particular activity. They provide a common ground upon which the Council can use to guide and drive its efforts.

Three factors contribute to the development of levels of service from a customer perspective, these are - customer expectations, community outcomes and compliance requirements. The relationship between these three factors and levels of service are illustrated in figure 2 below. The customer expectations and the compliance requirements also contribute to the achievement of the community outcomes and corporate goals.

There are costs associated with providing all levels of service. During the development and implementation of levels of service, costs are considered and the aspirations of the customers are balanced against the cost of providing the service. This process occurs through the Long Term Community Plan and Annual Plan development when the Council determine what levels of service will be funded and at what rate.

The provision of neighbourhood parks and reserves in terms of the land asset, its location and distribution is determined through the council's Open Space Strategy (currently under development). This strategy will determine service levels for the provision of all categories of parks and reserves

Levels of service outlined in this plan relate to the development of neighbourhood reserves, i.e. the provision of amenities such as seating, pathways, entrance signs as well as vegetation; and the purpose for which the Council provides these amenities.

The standard of maintenance of neighbourhood reserves can also be thought of as levels of service. These are set out in the Parks Asset Management Plan as well as Parks operations plans.

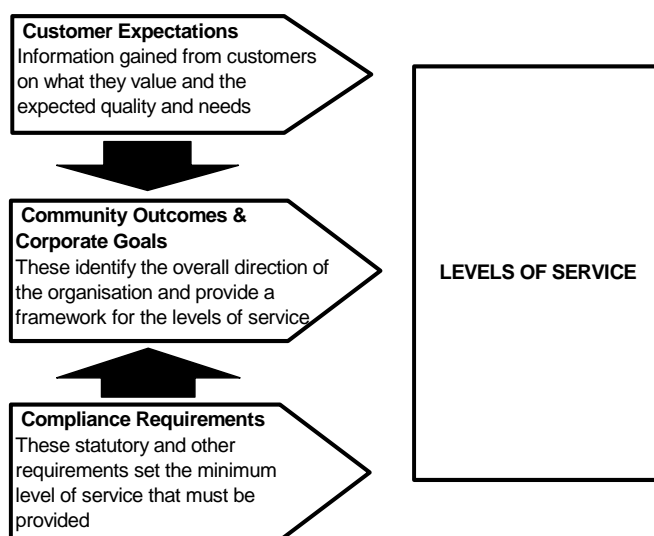


Figure 2 - Relationship between key factors for developing levels of service

Table 1 – Levels of Service: Neighbourhood Parks and Reserves

<b>Quality neighbourhood parks and reserves</b>	
<b>Level of Service</b>	<b>How the Council will deliver the service</b>
To provide a place for park and reserve users to rest and/or supervise child's play	Where practical seating will be provided in neighbourhood parks and reserves, this seating may take the form of a park bench and/or picnic table.
To provide a suitable open space for passive and active recreation, including child's play	Open space areas within neighbourhood parks and reserves will be planted and maintained as appropriate and in accordance with - <ul style="list-style-type: none"> <li>- usage</li> <li>- location</li> <li>- seasonality</li> </ul>
To enhance natural amenity and ecological values of parks and reserves, as well as provide shade for users	Vegetation, including specimen trees, will be planted in neighbourhood Parks and reserves appropriate to location.

<b>Accessible neighbourhood parks and reserves</b>	
<b>Level of Service</b>	<b>How the Council will deliver the service</b>
To ensure neighbourhood parks and reserves are identifiable	Appropriate signage provided
To provide an all-weather surface on pathways where a neighbourhood park or reserve acts as a thoroughfare, is identified in the council's Cycle Strategy or forms part of a larger pathway	Appropriate surfaces will be installed and maintained, depending on the location and ground conditions. This could include <ul style="list-style-type: none"> <li>- metal</li> <li>- concrete</li> </ul>

## **Safe Neighbourhood Parks and Reserves**

<b>Level of Service</b>	<b>How the Council will deliver the service</b>
To enhance the safety of neighbourhood parks and reserve users and reduce vandalism through restricting access of motor vehicles	Motor vehicle barriers will be installed on road frontages of all neighbourhood parks and reserves
To provide well designed, safer neighbourhood parks and reserves	Design, planning and management processes to include Ministry of Justice crime prevention through environmental design (CPTED) principles
To ensure facilities and amenities provided on neighbourhood reserves meet current safety standards	At minimum facilities and amenities on neighbourhood parks and reserves will be inspected annually against current safety standards

## **Neighbourhood parks and reserves managed through partnerships**

<b>Level of Service</b>	<b>How the Council will deliver the service</b>
To ensure the community is actively involved in the management and development of neighbourhood parks and reserves	Appropriate community consultation undertaken with partnership opportunities encouraged and facilitated