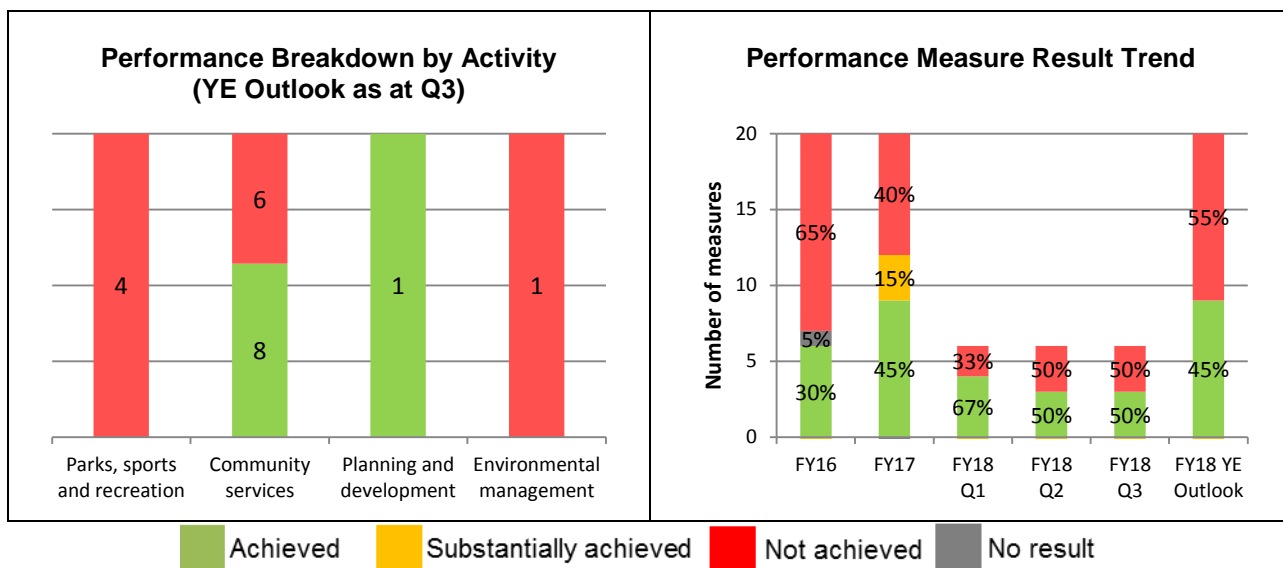


# Franklin Performance Measure Results

## 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 information on the performance measure year-end outlook for Franklin Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 55 per cent of measures will not achieve target.
3. Currently all performance measures are being reviewed as part of the development of the 2018-2028 Long Term Plan.

### 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**

Performance measure targets are different for each local board. It is important to remember this when comparing results presented in the summary performance results table. 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.

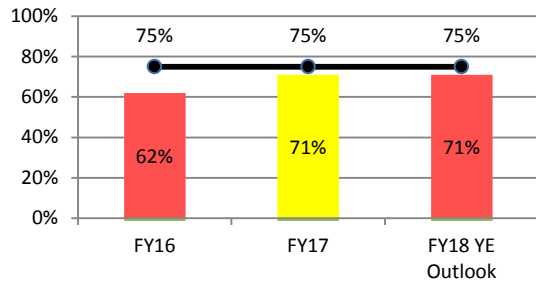
### **Year-end outlook**

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

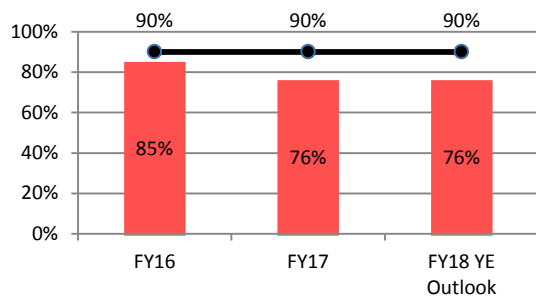
### Local Parks, Sport and Recreation

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



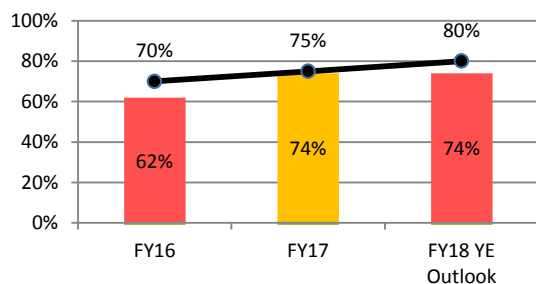
Resident satisfaction with local parks and reserves has increased significantly and remains close to the target level. No negative impact on services are anticipated in this area.

