

## 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.

### Rodney

**RD/2016/124                      Community Facilities Maintenance Contracts 2017**

FILE REF                      CP2016/17898

AGENDA ITEM NO.    18

#### **18      Community Facilities Maintenance Contracts 2017**

Resolution number RD/2016/124

MOVED by Chairperson BM Steele, seconded by Member WW Flaunty: \_

That the Rodney Local Board:

##### Overall approach

- a) acknowledge the need for the proposed approach for the 2017 Parks and Building Maintenance Contracts however given the geographical size of Rodney, being 46% of the Auckland area, suggest that it should be one contract service area .
- b) request that the proposed outcomes reflect local character, not one generic outcome across the region.
- c) request 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.
- d) 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.
- e) request 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 or the contractor themselves to monitor performance.
- f) support an approach that achieves quicker response maintenance times

### Geographical clusters and term of contracts

g) is not satisfied that the size and makeup of the Toru geographic cluster (which Rodney has been placed into) is fit for purpose for the following reasons:

i) there are notable differences between the expectations of communities in a rural local board area (such as Rodney) and in an urban local board area (such as Henderson-Massey) regarding maintenance levels and locally based delivery; the eventual service contracts will need to be carefully framed in order to give due regard to those differences

ii) even with a focus on locally based delivery, the sheer size of the Toru cluster will invariably require contractors to travel great distances and what is considered “locally based” will be quite broad given the geographic area being covered; while this may be an improvement on the current structure, bundling local boards the size of Rodney, Waitakere Ranges and Henderson-Massey together is still too much for a single service contract

iii) the Toru cluster makes up the majority of the city by land mass and expecting one “relationship manager” to have knowledge of this area and to be able to provide regular updates on all parks and community facilities issues to the three local boards in the cluster as and when required is unreasonable and risks being less responsive than the status quo, with dedicated experts.

h) request the assessment of options to redistribute the proposed clusters into smaller groups or with Rodney as a stand-alone geographic area.

i) request 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) request 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 as a result.

### Proposed service specifications

k) request 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) request 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) note 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) Request that the service specification for "Esplanades, Beaches and Coastal Areas" include:

i) a full definition "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) request 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) request more information on the service specification "Co-governed sites – Tupuna Maunga" and whether this extends to all co-governance arrangements, not just Tupuna Maunga.

q) request more information on the support available to co-governance entities and what the process will be for those entities to run their own procurement processes and set their own levels of service if they wish.

r) 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 and any specific current or future enhancements beyond this standard will be identified in the contracts to ensure that service levels do not reduce.

### Smart Procurement principles

#### *Local delivery and Community Empowerment*

s) consider that providing more opportunities for local suppliers for the 2017 Parks and Building Maintenance Contracts 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

- iv) 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.
- t) suggest 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.
- u) request a definition of what would be considered local providers and suppliers under the Smart Procurement Principles.
- v) support 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.
- w) request 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).
- x) request 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 from across the Rodney Local Board area in their tenders, noting that suppliers based in Waitakere Ranges or Henderson-Massey may be “local” from the Toru cluster’s perspective but those suppliers would fail to address the needs of Rodney’s communities and their desire to use Rodney based suppliers.
- y) request 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.
- z) request 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.
- aa) 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”.

### *Sustainability*

- bb) request 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) request that the sustainable procurement approach also requires the where practical the use of environmentally friendly products e.g. cleaning products.

#### *Service level changes*

dd) request 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) request 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) request 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) request 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) seek confirmation that the Auckland Council will adopt an internal audit approach rather than a contractor self-audit process.

jj) propose that there is a built in review period at six months with feedback and advice to the local boards on how those first six months have gone and any issues that have arisen at that time.

#### Reporting, advice and ongoing support

kk) seek 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) 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.

mm) 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.

nn) request 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) request 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) request 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**