

# Grounds Countryside and Outdoor Sports

Findings of The Review Team  
12<sup>th</sup> October 2007

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## Overview

- The Service
- The Objectives
- What we did
- What we learned
- What we are going to do
- Any Questions?

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## The Review Team

Staff from ;

- Countryside Service
- Grounds Maintenance
- Outdoor Sports

Assisted by an assortment of colleagues and Councillors who facilitated meetings and discussions

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## The Service

- Conservation, Planning Advice, Tree Care, Maintenance of Open Spaces, Floral displays, Wildlife Advice
- Recreational Activities, Sporting Activities, Play, Education, Promotion, Volunteer opportunities
- Delivered by a small team of in-house full-time staff. Assisted by volunteers, external contractors and partnership organisations
- Affects everybody living within and visiting the District

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## The Objectives

- Customer Focus
- Efficiency
- Priorities

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## How We Prepared

Preparation work

- Meetings with staff - SWOT analysis
- Citizens panel survey
- Benchmarking

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## What we did

- Mon – Meeting with internal staff followed by group briefing
- Tue - Meetings with external stakeholders and Citizens Panel.
- Tue - Evening meeting with Outdoor Sports Stakeholders and Councillors.
- Wed –Visit to Dinton Pastures Country Park, Wokingham BC.
- Thurs – Reviewed information gathered and agreed objectives.
- Fri – Presentation of findings then the production of the Improvement Plan.

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## What we learned

Survey and benchmarking results showed;

- Good value for money with good customer satisfaction.
- People saw the provision and care of the countryside, grounds and outdoor sports as highly important and would like to see more resources put into them.
- It was judged important to provide more facilities for youth play (11-16 )
- Many more people visited countryside sites managed by Hart than those provided by other organisations People view Fleet Pond as a highly important historical landmark.

*Feedback from staff suggested that they require more investment in training/development and to promote a better understanding by fellow employees and Councillors.*

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## What we learned

- Valued Service
- Diverse expectations on what we should deliver
- Need to consult with Stakeholders
- Provide more information for customers

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## Themes

- Basingstoke Canal, SANGS and SPA Issues
- Access and Rights of Way
- Countryside
- Grounds Maintenance
- Outdoor Sports
- Youth
- Communication / promotion

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## Basingstoke Canal, Suitable Accessible Natural Green Space and Special Protection Area (Birds Directive).

We aren't the lead body but we realise there are Stakeholder concerns.

We have taken notice of them and will pass your comments to the appropriate people.

We will also continue to work and contribute to these issues as and when required.

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## Access and Rights of Way

We are not responsible for these but we will continue;  
To develop our links with Hampshire CC Rights of Way Team

Promote the Forest of Eversley Access Plan

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## What we are going to do Countryside

### Short Term

- Encroachment Issues.
- Structure and promote volunteer groups for maximum efficiency
- Develop an Education Pack

### Long Term

- Bye-law review for all sites
- Explore / implement funding opportunities
- Improve facilities

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## Grounds Maintenance

### Short Term

- Improve links to Planning and other Hart DC departments
- Introduce Winter floral display in Fleet Town Centre

### Long Term

- New Grounds Maintenance Contract
- Develop a Tree Policy
- Renew relationships with interest groups
- Planting Policy – Take into consideration climate change and the effects on the environment by encouraging native/appropriate planting in formal areas.
- Sponsorship
- Market research – for contract renewal

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## Outdoor Sports

### Short term

- Regular Sports Forum – Clubs, Schools and Colleges
- Communicate prices at an appropriate time
- Improve communication between GM and OS
- Look at the potential for enhancing recreational activities throughout the district

### Long term

- Assess quality of all our pitches
- Improvement plans – Calthorpe Park and Peter Driver
- Investigate potential development for provision – This links to the proposed post of Sports Development Officer.
- Assess accessibility of tennis courts with possibility of stewardship / coaching?

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## Youth

- Engage with youth through the Play Policy
- Liaise with Community Safety Team and HCC Youth Officer to find suitable places for facilities
- To provide appropriate youth facilities in improvement plans and new developments
- Listen to what they want not what we think they need
- Look at sponsorship potential

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## Communication/Promotion

### Short term

- More press releases
- Links page on web site to other agencies, service providers and partners with brief overviews
- Update web pages to promote services, best practices and improve understanding of what we provide

### Long term

- Contact Centre – improve its efficiency by providing information / links to web page
- Look into providing an interactive map (GIS) of our areas of responsibility.

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## Are we going to do anything else?

### Additional services

- Stick to what we are good at.
- Focus on what we are resourced to do.

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## Summary

- We listened
- We have a better understanding of the issues.
- We have welcomed and faced challenge.
- We have got some really good ideas
- We will take responsibility for customer satisfaction

**THANK YOU  
&  
ANY QUESTIONS ?**