

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.

Henderson-Massey

Henderson-Massey Local Board feedback on the 2017 Parks and Building Maintenance Contracts proposal

23 September 2016

The Henderson-Massey Local Board provides the following feedback:

Overall approach

- a) has reservations about the proposed approach for the 2017 Parks and Building Maintenance Contracts particularly with regards to the size of the geographic clusters and that the localised governance monitoring role of the local board will be severely diminished .
- b) notes that the move to more outcomes focussed Parks and Building Maintenance Contracts while well intended will require a high level of monitoring and is open for dispute between council and contractors, further definition will be required of each of the qualitative descriptors used for each of the asset classes.
- c) 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.
- d) requests that levels of service are transparent, supported by the users and the community and are adjusted between standard and enhanced as population density increases in the area.
- e) notes the need to factor in great asset management budgets will be required as the value of assets are maximised beyond their regular life.

Service specifications

- f) notes 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.
- g) requests that these service standards meet the expectations of users and the community and include integrated thinking in regards to the asset in its entirety.

Geographical clusters and term of contracts

- h) has reservations about the proposed geographic cluster of Henderson-Massey, Rodney, and Waitakere Ranges for the 2017 Parks and Building Maintenance Contracts, noting that; there are varying interests and needs between the boards in the proposed Toru zone, the cluster covers a very large geographical area, and that there is a need for effective monitoring and responsive relations with council's management and governance arms which could be impacted by these factors.

- i) recommends 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 agreed by local boards.
- j) seeks surety that contractors are able to support all the local boards communities' contrasting expectations noting geographic scale, environmental protection and large urban area.

Procurement principles

Benefits of local suppliers

- k) requests that there are more opportunities for local suppliers for the 2017 Parks and Building Maintenance Contracts which will allow for:
 - i) greater economic opportunities for local providers
 - ii) greater local pride and ownership in the work and consequently better standards
 - iii) economic development in local areas, including jobs closer to where people live and less 'service miles' to avoid contractors travelling long distances to service assets.
- l) 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".
- m) requests that staff, when considering the tenders for the 2017 Parks and Building Maintenance Contracts, give greater weight to tenderers who have included a proportion of local suppliers.
- n) requests that staff ensure that local suppliers and depots are provided advice, support and training 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.
- o) 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 under fair and reasonable conditions.
- p) requests that the 2017 Parks and Building Maintenance Contracts have a "local impact assessment" as part of the procurement process as per the Council's procurement policy and requests that local boards have input at the strategic level on the development of the "local impact assessment".

Community empowerment/volunteers

- q) 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 and that volunteer/donated time is recognised.
- r) requests that the 2017 Parks and Building Maintenance Contracts have 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).

Contract variation/flexibility

- s) requests that staff ensure that increases to levels of service resulting from the planned growth for Henderson-Massey 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.

- t) 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.
- u) requests that the 2017 Parks and Building Maintenance Contracts be designed to enable local boards to use locally driven initiative funding for major increases to levels of service on an annual basis.
- v) requests that simple and measurable Key Performance Indicators and penalties for non-performance are included in the 2017 Parks and Building Maintenance Contracts.
- w) 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.

Reporting, advice and ongoing support

- x) notes that staff have confirmed 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.
- y) requests access to a small renewals budget and have the authority to act on minor asset failures as soon as practically possible (e.g.; replace broken signs, fix cracked pathways).
- z) 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.
- aa) 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.
- bb) requests confirmation from staff as to how the new contracts will be managed by Community Facilities and how the local boards will be supported by staff, including confirmation that council resourcing will be sufficient to provide timely service and advice to local boards in their governance role of maintenance contracts.
- cc) 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.

LB Specific feedback

- dd) notes that etching of council assets is a growing problem and there needs to be an aspect of reactive maintenance of protective etch guard films.
- ee) as stated in s) notes that significant development and population growth has been approved for the Henderson-Massey local board area and that allowance for this must be incorporated into any contract; for example a significant town park is to be constructed in the Westgate metropolitan centre which will require an appropriate level of maintenance to maintain its high level of amenity. Maintenance for these new infrastructure assets created during the term of contracts must be funded and enabled to be incorporated into contracts.