2. Percentage of residents who visited a local park or reserve in last 12 months



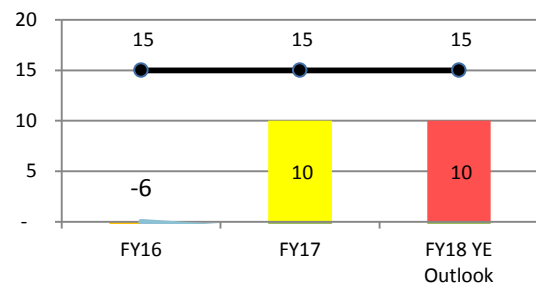
Promoting our parks and facilities will be one strategy used to help increase proportion of the population who visit local parks.

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



Satisfaction with the provision of sports fields was substantially achieved and has improved significantly on last year's result. The multipurpose sports park in Waiuku is a key driver for increased levels of satisfaction in this area. The winter supply and need modelling which was completed in late 2017 indicates a shortfall of lit fields in this local board area. A programme will be introduced in the LTP to offset this shortfall over the next 10 years.

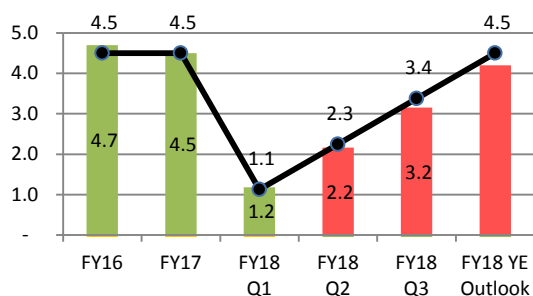
4. Customers Net Promoter Score for Pool and Leisure Centres



There has been significant improvement on last year's score, although slightly below target. The improvement in score for this period signals we have more customers speaking positively than negatively for the facilities than we did last year. The positive comments from customers indicate having the facility in the community is a real benefit. The negative comments are largely due to the ongoing maintenance issues of the pool being closed for maintenance, cleaning and general overcrowding of the pool.

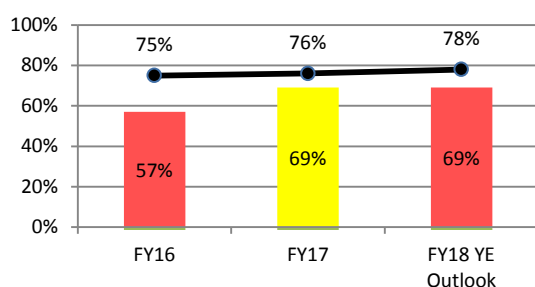
## Local Community Services

### 5. Number of visits to library facilities per capita



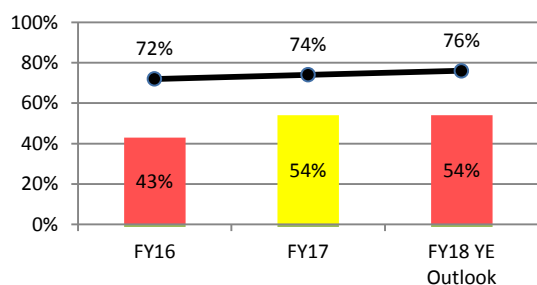
The outlook for visits per capita is forecast to not achieve target. Libraries use patterns have changed since the targets were set; some people visit less as each visit is more productive, some people stay longer per visit and some are served outside the physical library.

