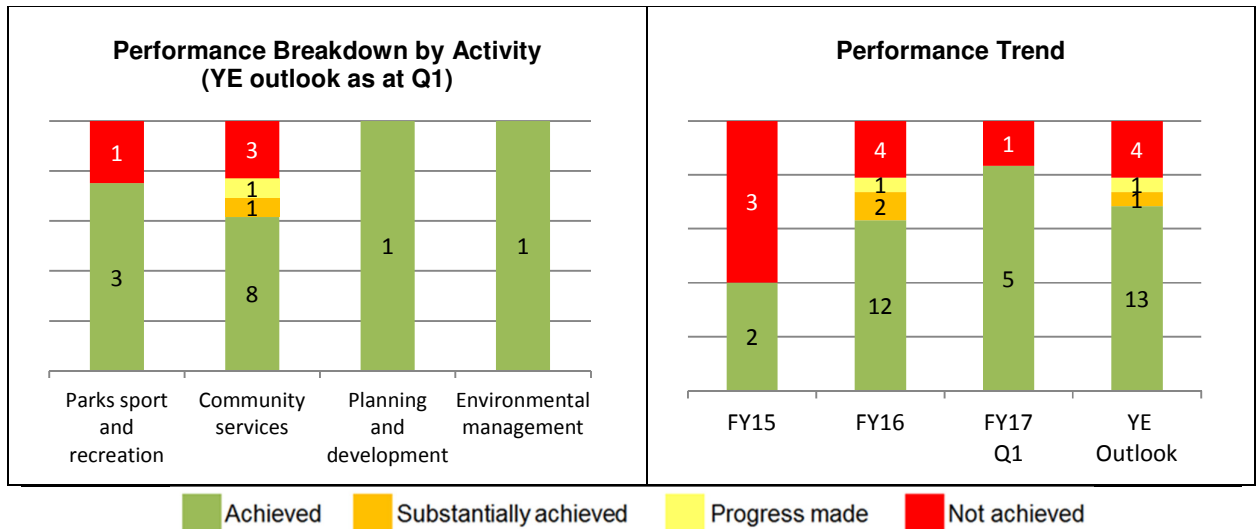


# Howick Performance Measure Results

## 1. Introduction



- Year-end outlook is for 74 per cent of measures to be achieved or substantially achieved.
- The year-end outlook is below target for percentage of residents who visited a local park or reserve in the last 12 months. Promoting our parks and facilities is one strategy being used to help increase the proportion of the population who visit local parks.
- Percentage of visitors satisfied with the library environment is unlikely to be achieved, but the outlook may improve after renewal works at Botany and Highland Park libraries, and furniture and fittings replacement at Botany and Howick libraries. The town centre safety targets are on track to be achieved, as are those for peak and off-peak facility utilisation.

### How we measure performance

The following symbols are used to indicate our progress against targets set in the Long-term Plan 2015-2015 (LTP).

				
<b>Achieved</b> Target has been met or exceeded	<b>Substantially achieved</b> Target has not been met by a slim margin	<b>Not achieved but progress made</b> Target has not been met but the result is an improvement from the prior year	<b>Not achieved</b> Target not achieved and prior-year result has not been improved	<b>No result</b> The measure was not surveyed or no result was available

## **Other considerations**

### **Target setting**

Performance measure targets are different for each local board. It is important to remember this when comparing results presented in the summary performance results table. Targets were set by considering service expectations as well as previous performance results.

As new performance measures were introduced in the Long-term Plan 2015-2025, some of the measures had no previous performance results. This made it challenging to set some of the targets. We will continue to refine future performance targets in the next long-term plan (for 2018-2028).

### **Results timeframe**

We collect results at various frequencies, based on the nature of each performance measure. Customer satisfaction is currently measured by annual surveys, so we cannot provide a quarterly result.

