

Attachment 1 - Performance against delivery requirements and KPIs for 2017/2018

Outcome 1: Meeting Auckland Plan Targets.

- Engage with community groups and sports clubs / organisations to ascertain needs, promote the facility and encourage participation in programmes and use of the facility.
- Increase participation in active sport and recreation, and local community use of the facility.

| KPIs/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Develop partnerships with community sport and recreation providers. • Record active participant numbers for each activity in the facility. • Record the number of booked hours across all active sport and recreation spaces for each calendar month. • State the activities the trust facilitates or organises on the sports fields/ courts and the number of participants who i) use the fields/courts and ii) who use the facility. <p>Cont'd: State the activities the trust facilitates or organises on the sports fields/ courts and the number of participants who i) use the fields/courts and ii) who use the facility.</p> | <p>Partnerships established: CLM Kiwisport: bowls and basketball (Q1), orienteering and athletics (Q2). Our Star of the Sea Parish established Q1 and ongoing (4.30 – 6.30pm on Saturdays). Gymnastics NZ, established affiliation (Q2). Pohutukawa Rhythmic Gymnastics established (Q2). A new initiative for self defence (1 x day class every six months) Q2. A fitness class delivered for two months by a Duke of Edinburgh certificate for BMAFC mixed under 9s in Q2. Kate Dean Dance School established (highland dancing for children), Q3. YMCA: Established an annual joint gymnastics coaching venture (annual), Q3.</p> <p>Held discussions with i) Maraetai School about Te Puru staff facilitating sport delivery and ii) Auckland Floorball Club.</p> <p>Active participant numbers for the year were 24,007. Previously participation was recorded by term for the calendar year. In 2017/2018 it was recorded by month starting in July 2017.</p> <p>Booked hours across all spaces have been recorded. The total booked hours were 3,165 hours for the year. On average this equates to 62 hours of bookings a week. In previous years “booked hours” was reported as an average per week across all areas of the building.</p> <p><u>Use of the facility - weekly</u></p> <p>Activities the trust facilitated:</p> <ul style="list-style-type: none"> • Q1 – rugby and football training field bookings and AGMs. Netball court training bookings and AGM. Football, rugby and netball prize giving events (310 people attended the winter code prize giving events). • Q2 and Q3: organised Touch for 1,000 every Wednesday. Approx 150 people utilised the clubrooms each Wednesday. Organised the Touch finals at the end of the season. • During the Touch season, Te Puru staff: i) prepare referee cards and draw, ii) provide two staff to set up fields and one staff member to time games and operate referee/information tent on a Wednesday evening iii) liaise with council bookings staff about opening/closing of fields iv) provide bar staff and access to the bar/ social area after games, v) provide food, ensure facilities are cleaned afterwards, vi) open the tuck shop (operated by local school PTA). |

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| | <ul style="list-style-type: none"> • Facility use each week by sports includes rugby and football (50) and Touch (150). One off facility bookings included Te Wananga o Aotearoa (360), TAG 20 (50), CM Touch Association Tri Series (150). • Gymnastics: Term 3 121, Term 4 127, Term 1 2018 147, Term 2 162. Total: 557 for the year. • Holiday programmes: July 2017 - 666, October 2017 - 709, Dec 2017/Jan 2018 - 1182, April 2017 - 620: Total 3,180 for the year. <p>Field use – one off events</p> <ul style="list-style-type: none"> • Q1 Beachlands School Cross Country (100 people), • Q2: Organised the Te Wananga o Aotearoa Final Family and Friends Day (360 people). • Q3: Tag 20 International tournament (800). The trust also tried to organise another two TAG 20 events however there was a clash with cricket. • Q3 Counties Manukau Touch Association Tri Series (1,000 people). 150 people used the clubrooms. • Beachlands Maraetai Touch Rugby Club – weekend finals (1,000) • Q3 – Barfoot and Thompson sponsored a Community Family Fundraising Day to raise funds for Starship Children’s Hospital. • Q4 Future Fernz indoor netball training (560 girls). Football and rugby after matches (455 people). |
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Outcome 2: Improve affordability and accessibility.

