

## **GreenSpace North West response to Service Assessment Frameworks: a consultation supporting comprehensive performance assessment for single tier and county councils from 2005 to 2008**

GreenSpace North West supports CPA's aim to measure how well authorities are delivering services for local people and communities while reducing the regulatory burden. This submission is in response to concerns raised by our members in reference to the proposed service assessment frameworks, specifically the PIs relevant to parks and open spaces. Thus this response is primarily concerned with questions 4.1 and 4.2 in the consultation.

### **Question 4.1 Do you agree or disagree with the choice and range of indicators within the assessment framework?**

The primary PI for the open space sector is C9 (resident satisfaction parks / open spaces). There are however a number of other PIs which parks and open spaces could contribute to for example E4 (cleanliness of public spaces), E38 (satisfaction with the cleanliness of public space) and C1 (percentage of total length of footpaths and other rights of way that were easy to use by members of the public).

The additions relating to the sector include quality of management of conservation areas and the percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation.

This selection of PIs gives a restricted view of the contribution that open spaces make to people's quality of life.

### **Question 4.2 Are there other indicators you would like to see included?**

GreenSpace North West would encourage the inclusion of some more general indicators relating to parks and open spaces. Service delivery in this area requires greater assessment and development of quality measures is ongoing both regionally and nationally by CABI Space and GreenSpace.

Any new performance indicators should encompass the existing standards that authorities are striving to attain following government guidelines, for example the green flag awards (PSA8 states that 60% of authorities should have a green flag award by 2010).

One of the additional PIs states: Sport England, MLA and the Arts Council commentaries on service quality and delivery assessment of LPSA2, LAA, LPIs. A body representing parks and open spaces should be included in this list.

GreenSpace North West recommend that some of the additional recreational/leisure PIs be broadened out to encompass other sectors. For example percentage of population volunteering in sport and active recreation for at least one hour per week could be expanded to include other aspects of volunteering such as open spaces, environment, heritage etc...

Cross boundary performance indicators of this type would:

- Encourage communication between departments in an authority
- Keep the number of PIs low while including work across departments
- Give an overview of how an authority is performing in a particular area
- Encourage consistent methodologies for similar measures in different sectors
- In some cases prevent duplication of data collection
- Include assessment of work contributed by smaller departments that would not warrant an indicator alone