The six performance measures in this report that have Q1 results are based on the actual results for July and August, and an estimate of September results. This was done to ensure timely information could be provided.

### **Year-end outlook**

Each performance measure has been given a year-end outlook. This is our best estimate of what the result will be at year end, based on prior-year results and work that is underway.

## 2. Summary of FY16 performance results for each local board

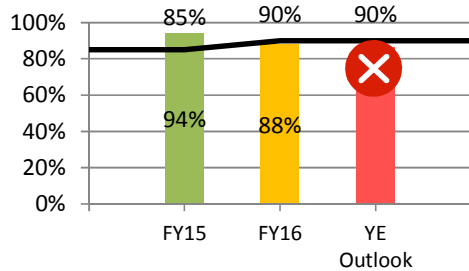
Local board area	Local community services ( Community)				
	Number of library visits	Satisfaction with library service	Perception of town centre safety – day	Perception of town centre safety – night	Venue utilisation – peak hours
Albert-Eden	✓	✓	✗	✗	✗
Devonport-Takapuna	✓	✓	✓	✓	✓
Franklin	✓	✗	✓	✗	✓
Great Barrier	✓	✓	✓	✓	N/A
Henderson-Massey	✓	✓	✗	✗	✓
Hibiscus and Bays	✓	✓	✓	✓	✗
Howick	✓	✓	✓	✓	✓
Kaipātiki	✓	✓	✗	✓	✓
Māngere-Otāhuhu	✓	✓	✗	✗	✓
Manurewa	✗	✓	✓	✗	✓
Maungakiekie -Tāmaki	✓	✓	✓	✓	✓
Ōrākei	✓	✓	✓	✓	✓
Ōtara-Papatoetoe	✓	✓	✗	✓	✓
Papakura	✓	✓	✗	✗	✓
Puketāpapa	✓	✓	✓	✓	✗
Rodney	✗	✓	✓	✓	✓
Upper Harbour	✓	✓	✗	✗	✓
Waiheke	✓	✓	✓	✓	✗
Waitākere Ranges	✓	✓	✗	✗	✓
Waitematā	✗	✗	✗	✓	✓
Whau	✓	✓	✓	✗	✓

Local board area	Community	Local parks, sport and recreation			
	Satisfaction with local events	Satisfaction with local parks and reserves	Number of visitors to local parks and reserves	Satisfaction with sports fields	Satisfaction with pools and leisure centres
Albert-Eden					
Devonport-Takapuna					
Franklin					
Great Barrier	—			N/A	N/A
Henderson-Massey					
Hibiscus and Bays					
Howick					
Kaipātiki					
Māngere-Ōtāhuhu					
Manurewa					
Maungakiekie-Tāmaki					
Ōrākei					
Ōtara-Papatoetoe					
Papakura	—				
Puketāpapa					
Rodney					N/A
Upper Harbour					N/A
Waiheke					N/A
Waitākere Ranges					N/A
Waitemātā					
Whau					N/A

### 3. Detailed Q1 performance measure results

#### Local Parks, Sport and Recreation

1. Percentage of residents who visited a local park or reserve in the last 12 months

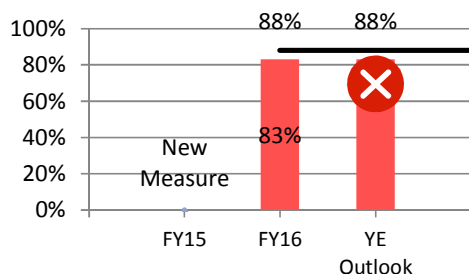


A recent change to the survey question provided a way for participants to easily identify which parks belong to their specific local board area. This may help to explain the decline in performance, as many residents live near the fringes of their local board area and use parks in other areas. In FY17, promoting our parks and facilities is one strategy being used to help increase the proportion of the population who visit local parks.