- Ensure the facility is affordable for users and accessible to the local community.

| KPIs/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Deliver at least three free or low-cost community programmes in the facility during the year. | <p>Q1:</p> <ul style="list-style-type: none"> • Subsidised sports participation – badminton and adult basketball (117 participants). • Open Day: free event for the community – group exercise classes, gymnastics, basketball, bouncy castle, colouring in competition & sausage sizzle (100 participants). • Subsidised senior circuit and group exercise classes (dance and pilates, 274 participants). <p>Q2</p> <ul style="list-style-type: none"> • Subsidised sports participation – badminton and adult basketball. • Subsidised senior circuit and group exercise classes (296 participants). <p>Q3</p> <ul style="list-style-type: none"> • Subsidised children’s tumbling workshop catering for 6 - 14 year olds in Q3: Fifty gymnasts attended two x 2 hour introductory sessions. • Subsidised sports participation – badminton and adult basketball. • Subsidised senior circuit and group exercise |

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| <ul style="list-style-type: none"> Actively promote 10 free hours of community access a week for casual use, including a mix of day, after school and weekends. | <p>classes (210 participants).</p> <p>Q4</p> <ul style="list-style-type: none"> Subsidised GymFest workshop catering for 6 - 14 year old girls. Thirty five gymnasts attended two x 2 hour sessions. Subsidised sports participation for badminton (83 participants). Subsidised senior circuit and group exercise classes (367 participants). <p>Q1:</p> <ul style="list-style-type: none"> 15 hours for rugby, football and netball prizegivings. Free senior sport, 10.00am Wednesday – consistently five people attended. Free stadium use for softball to support the club in its start up phase. Free clubroom use - tea/coffee for the seniors/Green Prescription participants. Classes were advertised on the website timetable and face book. <p>Q2:</p> <ul style="list-style-type: none"> Free conference room use provided for the local Trails Committee, Free senior sport, 10.00am Wednesday – consistently five people attended. <p>Q3</p> <ul style="list-style-type: none"> Started promoting the free 10 hours on the website (Community Tab). Stadium sports and adults cross fit/gymnastics. Affiliated clubs each 1hr per week free stadium use. Free Senior Sport, 10.00am Wednesday – consistently, five people attended. <p>Q4</p> <ul style="list-style-type: none"> Three groups began training for the AIMS games as follows: Maraetai School gymnastics, Maraetai School futsal, Beachlands School futsal. Free adult sport, 10.00am – 12.00pm on Wednesdays and 9.00am – 10.00am Saturdays - growth to eight people on Wednesdays. Usually nobody attends on Saturdays (9.00am – 10.00am) but the centre is open if anyone chooses to visit. Free use of the conference room for the local Trails Committee meetings. Free adult gymnastics fitness classes (two hours per week, 5/6 participants). Free sessions advertised on the website, on the timetable at the centre and in the Pohutukawa |
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Outcome 3: Improve participation of Māori and targeted populations.

- Ensure facility utilisation by the community with particular a focus on Māori, and girls aged 10 – 18 years.

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Engage with local iwi and Mana Whenua. • Encourage, improve and record participation in sport and recreation in targeted populations, namely; <ul style="list-style-type: none"> - Children and young people aged 5 – 18 years - Girls aged 10 – 18 years • In Year 1, work towards collecting data on Maori children and young people aged 5 – 18 years who participate in programmes/activities facilitated or delivered by the trust. Data collected shall include gender and activity type. Then, report active participant data in Year 2 and Year 3. • Provide a qualitative case study (good news story/photos) on programmes dedicated to targeted populations to convey the impact the trust is having in the community. | <p>There was no formal engagement with local iwi or mana whenua in 2017/2018. Trust staff liaised with Te Whananga O Aotearoa in regard to the delivery of a Maori language course for 25 local people. The course was delivered over 32 weeks.</p> <p>Total participation by children and young people was 13,076.</p> <p>The total number of children and young people attending the holiday programme and gymnastics was 8,750.</p> <p>Total participation by girls in gymnastics and the holiday programmes for the four terms was 7,301. Average participation in gymnastics by girls aged 10 – 18 years over the four terms was 94%. Average participation in the holiday programmes during the year by girls was 57%.</p> <p>The trust has updated its online enrolment forms for gymnastics and the holiday programme and they now include a field for ethnicity. The trust started collecting gender for gymnastics classes in Term 3 2018 and from holiday programme participants from October 2018.</p> <p>Four good new stories are included in Attachment 2.</p> |

Outcome 4: Increase diversity of activity offered to users.

- Produce a range of programmes that meet council and Franklin Local Board objectives and reflect the local community's demographics and needs.

