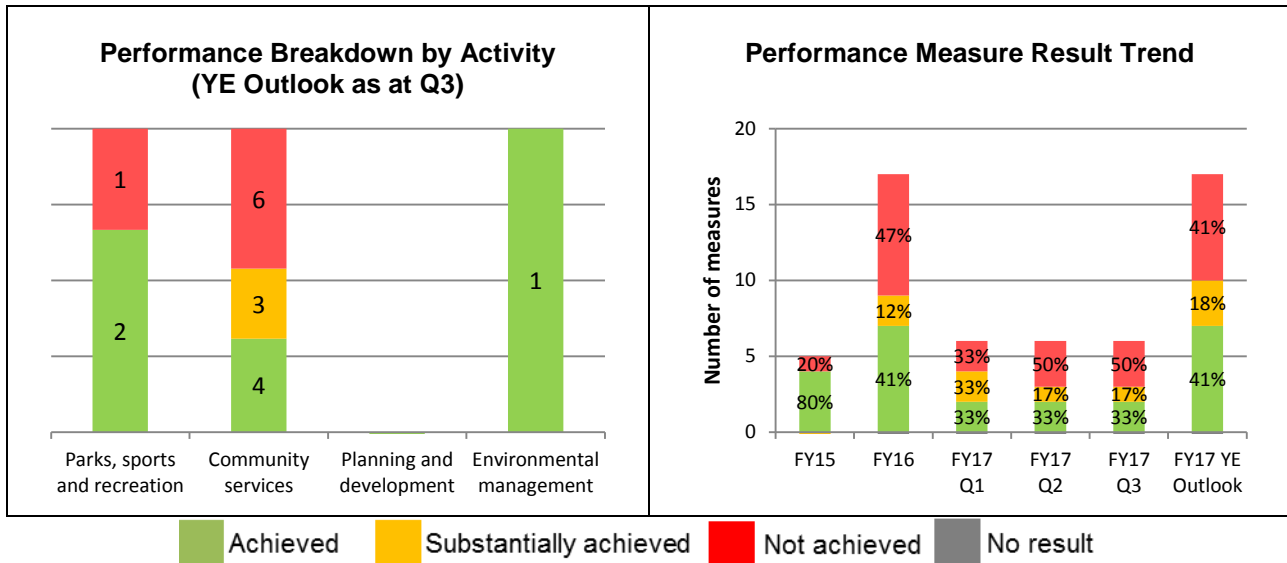


# Waiheke Performance Measure Results











## 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 Waiheke Local Board's measures, showing how we are tracking for the third quarter of FY17.
2. The year-end outlook is for 41 per cent of measures to not achieve target.
3. The local environmental management measure is on track, while there are some 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:
  - Percentage of residents satisfied with the provision of sports fields. Sports fields in the local board area are mainly soil fields, which in winter provide a lower surface quality than sand carpet, artificial or hybrid. We have a programme of work to address quantity of sports fields, but we are looking at ways to also improve the quality of surfaces and playing conditions.
  - Percentage of Aucklanders that feel connected to their neighbourhood and local community. The empowered communities approach being implemented across these activities in FY17 aims to increase this.
  - Facility utilisation at off-peak times for council managed community centres and venues for hire. The digital booking system, which began recording bookings in FY17 Q1, is expected to improve customer experience and utilisation, along with a marketing campaign in Q3.

## 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

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.

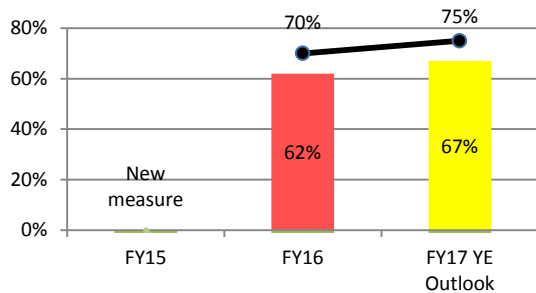
### Year-end outlook

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 sports fields

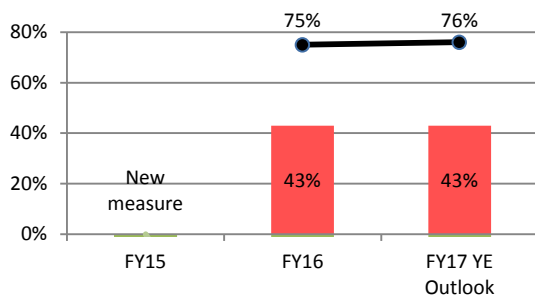


Sports fields in the local board area are mainly soil fields, which in winter provide a lower surface quality than sand carpet, artificial or hybrid. We have a programme of work to address quantity of sports fields, but we are looking at ways to also improve the quality of surfaces and playing conditions.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
2. Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves		75%	Measured Annually		76%
3. Percentage of residents who visited a local park or reserve in the last 12 months		90%	Measured Annually		94%

