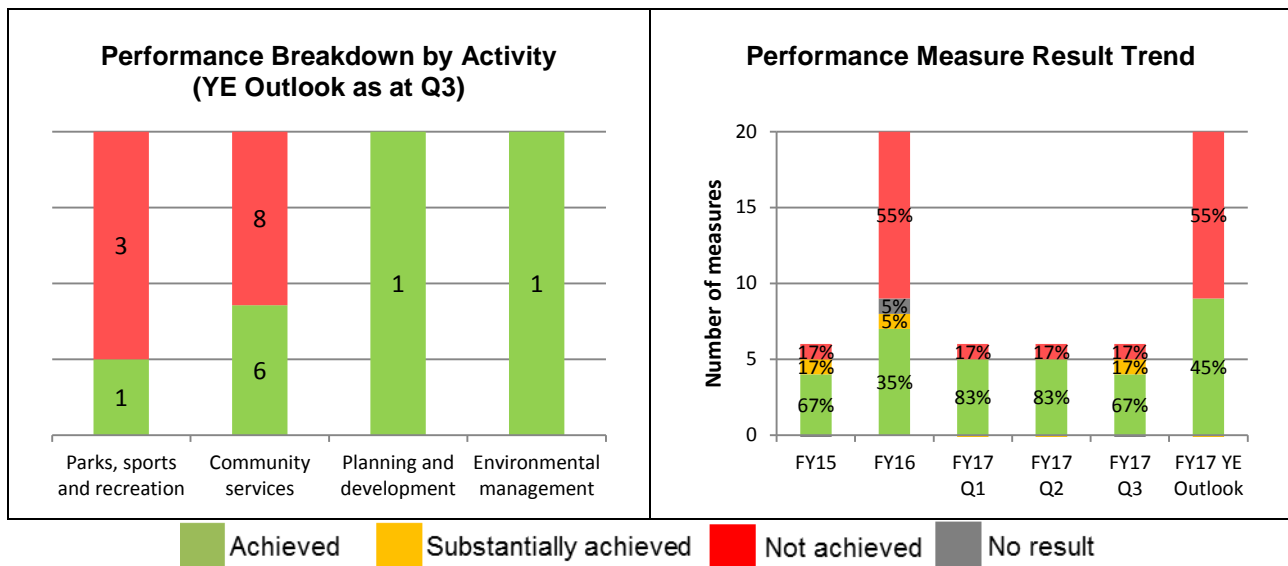


Papakura Performance Measure Results











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 Papakura Local Board's measures, showing how we are tracking for the third quarter of FY17.
2. The year-end outlook is for 55 per cent of measures to not achieve target.
3. The local environmental management, and local planning and development measures are on track, while there are a number of measures within local parks, sport and recreation, and local community services where performance needs to be lifted in order to achieve target.
4. Measures that are not on track to be achieved include:
 - Customers Net Promoter Score for Pool and Leisure Centres, which is a measure of customer satisfaction. Mitigations are in place at Massey Park Pool to improve perception and increase this score.
 - Percentage of residents satisfied with the provision 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, which may be causing some members of the public to feel dissatisfied with the parks and reserves in their area.
 - Percentage of Aucklanders that feel their local town centre is safe during the day and at night. 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. Security patrols operate in the Papakura town centre and train station area on weekdays, creating a high visibility presence.

How we measure performance

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

				
				
Achieved Target has been met or exceeded	Substantially achieved Target has not been met by a slim margin	Not achieved but progress made Target has not been met but the result is an improvement from the prior year	Not achieved Target not achieved and prior-year result has not been improved	No result 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.

