

Attachment Two - Local Board Resolutions

September 2016

The following are resolutions and/or feedback provided by this local board to inform the Request for Proposal document.

Franklin

[Item] 25 Community Facilities Maintenance Contracts 2017

Resolution number FR/2016/159

MOVED by Chairperson A Baker, seconded by Member A Cole:

That the Franklin Local Board delegates authority to the Chair and Deputy Chair to provide the local board's feedback on the proposed service specifications, local outcomes and the overall structure for new Community Facilities maintenance contracts by 23 September 2016.

CARRIED

New contracts for maintenance of parks and buildings

Staff Attending: Gwyn De-Arth

Feedback is sought on the new contracts which will be effective from 1 July 2017

Action

Chair and deputy chair delegated to provide the feedback by 23 September 2016

Franklin Local Board feedback - 2017 Parks and Building Maintenance Contracts

Overall approach

- a) Support the proposed approach for the 2017 Parks and Building Maintenance Contracts with the proviso that the outcomes reflect local character, not one generic outcome across the region.
- b) Support the move to an outcomes focus, noting that some prescriptive requirements will remain to ensure that the transition to the new approach is successful over time.
- c) Request that an independent auditing function be set-up to assess the success of the 'outcomes' so local boards do not need to rely solely on the community to monitor performance.

Proposed specifications

- d) Request that the proposed service specifications outcomes include definitive, rather than subjective statements (such as high-quality and visually pleasing).
- e) Note that staff have confirmed that the existing 2015/2016 service levels will become the 'standard' levels of service in the 2017 Parks and Building Maintenance Contracts.
- f) Support for a one-stop shop approach for each facility and an increased onus on the contractor to meet the standards.
- g) Request that the unique requirements of rural areas is taken into account in setting specifications e.g. usage of tank water for cleaning.

- h) Request that seasonal usage for rural and coastal areas is reflected in the service specifications and reflects the increased usage at holiday times.
- i) Request that assets are added to the contracts as they are vested in council.

Geographical clusters and term of contracts

- j) Support the five proposed geographic clusters, noting that staff have tested the market and have provided advice to local boards that the size of the clusters are efficient and will not disadvantage local suppliers.
- k) Note that the five proposed geographic clusters will not have an impact on local board outcomes.
- l) Request that the length of the contracts be a maximum of five years and that any rights of renewal are made at the end of each term and are based on pre-determined performance criteria and Key Performance Indicators which are agreed by local boards.

Procurement principles

- m) Considers that providing more opportunities for local suppliers will allow for:
 - i) greater economic opportunities for these local providers
 - ii) greater pride and ownership in the work and consequently better standards
 - iii) economic development in local areas, including jobs closer to where people live.
- n) Request that the contracts provide a sustainable procurement approach which includes 'increased local spend and enhanced local capability where appropriate'.
- o) Request that local suppliers are provided advice and support so they have a full and fair opportunity to compete for the contracts.
- p) Request that the use of volunteers is allowed for, where appropriate.
- q) Request that successful tenders are required to ensure local sub-contractors (community groups and small businesses) are paid a fair and reasonable rate.
- r) Request that the contracts have a "local impact assessment" as part of the procurement process and that local boards have input at the strategic level on the development of the "local impact assessment".
- s) Support incorporating creative solutions and opportunities to build community empowerment into the contracts e.g. a local community group could undertake all the maintenance of a local park.
- t) Request that the contracts be designed to allow for enough flexibility to allow community empowerment opportunities to be increased on an annual basis as more local groups and small business build capacity to deliver locally (this will ensure that the tight timeframes for the new contracts won't lock these groups out for five or more years).
- u) Request that the contracts be designed to allow for enough flexibility for local boards to make minor changes to levels of service without the need for them to allocated locally driven initiative funding.
- v) Request that the contracts be designed to enable local boards to use locally driven initiative funding for major increases to levels of service on an annual basis.
- w) Request that staff ensure that increases to levels of service resulting from the planned growth for Auckland are built into the 2018-28 Long-term Plan to ensure that local boards' locally driven initiative funding is not required to cover a potential shortfall in asset-based services funding.

- x) Request that simple and measurable Key Performance Indicators and penalties for non-performance are included in the 2017 Parks and Building Maintenance Contracts.
- y) Request that the simple and measurable Key Performance Indicators are used to inform the measures for the 2018-28 Long-term Plan as this will enable local boards to have better governance oversight of contract delivery and performance.

Reporting, advice and ongoing support

- z) Notes that there is no intention to reduce the existing 2015/2016 service levels and request that staff to provide options to address any proposed reductions to the affected local boards for consideration within existing asset-based services budgets.
- aa) Request that staff provide local boards with timely, relevant and high-quality advice during the annual planning process which will enable local boards to make informed level of service decisions following consultation with the community as part of the annual planning process.
- bb) Request information on the performance of contractors against the 2017 Parks and Building Maintenance Contracts and information on customer queries and requests for service that relate to these contracts as part of the regular local board quarterly reports.
- cc) Request confirmation from staff as to how the new contracts will be managed and how the local boards will be supported, including confirmation that resourcing will be sufficient to provide timely service and advice to local boards.
- dd) Request that staff work closely with the council-controlled organisations and the rest of the council family to ensure that service delivery is collaborative and integrated.