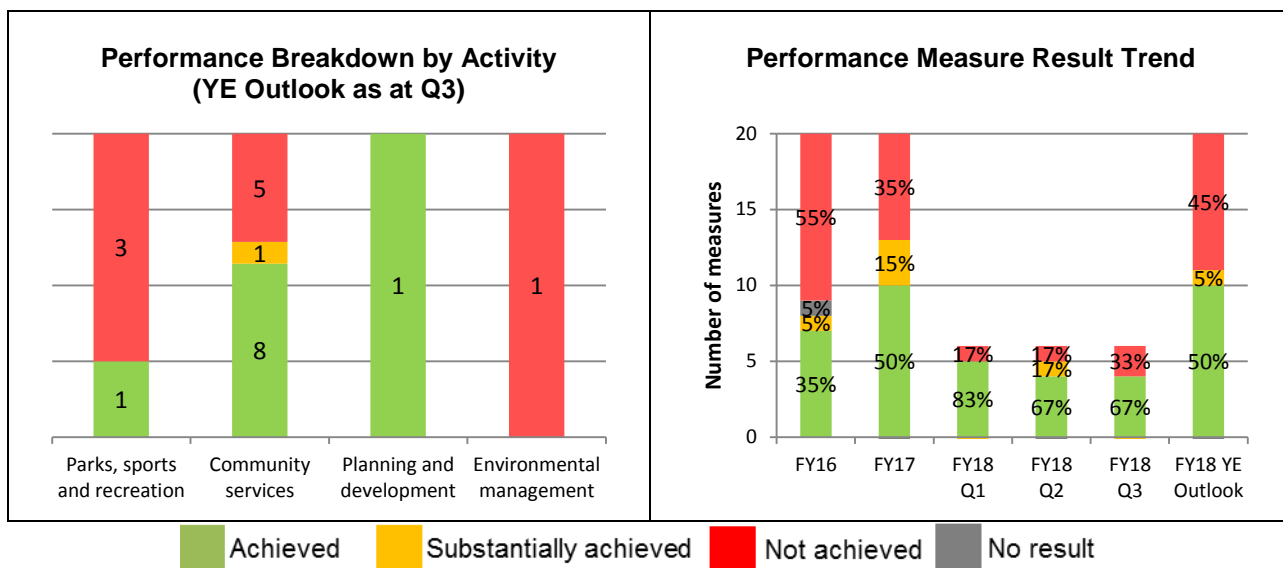


# Papakura Performance Measure Results

## 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 information on the performance measure year-end outlook for Papakura Local Board's measures, showing how we are tracking after the third quarter of FY18.
2. The year-end outlook is that 45 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.

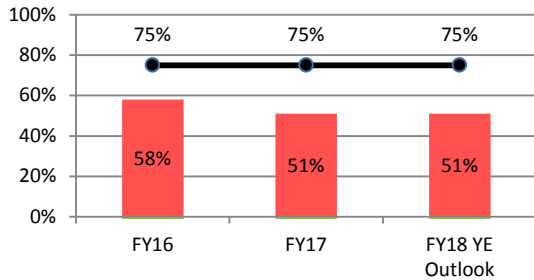
### **Year-end outlook**

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

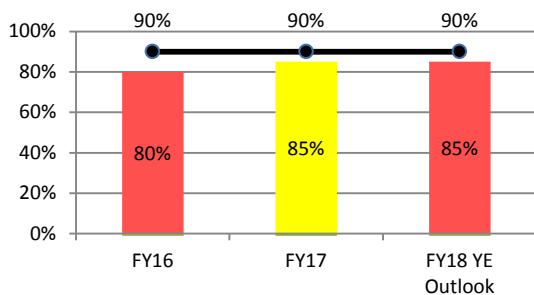
### Local Parks, Sport and Recreation

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



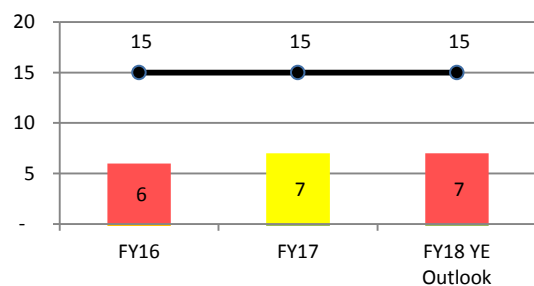
Resident satisfaction with local parks and reserves declined and remained below target. Contributing factors to the gap between this result and the target may include growth pressures on open space and/or increasing demand for new activities on parkland. Key projects that may contribute to lifting future satisfaction include new playspace recently developed in Milano Reserve, implementation of The Kauri Drive Reserve playspace approved by the Board to be constructed late 2017, implementation of Hingaia Park concept plan and development of a concept plan for a new destination playspace within Bruce Pulman Park which has been initiated and is anticipated to be completed in late 2017.

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




Although this target was not achieved, the proportion of residents who visited local parks in this area increased positively to above the regional average. Promoting our parks and facilities will be one strategy used to help increase proportion of the population who visit local parks.

