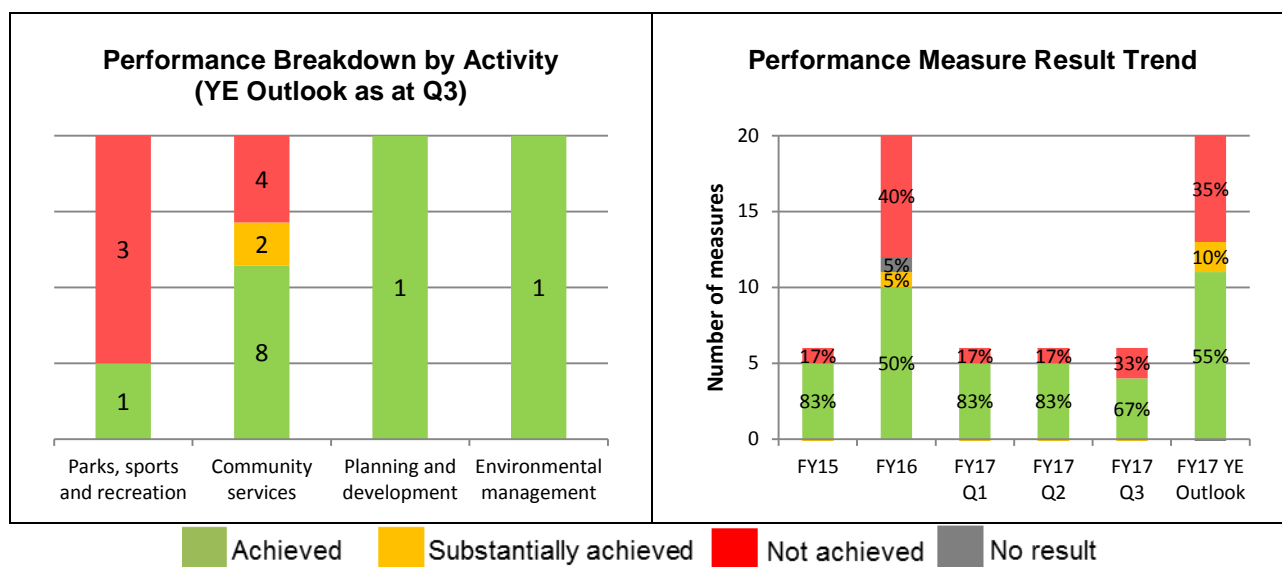


# Ōtara-Papatoetoe Performance Measure Results











## 1. Introduction



1. The local board agreements include level of service statements and associated performance measures to guide and monitor the delivery of local services. This report provides interim performance results and outlook information for Ōtara-Papatoetoe Local Board's measures, showing how we are tracking for the third quarter of FY17.
2. The year-end outlook is for 35 per cent of measures to not achieve target.
3. The local environmental management, and local planning and development measures are on track, but there are a few measures across the remaining service delivery areas where performance needs to be lifted into order to achieve target.
4. Measures that are not on track to be achieved include:
  - Percentage of residents satisfied with the provision of sports fields. Due to the wet ground conditions over winter, it is necessary to restrict the use of all sports fields to avoid significant damage to the playing surface. This may result in dissatisfaction with the provision of sports fields in the area. We have a programme of work to address quantity of sports fields, but we are looking at ways to also improve the quality of surfaces and playing conditions.
  - Percentage of Aucklanders that feel connected to their neighbourhood and local community. 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.
  - Percentage of Aucklanders that feel their local town centre is safe during the day. Initiatives to help improve this result include Ōtara Business Association taking over the monitoring of Papatoetoe's public safety cameras to ensure a continuous service is maintained, and the Work and Income Ambassador programme in Hunters Corner, Ōtara and Old Papatoetoe town centres, which provides a great high-profile presence around town centres and works closely with the camera monitoring centres.

## How we measure performance

The following symbols are used to indicate our progress against targets set in the Long-term Plan 2015-2025 (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

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 Q3 results are based on the actual results for January and February, and an estimate of March results. This was done to ensure timely information could be provided.

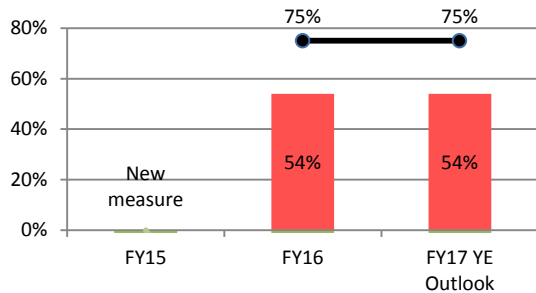
### Year-end outlook

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. Detailed Performance Measure Results

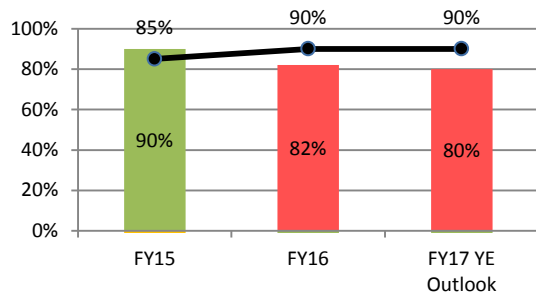
### Local Parks, Sport and Recreation

1. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



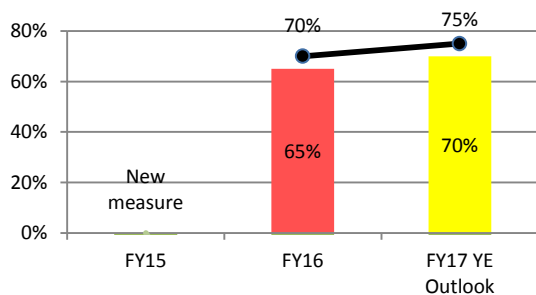
It is often difficult to carry out maintenance work on parks and reserves during the winter months without causing damage to the ground surface. Maintenance contractors are still required to do as much work as possible such as mowing frontages, berms and path edges without damaging the turf but in some sites it is just not possible to do much more. For this reason some members of the public may feel dissatisfied with the provision of parks and reserves in their area.