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Deliver or facilitate new initiatives to actively promote organised sport and recreation within the facility, in accordance with the programmes specified in the trust's annual business plan. • Increase programmed activities | <p>Twelve programmes are listed in the business plan. Three programmes are not operational. They have been replaced with the additional six classes/initiatives below.</p> <p>i) Two tumbling classes which stated in Term 4 2017, ii) one additional senior circuit exercise class, iii) one Jumping Juniors gymnastics class for one – two year olds iv) Rhythmic Gymnastics which started in Term 4 2017 and v) Kate Deane's Dance School which started</p> |

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| <p>(classes or programmes) on offer in the facility by 10% per annum.</p> <ul style="list-style-type: none"> • Prior to commencing any activities in relation to the funding, undertake a site specific risk assessment and prepare a site specific safety plan related to all programmes or activities. | <p>in Term 1 2018 vi) Connections Day Care centre gymnastic class once a week.</p> <p>This has been achieved with the addition of 7 initiatives (includes Maori language school at Te Puru). The number of programmes increased by 33%.</p> <p>The trust has procedures for risk assessment on any new activities/programmes. This includes obtaining input from those interested in participating in new recreation activities. Activities implemented have been successful with a great uptake (e.g., Jumping Junior (babies) gymnastic class).</p> |
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Outcome 5: Community engagement.

- The trust acts on behalf of all facility users, including clubs, for the new “one voice” approach at Te Puru Park.
- The trust develops protocols for engaging with the clubs and users.

| <p>KPI/ Delivery Requirements <i>(The Recipient will)</i></p> | <p>Performance summary</p> |
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| <ul style="list-style-type: none"> • Establish a group with terms of reference by 1 December 2017, to represent all user groups of the facility. • Develop procedures and processes for engaging with clubs, stakeholders and users. | <p>A draft Memorandum of Understanding (MoU) between the trust and council was prepared during the year. Comments/feedback were submitted from the trust. The MoU focuses on the operational processes for park maintenance, field bookings for sports training, allocation for sport competition, and the trust’s role in each of these processes. There is likely to be a closer working relationship between the Community Facilities team and the trust. The preparation of terms of reference by the trust, to represent user groups, will be completed once the MoU is finalised.</p> <p>Te Puru staff are proactive with initiating User Group meetings quarterly, with an open forum for all clubs associated to the park. Areas of focus are the: i) strategy of the facility ii) trust leading the update of the park concept plan iii) future building expansions iv) open communication and needs/wants of the users.</p> <p>The trust launched a new website in mid-2017, with the advantage of having a centralised system for enquires to Te Puru Park, affiliated clubs, community and recreation activities within the area.</p> <p>Once the MoU is signed between council and the trust, the agreements with affiliated clubs will be updated to reflect the agreed changes.</p> |

Outcome 6: Council achieves value for money from investment.

- Operate the facility in an efficient and effective way ensuring all reporting and regulatory requirements are met.

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Provide an annual business plan which includes the following: <ul style="list-style-type: none"> - planned delivery and bookings for community use - strategies to maximise use of the facility and to meet community needs - maintenance planning for the year - the staff training plan for the year. • Annual financial reporting on operations and audited financial accounts. • Financial report showing how council achieves value for money (i.e, a list of expenses and the amount of grant funding spent on each expense). • Ensure relevant staff qualifications are held on site. | <p>The annual business plan was submitted for 2017/2018 in accordance with the funding agreement requirements.</p> <p>Maintenance was undertaken in accordance with the trust's new asset management plan. This included repairs to the roof to prevent a leak and cleaning the roof gutters.</p> <p>Holiday Programme staff completed the following training: "Keeping Your Cool - Everyday Discipline", "Code of Conduct, Behaviour Management". The team leader also completed "Safe For Children - Working With Children with Common Medical Conditions".</p> <p>Gymnastics coaches completed training including "Fundamental Movement Patterns (Bar/Floor)", Fundamental Movement Patters (vault/beam). All contracted gymnastics staff completed "YMCA / TP Training - Coaching Etiquette, Group Management and Basic Skills - spotting/technique & development".</p> <p>The audited financial report for the year ending June 2017 was submitted.</p> <p>The trust has provided a breakdown as to how the council grant is allocated to expenses. This is presented in Attachment 3. The grant is allocated toward operational costs associated with enabling the delivery of sport and recreation programmes and initiatives. This includes staff wages and salaries accounting fees, advertising and marketing, cleaning, power, staff training and health and safety. Council funding in 2017/2018 was 48% of revenue.</p> <p>Staff qualifications are held on site.</p> |

Outcome 7: Strong governance.