3. Customers Net Promoter Score for Pool and Leisure Centres

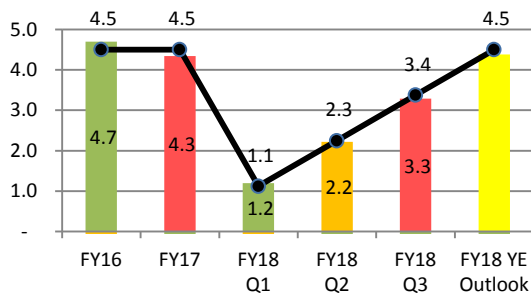


Although below target, this score remained positive reflecting that more people speak positively than negatively about these facilities. Positive comments indicated that the facilities available to the community are appreciated. Cleanliness of the changing/bathroom facilities and outdoor area, crowding at peak times in some locations as well as the recent fights outside the centre were factors that adversely affected customer perception. The NPS for Papakura slowly improving with a currently NPS score from the second quarter.

Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
4. Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields		80%	Measured Annually		82%

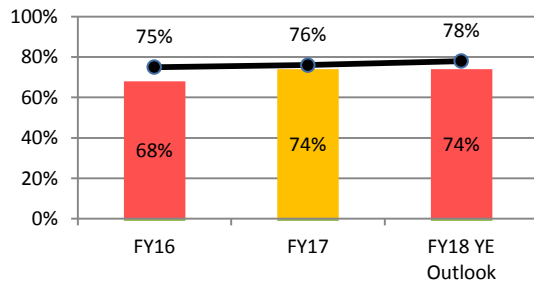
## Local Community Services

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



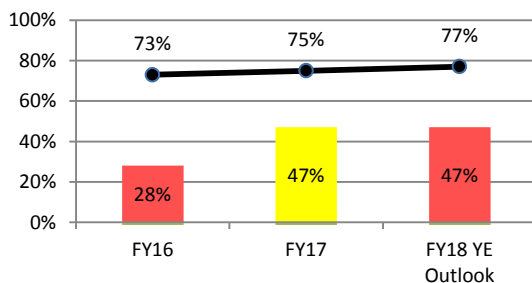
The outlook for visits per capita is forecast to not achieve target. Libraries use patterns have changed since the targets were set; some people visit less as each visit is more productive, some people stay longer per visit and some are served outside the physical library.

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



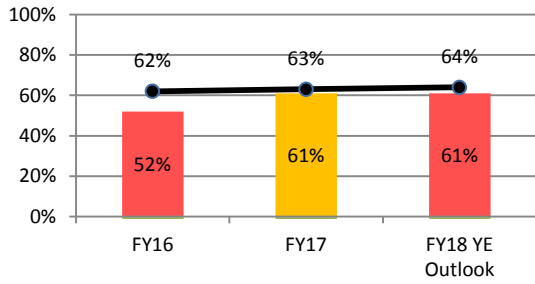
The result of 74% has improved from last year result of 68%. This result is based on only 17 survey responses and is subject to a  $\pm 18.7\%$  margin of error. Overall the level of customer satisfaction has increased by 7% for all local boards for this year. Customers have reported difficulties with 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



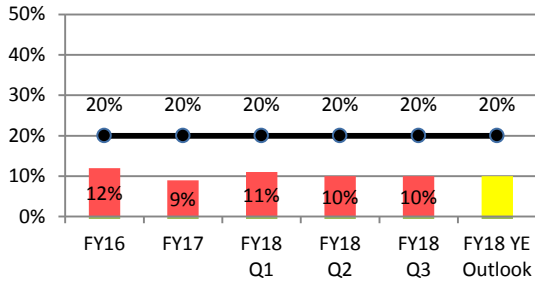
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural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












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. The Papakura Business, Auckland Transport and Auckland Council staff are working together on implementing recommendations from the Papakura Local Board safety report. Initiatives have included installing lighting and beautification of the town centre. The Business Association are recruiting a Crime Prevention Officer to co-ordinate safety activities within the town centre. The activities will enhance the regular scheduled placemaking activation activities already underway.


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.

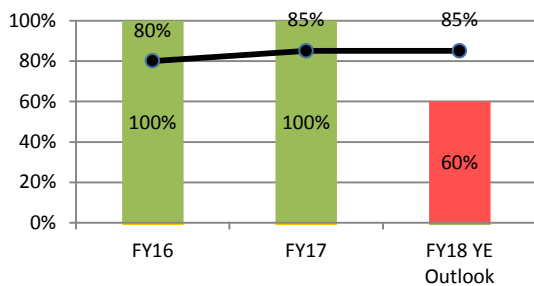
Performance measure	YE Outlook	YE Target	FY18 Q3 Result	FY18 Q3 Target	FY17 Result
10. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		1.0	1.6	0.8	2.0
11. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		90%
12. Percentage of visitors satisfied with the library environment		85%	Measured Annually		90%
13. Percentage of participants satisfied with council delivered local arts activities		90%	Measured Annually		81%
14. Percentage of attendees satisfied with council delivered and funded local events		85%	Measured Annually		0.84
15. Percentage of Aucklanders that feel their local town centre is safe (night)		19%	Measured Annually		32%
16. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (peak)		16%	21%	16%	17%
17. Facility Utilisation - utilisation at peak times and off-peak times for council managed community centres and venues for hire (off peak)		12%	13%	12%	15%
18. Number of visitors to community centres and venues for hire		101,688	93,251	76,266	120,437

## 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 uptake of the Healthy Rentals scheme has been lower than expected.