

Memo

31 August 2018

To: Tery Everett, Programme Lead, Streetscapes Project, Community Facilities
From: Manurewa Local Board

Subject: **Manurewa Local Board feedback on Project Streetscapes**

Background

Community Facilities presented Project Streetscapes at a workshop with the Manurewa Local board on Thursday 9 August 2018. The purpose of the workshop was to:

- ensure the board had a full understanding of specific services that are reportedly currently lacking
- provide an opportunity for the local board to identify current AT, and Waste Solutions issues, highlighting their top three - five priorities.

The objective of the above was to understand if there are common services / trends that need to be addressed by the Community Facility Supplier and identify services or areas that need to be factored in for negotiation purposes (that may not already be included).

On Thursday 16 August 2018, Community Facilities sought formal feedback from the local board through a report on the business agenda.

Specifically, the board was asked to identify their top ten local issues with Auckland Transport or Waste Solution streetscape services in the Manurewa Local Board area, noting that Streetscape services include mowing and weed management of berms in urban and rural areas, and town centre cleaning and loose litter collection, including emptying bins.

This feedback was delegated. See resolution below:

18 **Project Streetscapes**

Resolution number MR/2018/140

MOVED by Chairperson A Dalton, seconded by Member K Penney:

That the Manurewa Local Board:

- a) delegate the identification of the primary issues with Auckland Transport or Waste Solution streetscape services in the Manurewa Local Board area to Members Dave Pizzini and Ken Penney.**

CARRIED

Manurewa Local Board Feedback

The Manurewa Local Board is providing the following feedback about the Streetscapes project.

1. We support the transfer of streetscape services from Auckland Transport and Waste Solutions to Community Facilities' Full Facilities suppliers as part of Project Streetscapes with the proviso that the contract outcomes reflect local character, not one generic outcome across the region.
2. We think that the majority of the service specifications for the proposed 5 levels of service (A, B, C, D and E) for Project Streetscapes remain prescriptive and not outcome focused,

due to budget constraints, and request that the Governing Body consider increasing the budget for Project Streetscapes, so it aligns with the outcomes-based service levels of Project 17.

3. We have the following feedback regarding the proposed application of the 5 levels of service (A, B, C, D and E) for Project Streetscapes in Manurewa:
 - i) Rowandale Avenue shops – the level of service for this area should be raised from a D to a C as it is an area heavily populated by children on a daily basis.
4. We are concerned that some of the assets being transferred from Auckland Transport to Community Facilities' Full Facilities suppliers may not be in good condition or are not being serviced appropriately and support Community Facilities working with Auckland Transport to upgrade these assets before they are transferred as part of Project Streetscapes.

In addition, and in support of our community having a sense of pride, we have identified the following list of key local issues and/or priority areas:

- ensure all assets within our local board area are on the register, don't rely on the AT register
- Roscommon Road – medium strip mowing, renew tree cages and dead trees
- increase service level on road island mowing throughout the local board area
- Lupton Road – trees and gutters (Increase service level especially in autumn)
- Mahia Road/Roscommon Road/Weymouth Road/Alfriston Road/Palmers Road/Hyperion Drive – increase service level sweeping
- increase service level sweeping also on cul de sacs running south off Hyperion Drive - this is especially an area of concern due to piles of soiled nappies and rat infestation
- collect loose litter before mowing
- ensure Illegal dumping hotspots are regularly monitored
- report illegal dumping during weekly rubbish pick up and clean up after rubbish day
- ensure weeds are not growing out of waste water grates
- Finlayson Avenue – alleyway connecting Finlayson Ave to Templeton Place – solar lighting to be installed (dangerous at night time)
- there needs to be consistency between contractors in the level of service provided for berm mowing (see photo image below).



Alongside other local boards, we are also providing the following procurement feedback.

Procurement principles

1. We consider that providing more opportunities for local suppliers for the Project Streetscapes contracts will allow for:
 - greater economic opportunities for these local providers
 - greater pride and ownership in the work and consequently better standards
 - economic development in local areas, including jobs closer to where people live.
2. We request that staff ensure that the Project Streetscapes contracts provide a sustainable procurement approach as per the council's procurement policy which includes "increased local spend and enhanced local capability where appropriate".
3. We request that staff, when negotiating the Project Streetscapes contracts, give greater weight to tenderers who have included a proportion of local suppliers above 25 per cent.
4. We request that as part of the Project Streetscapes contracts successful tenders are required to ensure local sub-contractors (community groups and small businesses) are paid a fair and reasonable rate.
5. We support staff incorporating creative solutions and opportunities to build community empowerment into the Project Streetscapes contracts e.g. a local community group could undertake all the maintenance of a town centre.
6. We request that the Project Streetscapes 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 won't lock these groups out for five or more years).
7. We request that the Project Streetscapes 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.
8. We request that the Project Streetscapes contracts be designed to enable local boards to use locally driven initiative funding for major increases to levels of service on an annual basis.
9. We request that staff ensure that increases to levels of service resulting from the planned growth for Auckland are built into asset-based services budgets to ensure that local boards' locally driven initiative funding is not required to cover a potential shortfall in asset-based services funding.
10. We request that simple and measurable Key Performance Indicators and penalties for non-performance are included in the Project Streetscapes contracts.

Reporting, advice and ongoing support

We 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.

We request information on the performance of contractors against the Project Streetscapes contracts and information on customer queries and requests for service that relate to these contracts as part of the regular local board quarterly reports.

We 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.