

Activity 7.0: Recreation and Sports Services

Accountable Manager: John Filsell

What services are provided?

- Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities
- Facility based recreational and sporting programmes and activities
- Accessible community-based recreational and sporting programmes and events
- Capacity building of recreation and sport in Christchurch at all levels
- Support for major sports events

Why do we provide these services?

The Council provides facilities and supports opportunities for all members of the community to participate and enjoy recreation and sport. Council complements the existing network of service provision, particularly where the other organisations are unable to meet identified community need.

Facilities are essential to give the community accessible places to participate in recreation and sport at all levels, and together with community based recreation and sport opportunities they act as a lifestyle incentive to attract families to Christchurch.

Participation in recreation and sport is essential to improving quality of life and a key way for Council to help build strong and safe communities with active healthy people and families. Participation is a major contributor to personal health and wellbeing, develops lifelong physical and social skills and reduces self-destructive or anti-social behaviour.

High profile sport and major sporting events make a major contribution to the city's economy, its identity and the positive image of Christchurch on the national and international stage.

| 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>There is increasing participation in recreation and sporting activities</p> <ul style="list-style-type: none"> • Christchurch is recognised as a great place to work, live, visit, invest and do business <ul style="list-style-type: none"> • Services are available locally within the urban areas | <p><i>Providing facilities gives all members of the community the opportunity to participate and enjoy recreation and sport.</i></p> <p><i>Facilities complement the existing network of service provision, particularly where other organisations are unable to meet identified community need.</i></p> <p><i>Providing facilities and community based recreation gives the community access to places and spaces to participate in recreation and sport.</i></p> <p><i>Supporting and building the capacity of organisations to deliver recreation and sport activities enhances the opportunities available.</i></p> <p><i>Providing facilities and community based recreation offers a lifestyle incentive to attract families to Christchurch.</i></p> |

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

Individuals

All Christchurch residents who wish to participate and/or excel at recreation and sport, including focus upon those with proven accessibility challenges; children, youth, people with disabilities, care givers, older people, ethnic groups, and people with low incomes.

Community and city wide

Community based organisations including schools, recreation and sports clubs, regional associations and networks; funding agencies, commercial entities including event organisers, venue providers, and commercial partners.

National and international

National and international recreation and sporting organisations, government agencies; event managers and the hospitality and visitor industry.

Key legislation:

