

Outcomes, Key Performance Indicators (KPIs) and Delivery Requirements for Te Puru Community Charitable Trust, 2017/2018 – 2019/2020

The list below sets out the outcomes, key performance indicators (KPIs) and delivery requirements that council has established for the Recipient.

The contract will be monitored regularly to ensure that the KPIs and delivery requirements are being met. This will inform grant decisions.

Auckland Plan, Auckland Sport and Recreation Strategic Action Plan, Te Whai Oranga, I am Auckland and Franklin Local Board Plan

The Recipient's activities will contribute to the priorities and outcomes as detailed in the Purpose of the agreement.

Outcomes, Key Performance Indicators (KPIs) and Delivery Requirements

The Recipient will demonstrate how its activities are contributing to the following outcomes, key performance indicators and delivery requirements.

Outcomes	Outcome Description	KPIs/ Delivery Requirements <i>(The Recipient will)</i>	Reporting
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.	<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. 	Quarterly and Annually for these four.
2. Improve affordability and accessibility	Ensure the facility is affordable for users and accessible to the local community.	<ul style="list-style-type: none"> • Deliver at least three free or low-cost community programmes in the facility during the year. • Actively promote 10 free hours of community access a week for casual use, including a mix of day, after school and weekends. 	Quarterly and Annually. Quarterly

Outcomes	Outcome Description	KPI/ Delivery Requirements (The Recipient will)	Reporting
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.	<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, including gender and what activities they participate in. Then report active participation 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>Annually</p> <p>Quarterly and annually</p> <p>Update quarterly and annually</p> <p>Quarterly</p>
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.	<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 (classes or programmes) on offer in the facility by 10% per annum. 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. 	Update by 1 June annually and then include in annual report for these three.
5. Community engagement	Refer to recommendations 4 and 5b in the Te Puru Community Centre Delivery Model Review, 2017. 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.	<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>Q3 2017/2018</p> <p>Provide update quarterly</p>

Outcomes	Outcome Description	KPI/ Delivery Requirements (The Recipient will)	Reporting
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.	<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. where the grant funding is used in the facility operations). • Ensure relevant staff qualifications are held on site. 	<p>By 30 Sept 2017 then by 10 May each year</p> <p>Annually, by 1 November</p> <p>Q3 for 1 July – 31 Dec & Annually.</p> <p>Annually</p>
7. Strong governance	<p>Ensuring there is strong and effective decision-making for the facility.</p> <p>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).</p>	<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>By 30 Nov each year.</p> <p>Quarterly as achieved.</p>

Outcomes	Outcome Description	KPI/ Delivery Requirements (The Recipient will)	Reporting
<p>8. Effective and efficient operations.</p>	<p>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.</p> <p>Review the provision of management support (refer to 6e in the Te Puru Community Centre Delivery Model Review, 2017).</p> <p>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).</p>	<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. 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>Provide updates quarterly</p> <p>30 May 2018</p> <p>By 8 December 2017.</p> <p>Quarterly</p>
<p>9. Increase satisfaction levels of users</p>	<p>Strive to increase facility user satisfaction levels.</p>	<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>Annually</p> <p>Q3 report.</p>