

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.

22 Community Facilities Maintenance Contracts 2017

Resolution number HB/2016/1

MOVED by Chairperson JG Parfitt, seconded by Member J Fitzgerald:

That the Hibiscus and Bays Local Board:

requests that the changes must enhance, not reduce, the amount of support available to the local board from staff and their reporting on issues related to Parks and Building Maintenance

expresses concern that the local board has not seen the proposed structure being suggested to support this model and requests that the Chief Executive presents to the incoming local board on how this new structure will support local boards

acknowledges the need for the proposed approach for the 2017 Parks and Building Maintenance Contracts

requests that the proposed outcomes reflect local character, not one generic outcome across the region

support the move to more outcomes focussed Parks and Building Maintenance Contracts, noting that some prescriptive requirements will remain to ensure that the transition to the new approach is successful over time

requests that as part of the 2017 Parks and Building Maintenance Contracts 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 and that this be reported to the local boards on a quarterly basis or more regularly if required

supports an approach that achieves quicker response maintenance and times

Geographical clusters and term of contracts

h) is generally satisfied that the size and makeup of the Tahurangi geographic cluster is fit for purpose and notes that the main difference to the geographical cluster is the removal of the Rodney Local Board area and that reduction in size is acknowledged although the size of the Tahurangi area could have been further reduced to ensure better service delivery

- i) requests that the length of the 2017 Parks and Building Maintenance 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 should be agreed by local boards
- j) requests that any breaches of contract are immediately responded to and that the relevant local board is advised at the quarterly update of the breach and any actions that are taken

Proposed service specifications

- k) requests that the proposed service specifications outcomes for the 2017 Parks and Building Maintenance Contracts are reviewed to remove all subjective statements (such as high-quality, visually pleasing and quick response) and replaced with definitive, objective statements
- l) requests that the service specification for “Sports Park” remove the references to “typically at a higher maintenance standard than local neighbourhood parks” and replace these with actual and meaningful metrics with which to judge the outcomes for Sports Parks
- m) notes that some boat ramps, jetties and wharves are the responsibility of Auckland Transport will not be part of the proposed maintenance contracts and requests that council work with Auckland Transport to align Auckland Transport’s outcomes with the service specifications for “Esplanades, Beaches and Coastal Areas” to avoid differing service levels for the same type of assets
- n) requests that the service specification for “Esplanades, Beaches and Coastal Areas” include:
 - i) a full definition of “major urban beaches” or that a definitive list of the “major urban beaches” is provided for the local board’s review, noting that the list provided is indicative only
 - ii) a definitive list of the “number of beaches” which require sand replenishment/repositioning, noting that the list provided is indicative only
 - iii) an explanation on the proposed cleaning of all toilet/changing rooms in esplanades, beaches and coastal areas, noting that the service specification only provides an outcome for “toilet/changing room cleaning for major urban beaches and adjacent reserves”
- o) requests confirmation of the council’s service standard in relation to the maintenance and up-keep of council owned cemeteries prior to ANZAC and other commemorative events and activities as this has been a recurring annual issue
- p) notes that the 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 and any specific current or future enhancements beyond this standard will be