No particularly unique legislation applies

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 |
|--|---|---|---|---|--|
| Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities | | | | | |
| <p>7.0.1 Provide residents access to fit-for-purpose recreation and sporting facilities</p> | <p>3 multi-purpose recreation and sport centres: Open 364 days per year 106 hrs/week 7 days/week (opening hours subject to maintenance, public holiday schedules and rebuild priorities)</p> <p>1 fitness centre: Open 84 hrs/week, 7 days/week, 364 days/yr (opening hours subject to satisfactory levels of demand, maintenance, public holiday schedules and rebuild priorities)</p> | <p>Availability measure (m2 x hours/population)</p> <p>Indoor pool: Christchurch 0.74 Manukau 0.83 Waitakare 1.38 Hutt City 1.79 Wellington 2.41</p> <p>Indoor court: Christchurch 1.48 Manukau 2.56 Wellington 7.11 Dunedin 11.05</p> <p>Space measure (m2/1000 population)</p> <p>Indoor pool: Manukau 9.97 m2 Waitakare 12.58 m2 Christchurch 6.98 m2 Hutt City 20.34 m2 Wellington 22.96 m2</p> <p>Indoor court: Christchurch 14.0 m2 Manukau 30.8 m2 Wellington 84.6 m2 Dunedin 153.5 m2</p> | <p>7.0.1.1 Graham Condon, Jellie Park and Pioneer (includes new Learn to Swim pool, since Mar 2012): Open 364 days per year 99-106 hrs/week <i>Monday to Friday:</i> 5.30am-9.30pm <i>Saturday/Sunday:</i> 7.00am-8.00pm (opening hours subject to maintenance, public holiday schedules and rebuild priorities)</p> <p>7.0.1.8 QEII Fitness @ Parklands: Open 364 days per year 70-84 hrs/week <i>Monday to Thursday:</i> 6.00am-9.00pm <i>Friday:</i> 6.00am-6.00pm <i>Saturday/Sunday:</i> 8.00am-2.00pm (opening hours subject to satisfactory levels of demand, maintenance, public holiday schedules and rebuild priorities)</p> | <p>Key business driver: Council has the responsibility to: Review the entire city-wide network of facility provision and provide/withdraw facilities to complement the network Work collaboratively with government agencies and funders to remove duplication and optimise use of facility resources Provide facilities essential to recreation and sport where others can not</p> <p>Centres include Graham Condon, Jellie Park, Pioneer. QEII & Centennial no longer functional assets. General Manager has discretion to amend opening hours (+/- 1 hr/day) for the Recreation and Sport Centres with no net negative impact on operational expenditure</p> <p>QEII Fitness @ Parklands is a temporary facility operating until the NE Recreation and Sport Centre is built and opened. Continued operation during this period is subject to ongoing satisfactory community demand. Any decision to close this temporary service prior to the new facility opening would be made by Council.</p> <p>Note: 1. Adopted 2012-13 Annual Plan identifies two new Centres (Central City and NE locations) be built and operational during 2015-2017. This will impact LoS measures 7.0.1 & 7.0.2 plus operational budgets. 2. Maintenance and repair priorities as a result of the Earthquakes may impact on the actual opening hours and participation levels achieved</p> | <p>Insert reference to Pioneer Learn to Swim pool.</p> |

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| Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities (cont'd) | | | | | |
| 7.0.1 Provide residents access to fit-for-purpose recreation and sporting facilities | 5 public outdoor pools open seasonally; Jellie Park, Lyttelton, Waltham, Halswell, Templeton (Lyttelton & Waltham closed pending facility rebuild prioritisation) 2 community outdoor pools open seasonally; Governors Bay, Port Levy 8 paddling pools open seasonally; (6 closed pending facility rebuild prioritisation) 4 stadia available 364 days/year (Lyttelton closed pending facility rebuild prioritisation) 17 leased sporting and recreation facilities (Porritt Park closed pending facility rebuild prioritisation) (facilities open and opening hours subject to maintenance, public holiday schedules and rebuild priorities) | | 7.0.1.2 Five public outdoor pools open seasonally: Jellie Park, Lyttelton, Halswell and Waltham; open Nov to Mar Templeton; open Dec to Feb (subject to maintenance, public holiday schedules and rebuild priorities) 7.0.1.3 Two community outdoor pools open seasonally: Governors Bay, Port Levy (subject to maintenance, public holiday schedules and rebuild priorities) 7.0.1.4 Eight paddling pools open seasonally: open Nov to Mar (subject to maintenance, public holiday schedules and rebuild priorities) 7.0.1.5 Four stadia available for hire 364 days per year (subject to maintenance, public holiday schedules and rebuild priorities) 7.0.1.7 Seventeen sporting and recreation facilities maintained and available for lease (opening hours subject to maintenance, public holiday schedules and rebuild priorities) | Community outdoor pools; Governors Bay, Port Levy, are provided with a grant to assist their operation by a local management committee. Paddling pools; Abberley, Avebury*, Botanic Gardens, Edgar MacIntosh, New Brighton*, Scarborough*, Sockburn*, Woodham* (* closed July 2012) Stadia: Cowles*, Lyttelton*, Pioneer, Graham Condon (* closed July 2012, Cowles schedule to re-open Sept 2012) Leased Facilities: Belfast Pool, Cuthbert's Green, Denton Park, English Park, Fencing Centre, Porritt Park*, QEII Park, Rugby League Park, Sockburn Squash, Wharenui, Wigram Gym, Rawhiti Golf, Spencer Park Camp (includes paddling pool), South Brighton Camp (includes paddling pool), Duvauchelles Camp, Okains Bay Camp, Pigeon Bay Camp, Activity links: 7.0.2, 7.0.4, 7.0.7, 7.0.5 (Community Facilities, Libraries, Strengthening Communities, Sports Parks, Regional Parks and Active Travel) | Accepted |

