

Upper Harbour Local Board Workshop Record

Workshop record of the Upper Harbour Local Board held in the Upper Harbour Local Board office, Kell Drive, Albany Village, on 22 March 2018, commencing at 9.30am

Chairperson: Lisa Whyte

Deputy Chairperson: Margaret Miles

Members: Uzra Casuri Balouch, Nicholas Mayne, John McLean, Brian Neeson (*until 12.34pm*)

Workshop Item	Governance role	Summary of Discussions
<p><i>Community Facilities work programme update</i></p> <p>Presenters:</p> <ul style="list-style-type: none"> • Cherie Veza Stakeholder Advisor • Kris Bird Community Led & LDI Specialist 	<ul style="list-style-type: none"> • Setting direction / priorities / budget • Oversight and monitoring 	<p>The Community Led and LDI Specialist, supported by the Stakeholder Advisor, was in attendance to provide local board members with a progress report on locally driven initiatives projects.</p> <p>Members gave feedback on next steps for some of the projects and reports will be included at upcoming business meetings to confirm funding.</p>
<p><i>LTP Workshop Five (review draft work programmes)</i></p> <p>Presenters:</p> <ul style="list-style-type: none"> • Karen Marais • Mark Purdie • Mark Bowater • Matt Ward • Lisa Howard-Smith • Marilyn Kelly • Corrina Meikle • Mark Maxlow • Jeff Lyford • Mat Walsh • Theresa Pearce • Mark Culpan • Kaitlyn White • Rob Cairns • John Schermbrucker 	<ul style="list-style-type: none"> • To discuss draft work programmes by activity 	<p>Staff from various departments were in attendance to discuss and request feedback on specific activities in 2018/19 work programmes.</p> <p>A further workshop will be held in April to discuss fees and charges, and levels of service.</p>
<p><i>Customer Services update (processes and improvements)</i></p> <p>Presenters:</p> <ul style="list-style-type: none"> • Nigel King General Manager Customer Services 	<ul style="list-style-type: none"> • Information and update 	<p>The General Manager of Customer Services was in attendance due to a request from members for an update on current practice and planned improvements in customer service response times.</p>

<p><i>Update on play/amenity assessments for three Upper Harbour reserves</i></p> <p><u>Presenters:</u></p> <ul style="list-style-type: none"> • Jeff Lyford Parks & Places Specialist • Mark Maxlow Portfolio Manager 	<ul style="list-style-type: none"> • Seek direction and feedback on service provision assessments undertaken in relation to play and amenity improvements at Luckens, Wharepapa, and Huntington Reserves 	<p>The Parks and Places Specialist and Portfolio Manager were in attendance to socialise assessment reports for Luckens, Wharepapa and Huntington Reserves. Members wished to record how much they liked the layout and level of detail provided by the Parks and Places Specialist in these reports.</p> <p>Members requested that formal reports be brought to a business meeting as soon as possible in order to expedite progress on these projects.</p>
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The workshop concluded at 2.08pm