identified in the contracts to ensure that the service levels do not reduce

Smart Procurement principles

Local delivery and Community Empowerment

- q) considers that providing more opportunities for local suppliers for the 2017 Parks and Building Maintenance Contracts will allow for:
- greater economic opportunities for these local providers
 - greater pride and ownership in the work and consequently better standards
 - economic development in local areas, including jobs closer to where people live
 - sensible outcomes allowing local people to deliver a service quickly and efficiently rather than waiting for a contractor to travel vast distances for a small job
- r) suggests a mechanism is created for bringing small and medium sized contractors and community enterprises together with big contractors to broker partnering arrangements as the current proposal has an inbuilt preference towards larger companies
- s) suggests that the Smart Procurement Principle “local community” be strengthened further with an amendment stating that service delivery should be delivered locally wherever that is practicable
- t) requests a definition of what would be considered local providers and suppliers under the Smart Procurement Principles
- u) supports staff incorporating creative solutions and opportunities to build community empowerment into the 2017 Parks and Building Maintenance Contracts e.g. a local community group could undertake all the maintenance of a local park
- v) requests that the 2017 Parks and Building Maintenance 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 will not lock these groups out for five or more years)
- w) requests that staff, when considering the tenders for the 2017 Parks and Building Maintenance Contracts, give greater weight to tenderers who have included a majority of local suppliers and groups from across the Hibiscus and Bays Local Board area in their tenders. It is the local suppliers and groups that have the flexibility to undertake specific local requirements and are able to work in with volunteer groups
- x) requests that staff, as per the Auckland Council’s procurement policy, ensure that local suppliers are provided advice and support so they have a full and fair opportunity to compete for the 2017 Parks and Building Maintenance Contracts, including ensuring that the process as to how the new approach is conveyed to local suppliers and community

groups allows for a single integrated approach to procurement, service delivery and community empowerment

y) requests that as part of the new 2017 Parks and Building Maintenance Contracts successful tenders are required to ensure local sub-contractors (community groups and small businesses) are paid a fair and reasonable rate

z) requests that the 2017 Parks and Building Maintenance Contracts have a “local impact assessment” as part of the procurement process as per the Auckland Council’s procurement policy and requests that local boards have input at the strategic level on the development of the “local impact assessment”

aa) requests that an open tender process continues for all capital projects

Sustainability

bb) requests that staff ensure that the 2017 Parks and Building Maintenance Contracts provide a sustainable procurement approach as per the Council’s procurement policy which includes “increased local spend and enhanced local capability where appropriate”

cc) requests that the sustainable procurement approach also requires that where practical the use of environmentally friendly products e.g. cleaning products

Service level changes

dd) requests that the 2017 Parks and Building Maintenance Contracts be designed to allow for enough flexibility for local boards to make minor changes to levels of service without the need for locally driven initiative funding

ee) requests that the 2017 Parks and Building Maintenance Contracts be designed to enable local boards to use locally driven initiative funding for increases to levels of service on an annual basis

ff) requests that staff ensure that increases to levels of service resulting from the planned growth for Auckland are built into the 2018-2028 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

Performance Measures

gg) requests that simple and measurable Key Performance Indicators and penalties for non-performance are included in the 2017 Parks and Building Maintenance Contracts

hh) requests that the simple and measurable Key Performance Indicators developed for the 2017 Parks and Building Maintenance Contracts are used to inform the measures for the 2018-2028 Long-term Plan as this will enable local boards to have better governance oversight of contract delivery and performance

ii) seeks confirmation that the Auckland Council will adopt an internal audit approach rather than a contractor self-audit process

jj) proposes that there is a built in review period at six months with feedback to the local boards on the first six months

Reporting, advice and ongoing support

kk) seeks confirmation that there is no intention to reduce the existing 2015/2016 service levels as part of the 2017 Parks and Building Maintenance Contracts and requests staff to provide options to address any proposed reductions to the affected local boards for consideration within existing asset-based services budgets

ll) requests 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

mm) requests 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

nn) requests confirmation as to how the new contracts will be managed by Community Facilities and how the local boards will be supported by the council, including confirmation that resourcing will be sufficient to provide timely service and advice to local boards and how the model will enhance the local board's current level of support, - i.e. which staff will work with locals boards at relevant portfolio, workshop and business meetings

oo) requests that Community Facilities work closely with the council-controlled organisations and the rest of the council family to ensure that service delivery is collaborative and integrated

pp) requests that maintenance (such as lawn mowing) for community-owned assets that provide valuable community services, e.g. community halls, be included in the 2017 Parks and Building Maintenance Contracts.

CARRIED