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Performance Standards for LTP

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|---|---|---|--|---|-------------------------|
| Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities (cont'd) | | | | | |
| 7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities | 5.9 score of customer satisfaction with range and quality of facilities (CERM international benchmark on a 7 point scale) | 5.8 score average for participating Australasian facilities (CERM international benchmark) | At least 80% of customers are satisfied with the range and quality of facilities (5.8 on a 7 point scale using CERM international benchmark) | Key business driver: Customer satisfaction with the LoS is critical to ongoing delivery since most customers are regular users of the services. Word of mouth promotion is also a very cost effective tool for communicating with the other residents of Christchurch. Quality measure elevated to LTP performance standard level | Accepted |
| 7.0.6 Provide facilities that have current PoolSafe accreditation and meet national standards for water quality | PoolSafe accreditation maintained for all eligible pools Comply with national standards for pool water quality. NZS 5826-2010 at 85% | PoolSafe accreditation maintained NZS 5826-2010 at 85% | 7.0.6.1 Maintain PoolSafe accreditation for all eligible pools 7.0.6.2 Pool water quality standards are at least 85% of NZS 5826-2010 | Key business driver: Compliance with legislation, LGA and Building Act Maintain industry standards benchmarked nationwide including facility operation, pool supervision, care of children, water quality, responding to emergencies; audited by Water Safety New Zealand Meet legal obligations in respect of public and employee safety under the HSEA Ensure the lifespan and usability of community assets are optimised under the LGA Water quality measure elevated to LTP performance standard | Accepted |

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| Facility based recreational and sporting programmes and activities | | | | | |
| 7.0.2 Provide well utilised facility based recreational and sporting programmes and activities | 2.85 million participants through multipurpose recreation and sport centres, outdoor pools and stadia (subject to maintenance schedules and rebuild priorities) 4.33 visits to aquatic facilities/head of population (subject to maintenance schedules and rebuild priorities) 114,000 participations in Swimsafe lessons (school time learn to swim including Kiwisport programme) (subject to maintenance schedules and rebuild priorities) | Total visits (visits/popn): Christchurch 2.85 million (7.57) Manukau 3.34 million (8.89) Hutt City 0.99 million (9.65) Wellington 2.02 million (10.24) Visits to aquatic facilities/head of population: Manukau 5.19 Wellington 6.88 Hutt City 7.24 | 7.0.2.1 The number of participants using multipurpose recreation and sport centres, outdoor pools and stadia: 2013/2014: At least 3.05 million 2014/2015: At least 3.11 million (subject to maintenance schedules and rebuild priorities) 7.0.2.2 2013/2014: At least 4.44 visits to aquatic facilities/head of population 2014/2015: At least 4.46 visits to aquatic facilities/head of population (subject to maintenance schedules and rebuild priorities) 7.0.2.3 2013/2014 At least 103,000 participations in Swimsafe lessons 2014/2015 At least 104,000 participations in Swimsafe lessons (subject to maintenance schedules and rebuild priorities) | Key business driver: Participation in physical activity is the single most effective tool available to improve physical and emotional wellbeing At an individual level participation in recreation and sport is essential to quality of life, a major contributor to personal health and well-being, and a key to human development At a community level participation in recreation and sport helps build strong families and healthy communities, reduces self-destructive and anti-social behaviour, increases community health and contributes to a safer city The Council provides facilities and the associated services to meet identified community needs, particularly where the network of provision by others is unable to do so. Levels of service that describe ranges of visits are necessary due to the effects factors like weather and major events can have on attendance. Benchmarking based on 2011/12 data supplied directly to CCC by other Councils for analysis. Activity links: 7.0.1, 7.0.7, 7.1.2, 7.1.4 (Events and Festivals, Visitor and Resident Promotions, Strengthening Communities, Neighbourhood Parks, Sports Parks) | Accepted |