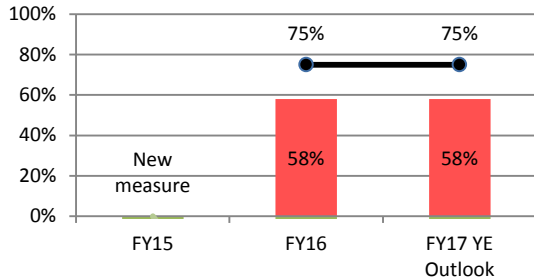
Year-end outlook

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

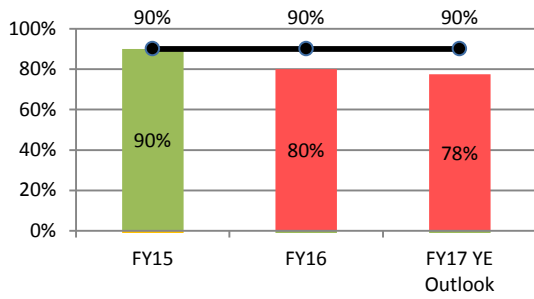
Local Parks, Sport and Recreation

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



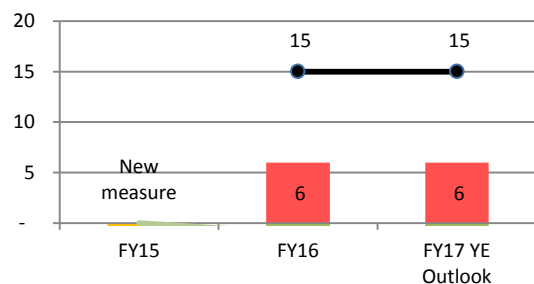
It is often difficult to carry out maintenance work on parks and reserves during the winter months without causing damage to the ground surface. Maintenance contractors are still required to do as much work as possible such as mowing frontages, berms and path edges without damaging the turf but in some 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. Customers Net Promoter Score for Pool and Leisure Centres

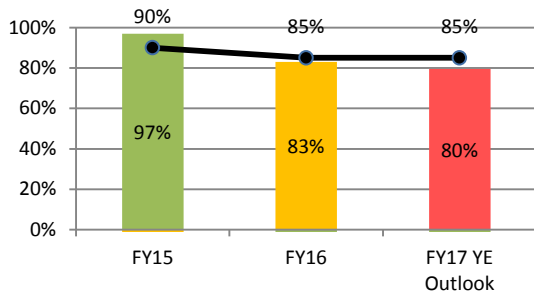


As this is measured annually the FY17 outlook is based on FY16 results. Mitigations are in place at Massey Park Pool to improve customer perception and increase this score. Other feedback received from customers indicated maintenance of facilities at Papakura Leisure Centre was a factor in the low Net Promoter Score.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
4. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields	✓	75%	Measured Annually		77%

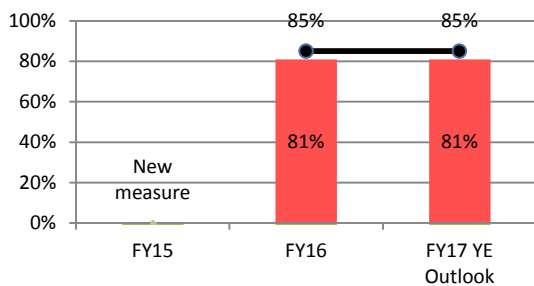
Local Community Services

5. Percentage of customers satisfied with the quality of library service delivery



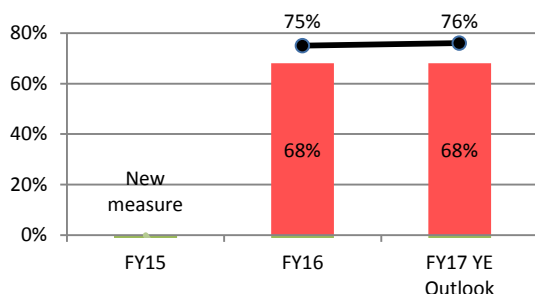
The trend shows decreasing satisfaction with library service delivery; however, the majority of feedback received by customers is positive. We continue to monitor feedback and make improvements when possible.

6. Percentage of visitors satisfied with the library environment



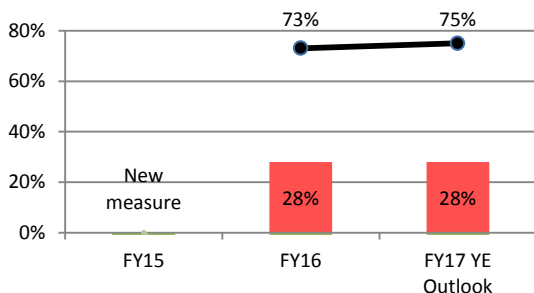
We received positive feedback in FY16 about the Sir Edmund Hillary Library environment and layout, but customers would also like to see more seating near wall plugs to charge phones and laptops, and development of a separate children's and parents' area to reduce noise levels. Work is underway to replace furniture and fittings.