- Ensuring there is strong and effective decision-making for the facility.
- The board of trustees maintains a collaborative relationship with Franklin Local Board and is available to attend two meetings (to be organised by the CCO Governance Senior Advisor).

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Implement the strategic plan. • All trustees attend trustee governance training and development (this will be arranged by the CCO and External Partnerships unit of Auckland Council). • Attend two Franklin Local Board workshops each year, prior to March 2018, March 2019 and March 2020. | <p>The trust implemented the year 1 programming initiatives in its strategic plan. In regard to the trust working with CM Sport to facilitate a workshop on strategic planning for clubs. CM Sport did not have the resources available to do this.</p> <p>With the change from Counties Manukau Sport (who previously provided this support) to Community Leisure Management (CLM), the trust sees CLM as a competitor.</p> <p>No governance training was completed in 2017/2018. The CCO and External Partnerships Unit does not have a budget for CCO governance training. The trust has recently met with a consultant, via CLM's Club Connect Programme, who will provide governance support.</p> <p>The trust attended workshops with Franklin Local Board in September 2017 and April 2018.</p> |

Outcome 8: Effective and efficient operations.

- There are robust systems and processes for collecting detailed data on activities within the facility, park and key stakeholder clubs (refer to recommendation 9 in the Te Puru Community Centre Delivery Model Review 2017) and as required to meet the KPIs.
- Review the provision of management support (refer to 6e in the Te Puru Community Centre Delivery Model Review, 2017).
- Develop a long term asset renewal and capital development plan with funding linked to current reserves and on-going depreciation funding (refer to recommendation 13 in the Te Puru Community Centre Delivery Model Review, 2017).

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | Performance summary |
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| <ul style="list-style-type: none"> • Review, develop and implement procedures and processes in order to collect accurate data/information to report on KPIs for the facility, park (where the trust facilitates or organises activities/programmes/events for the community on the park) and clubs. The trust has confirmed it will work with a staff member from council's Leisure unit who will provide advice and management support in order to develop systems and processes. | <p>The procedure for data collection for the holiday programme enrolments was reviewed. The payroll and invoicing procedures were also reviewed.</p> <p>Staff from the Leisure Unit have started a wider review of procedures and processes at the centre. This started on 17 October 2018.</p> |

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| <ul style="list-style-type: none"> • Review the advice and management support provided with the Sport and Recreation Lead. • Submit an updated asset management plan which includes long term asset renewal with funding linked to current reserves and ongoing depreciation funding. • Provide quarterly updates on asset renewal linked to current funding reserves. | <p>This will be completed once the review by Leisure Unit staff has concluded.</p> <p>An updated asset management plan was submitted in February 2018.</p> <p>Four new fans (renewal) were installed on the roof and gutters were cleaned. The floor of the function room was recoated (polyurethane). An upgrade of the downstairs kitchen is planned for November 2018 to February 2019.</p> <p>To note: the trust paid for soundproofing of the wall between the sports hall and Level 1 function room was soundproofed (\$33,000, capex). Also, the trust obtained resource consent for a building extension which includes a new office block and a new deck adjacent to the clubrooms. These are not covered by the Community Access Grant.</p> |
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Outcome 9: Increase satisfaction levels of users.

- Strive to increase facility user satisfaction levels.

| KPI/ Delivery Requirements <i>(The Recipient will)</i> | |
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| <ul style="list-style-type: none"> • Report participant feedback from 10% of all sport and recreation programmes provided in the facility. • Report customer satisfaction survey results. | <p>Te Puru staff surveyed visitors to the centre in May 2018, over a one week period during the year. There were 29 respondents ranging in ages, gender and ethnicity.</p> <p>The results included the following:</p> <ul style="list-style-type: none"> • Multiple sports attended at the park/facility (15) with 24% attending gymnastics • 40% stated their favourite sport is gymnastics • 20% were interested in initiating hockey at the park/facility • 65% prefer new initiative sports to be casual (not competitive) • 88% prefer the Holiday Programme to incorporate other activities along with sport. <p>Children enrolled in the April 2018 Te Puru School Holiday programme also participated in a survey (48 respondents). Feedback was positive about the activities offered in the holiday programme. Activities children would like to try in the future include bumper balls, rock climbing and a wheels day.</p> |