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Performance Standards for LTP

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| Accessible community-based recreational and sporting programmes and events | | | | | |
| <p>7.0.4 Deliver accessible community-based recreation and sport programmes, events and campaigns</p> | <p>1206 programmes and events/ annum</p> <p>100 % of programmes and events targeted on populations with accessibility challenges</p> | <p>There are no relevant national standards and benchmarks.</p> | <p>7.0.4.1 900 - 1100 accessible community-based recreation and sport campaigns, programmes and events delivered per annum</p> <p>7.0.4.2 95 - 100% of campaigns, programmes and events target populations with accessibility challenges</p> <p>7.0.4.3 Contract Surf Lifesaving NZ to provide regional surf lifeguard services at Christchurch beaches for 30 days each summer</p> | <p>Key business driver: Council provides programmes and events to target groups with accessibility challenges identified in Council Physical Recreation and Sport Strategy (children, youth, people with disabilities, care givers, older people, ethnic groups, and people with low incomes) Council provision complements and encourages community provision, meeting needs where the community is unable to do so Level of Service will be maintained in response to population growth through efficiencies, improved coordination and strategic focus The programmes and events currently include: Get Set Go - Training Courses; Fendalton Leisure Club, Fendalton Walk & Talk, Avic Hill Arts & Craft Fair, Dancing Under the Stars, Ascot Leisure Club, New Brighton Walk & Talk, Christmas Events, Beach Blast, Family Fishing Day, Bottle Lake Orienteering Day, Skate Jams, Phillipstown Leisure Club, BMX Jams, LYFE, Woolston Live, Winter Fling; Templeton Energisers Programme, Hei Hei Leisure Club, Sockburn Walk & Talk, CCC Garden Gala, Beckenham Walk & Talk, November Community Fiesta, Barrington Big Fun Day, Waltham Urban Fair; Papanui Leisure Club, Papanui Walk & Talk, Children's Day @ the Groyne, Brooklands Gala, Holiday Programmes LOS 7.0.4.3 transferred from grants process and will require operational funds of \$227,000 annually. Activity Links: 7.0.2 (Events and Festivals, Visitor and Resident Promotions, Strengthening Communities, Neighbourhood Parks, Sports Parks, Art Gallery and Museums, Libraries)</p> | Accepted |
| <p>7.0.11 Deliver a high level of participant satisfaction with the range, content and delivery of accessible community-based recreation and sport programmes, events and campaigns</p> | <p>94% of customers satisfied with range, content and delivery of accessible community based recreation and sport programmes, events and campaigns</p> | <p>There are no relevant national standards and benchmarks.</p> | <p>At least 90% of participants are satisfied with range, content and delivery of accessible community based recreation and sport programmes, events and campaigns</p> | <p>Key Business Driver: Customer Satisfaction. Customer satisfaction measure elevated to LTP performance standard</p> | Accepted |