7. Percentage of funding/grant applicants satisfied with information, assistance and advice provided



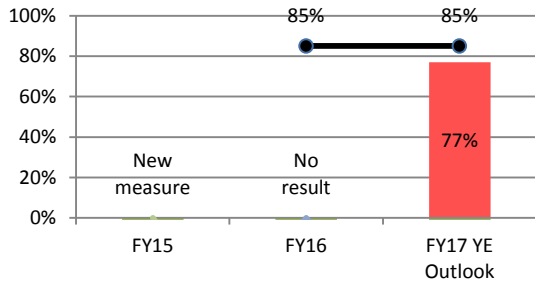
FY16 was the first year of implementing the new community funding policy, which also saw the establishment of a dedicated funding hub. Funding hub members also worked closely with subject matter experts to reach relevant communities. A series of community workshops is planned for FY17 to build community groups' capacity to submit quality applications and to provide further advice to applicants.

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



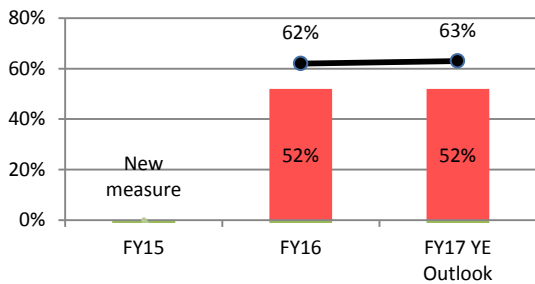
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring not to be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural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

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



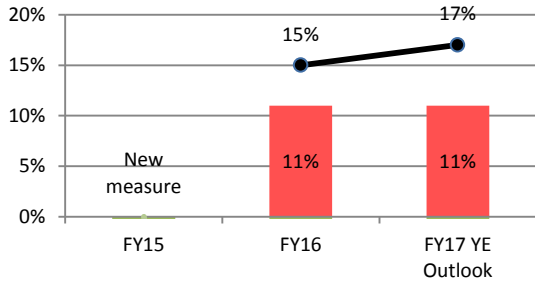
This measure aims to survey at least two events annually for each local board area to assess attendees' views on a sample of events provided or funded by the council. Each year different events are selected to be surveyed, and this makes it difficult to establish a forecast. This year's result will depend on what events are delivered, what events are selected for survey, the weather conditions, turn out and facilitation.

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



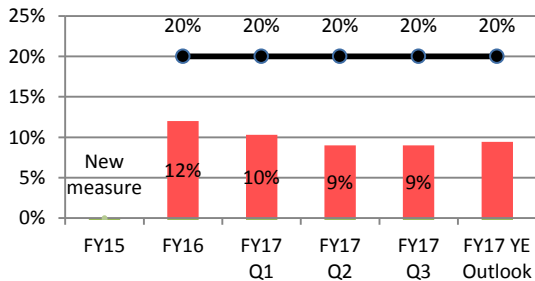
This measure is influenced by a number of elements such as crime rates, the built environment, and socioeconomic and other similar factors. The council undertakes projects and initiatives to improve perceptions of safety. Security patrols operate in the Papakura town centre and train station area on weekdays, creating a high visibility presence.

11. Percentage of Aucklanders that feel their local town centre is safe (night)









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. Security patrols operate in the Papakura town centre and train station area on weekdays, creating a high visibility presence.


12. 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
13. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		1.0	1.5	0.8	2.1
14. Number of visits to library facilities per capita		4.5	3.2	3.3	4.7
15. Percentage of participants satisfied with council delivered local arts activities		90%	Measured Annually		93%
16. Facility utilisation at peak times for council managed community centres and venues for hire		15%	16%	15%	15%
17. Facility utilisation at off-peak times for council managed community centres and venues for hire		11%	14%	11%	3%
18. Number of visitors to community centres and venues for hire		100,704	81,353	75,528	73,686

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		100%

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%