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
2. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves	✓	75%	Measured Annually		80%
3. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields	✓	75%	Measured Annually		70%
4. Customers Net Promoter Score for Pool and Leisure Centres	✓	+ 15	Measured Annually		+ 43

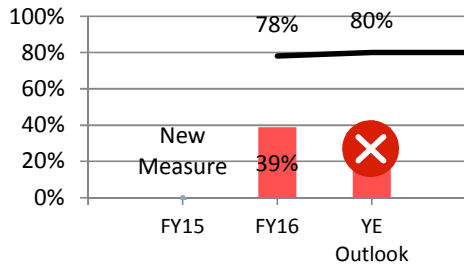
#### Local Community Services

5. Percentage of visitors satisfied with the library environment



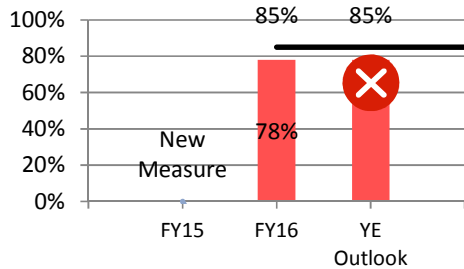
In FY16, feedback highlighted the need for more seating, providing quiet spaces and problems with parking at busy times. At the Pakuranga library there is a power factor correction on the switchboard in progress and this may be negatively impacting the library environment. Botany and Highland Park Libraries will undergo a refurbishment this financial year as well. This will include a change in layout, new soft furnishings and the provision of study desks with access to power points.

6. Percentage of Aucklanders that feel connected to their neighbourhood and local community



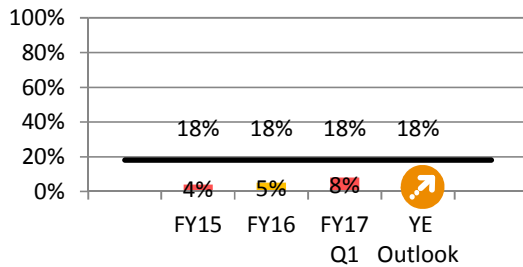
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring not to be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes and events seek to connect Aucklanders to their local communities. The empowered communities approach being implemented across these activities in FY17 aims to increase this.

7. Percentage of attendees satisfied with council delivered and funded local events










This measure aims to survey at least two events annually for each local board area to assess attendees' views on a sample of events provided or funded by the council. Each year different events are selected to be surveyed, and as this decision has not been made yet, it makes it difficult to establish a forecast. However, if performance remains consistent with the previous year then the target will not be met. Feedback received from the previous year will be used to improve this result. The outlook has been based on last year's result. This year's result will depend on what events are delivered, what events are selected for survey, the weather conditions, turn out and facilitation.

8. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)




The FY17 Q1 result is based on two months of actual data and one month of estimates. During quarter one, off-peak utilisation has increased on the same period last year. The digital booking system, which began recording bookings in FY17 Q1, is expected to improve customer experience and utilisation, along with a marketing campaign in Q2.


Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
9. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)	✓	3.0	1.3	0.8	4.1
10. Number of visits to library facilities per capita	✓	8.0	2.2	2.0	7.9

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
11. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		88%
12. Percentage of funding/grant applicants satisfied with information, assistance and advice provided		76%	Measured Annually		82%
13. Percentage of Aucklanders that feel their local town centre is safe (day)		84%	Measured Annually		88%
14. Percentage of Aucklanders that feel their local town centre is safe (night)		44%	Measured Annually		50%
15. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)		33%	42%	33%	37%
16. Percentage of community facilities bookings used for health and wellbeing related activity		20%	43%	20%	42%
17. Number of visitors to community centres and venues for hire		133,938	44,828	33,485	158,853

### Local Planning and Development

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
18. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations		100%	Measured Annually		100%

### Local Environmental Management

Performance measure	YE Outlook	YE Target	FY17 Q1 Result	FY17 Q1 Target	FY16 Result
19. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		67%