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|---|--|--|---|---|---|
| Capacity building of recreation and sport in Christchurch at all levels | | | | | |
| <p>7.0.3 Support community based organisations and networks to develop, promote and deliver recreation and sport in Christchurch</p> | <p>9,200 hrs of staff support provided to greater than 550 organisations</p> | <p>There are no relevant national standards and benchmarks.</p> | <p>8,300-9,200 staff hours of support provided to at least 500 organisations</p> | <p>Key business driver: To build capacity within community so the community can provide its own recreation and sporting needs in a sustainable relationship with Council. This means that Council needs to: Foster powerful relationships with the community and other stakeholders. Current collaboration with the Ministry of Education and the schools community will continue (the Kiwisport Learn to Swim programme is an example of collaboration with and support from Ministry of Education, Sport Canterbury, Water Safety NZ, Swimming NZ, private learn to swim providers and CCC). Foster greater levels of engagement within the community through participation in activities that strengthen communities Target resources where the community can not help it self. Build skills and capability within communities. Level of Service will be maintained in response to population growth through efficiencies, improved coordination and strategic focus. Council temporarily delivers a swim coaching programme for competitive swimmers and tri-athletes following the demise of a swim club and return of a leased operation to Council. This is contrary to self determination of sport, and the betterment of the athletes and their support networks. Council is working with the clubs to determine a range of options to improve the current situation</p> <p>Activity Links: 7.0.4, 7.0.2 (Events and Festivals, Visitor and Resident Promotions, Community Grants, Community Facilities, Strengthening Communities, Neighbourhood Parks, Sports Parks, Art Gallery and Museums)</p> | <p>Note partnership with Kiwi Swim</p> |
| <p>7.0.12 Deliver a high level of customer satisfaction with the support provided to community based recreation and sport organisations</p> | <p>New measure</p> | <p>There are no relevant national standards and benchmarks.</p> <p><i>Recreation and Sports Services 7.0. Final version for TYP 2013-16.</i></p> | <p>At least 75% of customers satisfied with the support they receive for community based recreation and sport Organisations</p> | <p>Key Business Driver: Customer Satisfaction. New quality measure added</p> | <p>Accepted</p> |

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|--|--|--|--|---|-------------------------|
| Support for Major Sports Events | | | | | |
| <p>7.0.5 Deliver economic benefit to the city by supporting a range of regional, national and international sporting events consistent with Council Policy, in liaison with the Council Events Team.</p> | <p>Support a range of regional, national and international sporting events, in line with the Physical Recreation and Sports Strategy and the Events Strategy</p> | <p>Value added component of Council's contribution is consistent with similar TLA's at between 1:15 and 1:25, depending on the degree of alignment</p> | <p>Support a range of regional, national and international sporting events, in line with the Physical Recreation and Sports Strategy and the Events Strategy</p> | <p>Key business driver: Generate significant economic benefit to the Christchurch Contribute to the identity of Christchurch as a world class sporting city on the international stage Utilise the existing event commercial and visitor infrastructure Build capacity within Christchurch sporting codes Build Christchurch as the gateway to the South Island Foster relationships with national and international stakeholders Activity Links: 7.0.1, 7.0.2 (Events and Festivals, Visitor & Resident Promotions, Community Grants, Community Facilities, Strengthening Communities, Neighbourhood Parks, Sports Parks)</p> | <p>Accepted</p> |

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 |
|---|--|---|---|--|-------------------------|
| Multi-purpose recreation and sport centres, swimming pools, stadia and other recreation and sporting facilities (cont'd) | | | | | |
| 7.0.9 Achieve a cost efficient level of service for recreation and sport facilities | \$1.86 per visitor \$14.04 per resident | Manukau \$0.90/visitor \$8.01/resident Hutt City \$1.24/visitor \$11.99/resident Wellington \$2.28/visitor \$23.32/resident | The cost of service delivery for recreation and sport facilities: 2013/2014 7.0.9.1 Less than \$2.14 per visitor 7.0.9.2 Less than \$18.11 per resident 2014/2015 7.0.9.1 Less than \$2.20 per visitor 7.0.9.2 Less than \$18.65 per resident | Benchmarking indicates that the Council provides a cost efficient level of service compared with similar operations within New Zealand. NB. LoS calculated with projected participation levels and current draft budget net cost of service based on controllable costs. Once the budgets are approved it may result in these measures being updated. | Accepted |
| 7.0.10 Achieve a cost efficient level of service for aquatic facilities | \$2.25 per swim/ participation | Hutt City \$2.28/swim Manukau \$2.42/swim Wellington \$2.89/swim | The cost of service delivery for aquatic facilities: 2013/2014 less than \$2.74 per aquatic/ participation 2014/2015 less than \$2.81 per aquatic/ participation | Benchmarking indicates that the Council provides a cost efficient level of service compared with similar operations within New Zealand. NB. LoS calculated with projected participation levels and current draft budget net cost of service based on controllable costs. Once the budgets are approved it may result in these measures being updated. | Accepted |