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



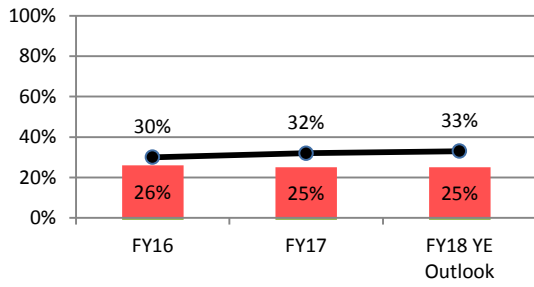
The result of 69% has improved from last year result of 57%. Overall the level of customer satisfaction has increased by 7% for all local boards for this year. Customers have reported difficulties with completing the online form and navigating the council website. Improvements to the application form and grants webpage have been made for the 2017/2018 financial year.

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



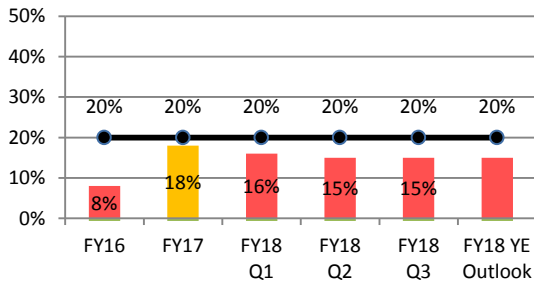
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase **community connectedness and participation**.

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



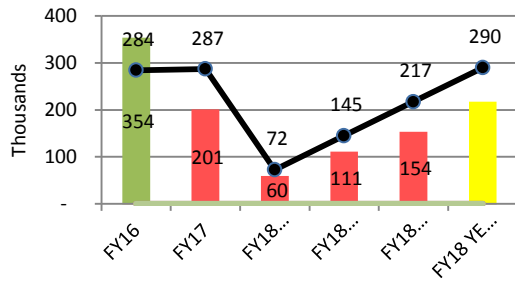
A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including placemaking activities, to improve perceptions of safety. Council is working with the Pukekohe and Waiuku Business Associations to develop town centre safety initiatives including improvements to the CCTV network. The Franklin Neighbourhood Support is actively recruiting street coordinators.

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











This was a new measure to establish our understanding of community facilities activities that contribute to health and wellbeing outcomes. This measure will be reviewed for the next LTP.


10. Number of visitors to community centres and venues for hire



Q3 is based on first 8 months of FY18 and one month estimate. Visitor numbers are steady compared to the same period last year.

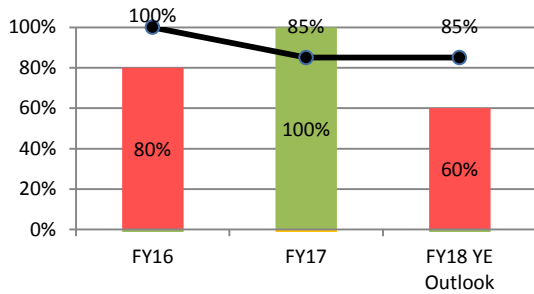
Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
11. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		1.0	1.6	0.8	2.0
12. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		93%
13. Percentage of visitors satisfied with the library environment		85%	Measured Annually		91%
14. Percentage of participants satisfied with council delivered local arts activities		85%	Measured Annually		78%
15. Percentage of attendees satisfied with council delivered and funded local events		85%	Measured Annually		92%
16. Percentage of Aucklanders that feel their local town centre is safe (day)		80%	Measured Annually		80%
17. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)		15%	19%	15%	17%
18. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)		9%	10%	9%	7%

## Local Planning and Development

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
19. Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations		100%	Measured Annually		100%

## Local Environmental Management

20. Proportion of local programmes that deliver intended environmental actions and/or outcomes



Manukau Harbour Forum - A portion of the work programme includes a communications review, and funding for marketing and ongoing communications. Communications have expressed concern at the value of a communications review and are seeking further advice from the forum on the scope of a communications plan. The Waiuku water quality monitoring project is likely to cost \$2,000 less than budgeted for. Staff are developing options for allocating the \$2,000 to an additional water quality project. There may be delays in the delivery of the Waiora project, due to the change in community meeting date.