2. 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.

3. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields

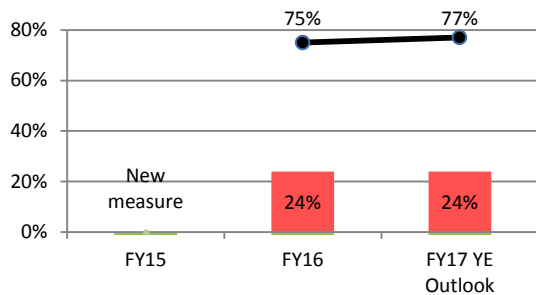


Due to the wet ground conditions over the winter period, it is necessary to restrict the use of all sports fields to avoid significant damage to the playing surface. In Ōtara-Papatoetoe, there are a high numbers of soil fields and these restrictions have had an impact on the number of games that were able to be played in the season. This may result in dissatisfaction with the provision of sports fields in the area. We have a programme of work to address quantity of sports fields, but we are looking at ways to also improve the quality of surfaces and playing conditions.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
4. Customers Net Promoter Score for Pool and Leisure Centres	✓	+ 15	Measured Annually		+ 53

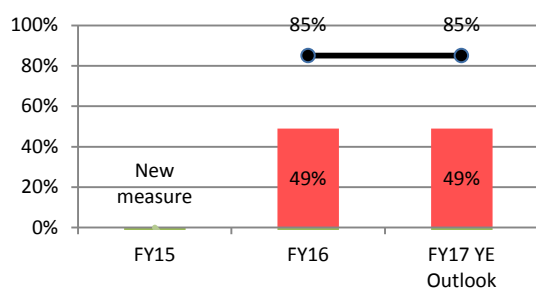
## Local Community Services

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



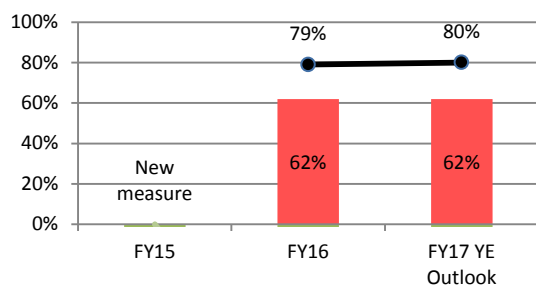
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring not to be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural 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.

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



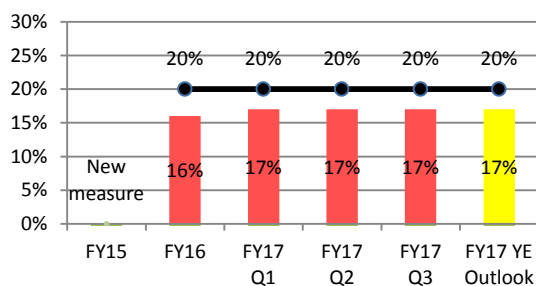
This measure aims to survey at least two events annually for each local board area to assess attendees' views on a sample of events provided or funded by the council. Each year different events are selected to be surveyed, and this makes it difficult to establish a forecast. However, if performance remains 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.

### 7. Percentage of Aucklanders that feel their local town centre is safe (day)








This measure is influenced by a number of elements such as crime rates, the built environment, and socioeconomic and other similar factors. The council undertakes projects and initiatives to improve perceptions of safety. Ōtara Business Association has taken over the monitoring of Papatoetoe's public safety cameras to ensure a continuous service is maintained. The Work and Income Ambassador programme in Hunters Corner, Ōtara and Old Papatoetoe town centres provides a great high-profile presence around town centres and works closely with the camera monitoring centres.


### 8. Percentage of community facilities bookings used for health and wellbeing related activity




This is a new measure to establish our understanding of community facility activities that contribute to health and wellbeing outcomes. This data will be used by staff when considering facility work programmes for FY17 – staff now have a baseline figure and will aim to improve this by looking at the mix of activities being conducted at community facilities.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
9. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		4.5	4.8	3.4	6.5
10. Number of visits to library facilities per capita		9.5	6.9	7.2	10.4
11. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		87%
12. Percentage of visitors satisfied with the library environment		85%	Measured Annually		87%
13. Percentage of funding/grant applicants satisfied with information, assistance and advice provided		76%	Measured Annually		75%
14. Percentage of participants satisfied with council delivered local arts activities		90%	Measured Annually		No result
15. Percentage of Aucklanders that feel their local town centre is safe (night)		20%	Measured Annually		18%
16. Facility utilisation at peak times for council managed community centres and venues for hire		21%	37%	21%	41%
17. Facility utilisation at off-peak times for council managed community centres and venues for hire		14%	19%	14%	17%
18. Number of visitors to community centres and venues for hire		106,884	168,670	80,163	267,723

### Local Planning and Development

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
19. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations		100%	Measured Annually		80%

## Local Environmental Management

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
20. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		100%