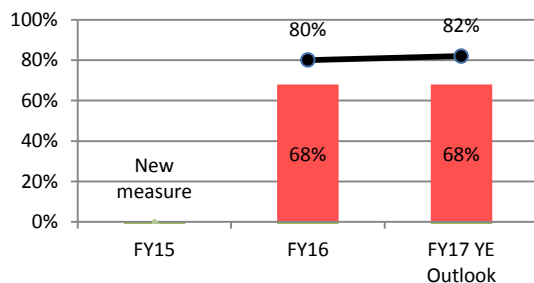
## Local Community Services

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



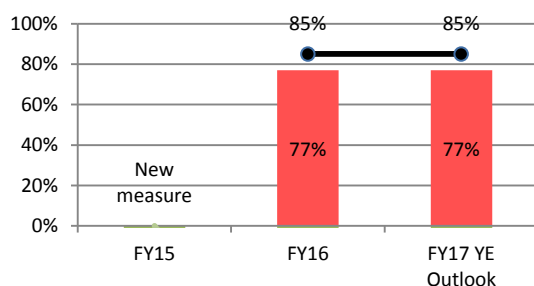
FY16 was the first year of implementing the new community funding policy, which also saw the establishment of a dedicated funding hub. Funding hub members also worked closely with subject matter experts to reach relevant communities. A series of community workshops is planned for FY17 to build community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

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



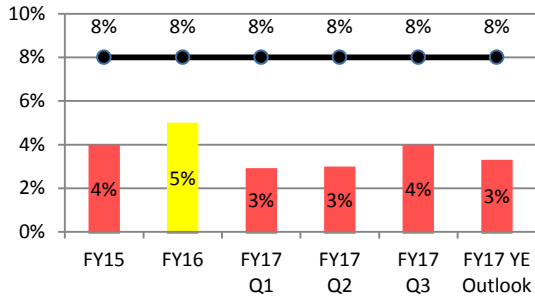
People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring not to be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural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

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



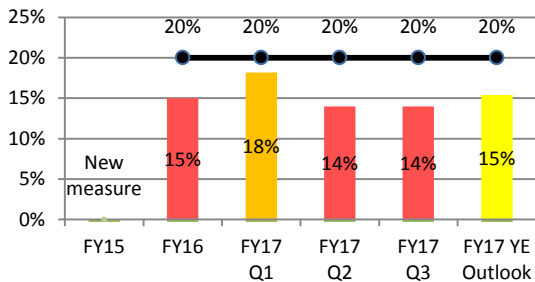
This measure aims to survey at least two events annually for each local board area to assess attendees' views on a sample of events provided or funded by the council. Each year different events are selected to be surveyed, and this makes it difficult to establish a forecast. However, if performance remains consistent with the previous year then the target will not be met. Feedback received from the previous year will be used to improve this result. The outlook has been based on last year's result. This year's result will depend on what events are delivered, what events are selected for survey, the weather conditions, turn out and facilitation.

7. Facility utilisation at off-peak times for council managed community centres and venues for hire



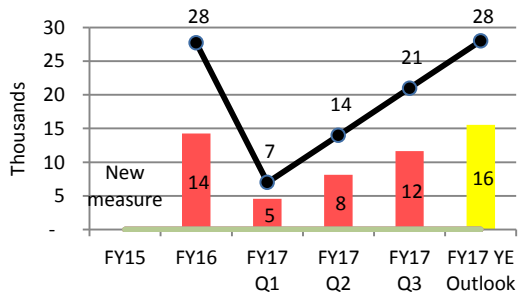
The FY17 Q3 result is based on eight months of actual data and one month of estimates. During first three quarters, off-peak utilisation remains steady on the same period last year. The digital booking system, which began recording bookings in FY17 Q1, is expected to improve customer experience and utilisation, along with a marketing campaign in Q3.

8. 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.


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



The FY17 Q3 result is based on eight months of actual data and one month of estimates. Visits are down on the same period last year due to improvements in recording attendance.

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
10. Use of libraries as digital community hubs: Number of internet sessions per capita (PC & WiFi)		2.5	9.4	1.9	13.9
11. Number of visits to library facilities per capita		10.0	14.7	7.5	19.3
12. Percentage of customers satisfied with the quality of library service delivery		85%	Measured Annually		94%
13. Percentage of visitors satisfied with the library environment		85%	Measured Annually		94%
14. Percentage of Aucklanders that feel their local town centre is safe (day)		94%	Measured Annually		92%
15. Percentage of Aucklanders that feel their local town centre is safe (night)		82%	Measured Annually		81%
16. Facility utilisation at peak times for council managed community centres and venues for hire		13%	11%	13%	10%

### Local Environmental Management

Performance measure	YE Outlook	YE Target	FY17 Q3 Result	FY17 Q3 Target	FY16 Result
17. Proportion of local programmes that deliver intended environmental actions and/or outcomes		85%	Measured Annually		100%