

Date: Tuesday, 1 April 2025
Time: 9:00 am
Meeting Room: Manukau Chambers
Venue: West Annex
Manukau Service Center
Manukau

Ōtara-Papatoetoe Local Board Workshop

OPEN AGENDA

MEMBERSHIP

Chairperson Apulu Reece Autagavaia
Deputy Chairperson Vi Hausia
Members Dr Ashraf Choudhary, QSO, JP
Dr Ofa Dewes, MNZM
Topou Folau
Li'amanaia Lorenzo Kaisara
Albert Lim

Darshita Shah
Democracy Advisor

31 March 2025

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Item 3

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1 Ngā Tamōtanga | Apologies

At the close of the agenda no apologies had been received.

2 Te Whakapuaki i te Whai Pānga | Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

Local Board Workshop

File No.: CP2025/05258

Note 1: This workshop has been called by the chairperson in consultation with the staff.

Note 2: No working party/workshop may reach any decision or adopt any resolution unless specifically delegated to do so.

Te take mō te pūrongo

Purpose of the report

1. To present the Ōtara-Papatoetoe Local Board workshop agenda for 1 April 2025.

Whakarāpopototanga matua

Executive summary

2. Workshops are open by way of recording the session and making the recording available after the workshop.
3. Some sessions may not be open to the public. The staff / chairperson and deputy chairperson decide which sessions are open to the public, depending on the sensitivity of the information being discussed. If a session is not open, a reason will be provided below.
4. Workshops will be recorded and a link to the recording will be included in the published documents.
5. Local Board workshops provide an opportunity for local boards to carry out their governance role in the following areas:
 - a) Accountability to the public
 - b) Engagement
 - c) Input to regional decision-making
 - d) Keeping informed
 - e) Local initiative / preparing for specific decisions
 - f) Oversight and monitoring
 - g) Setting direction / priorities / budget.
6. Workshops do not have decision-making authority.
7. Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
8. Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.

9. The following will be covered in the workshop:-

Session 1 – 11.20am – 12.20pm

Full facility contract update and Te Ara Hura, 2027 PCF maintenance contracts

Presenter/s:	Sarah Jones (Manager Te Ara Hura), Jennifer Rose (Head of Business Performance, P&CF), Bill Teaukura (Manager Area Operations)
Purpose:	Local initiative / preparing for specific decisions
Governance role:	Define board position and feedback
Proposed Outcome/s:	To update current contract performance and provide a briefing on the Te Ara Hura, 2027 PCF maintenance contracts. To receive feedback from the board about: <ul style="list-style-type: none"> • What improvements to the current contract levels of service the board might want • What tasks might they pay extra opex for additional service • What level of local provision might be ideal for their area.
Attachment/s:	Attachment A - Parks and Community - Facilities Performance Attachment B – Te Ara Hura 2027 - PCF maintenance contracts optimisation programme OPLB Attachment C - Memo - Te Ara Hura 2027 - PCF maintenance contracts optimisation programme Attachment D - Appendix A 20241107 P27 Options update to REV committee - political report

Session 2 – 12.20pm – 12.50pm

Economic Broker Update

Presenter/s:	Gavin Millyn
Purpose:	Keeping informed
Governance role:	Define board position and feedback
Proposed Outcome/s:	Update the Board regarding progress on an Economic Development Strategy for Otago-Papatoetoe and to seek feedback.
Attachment/s:	Attachment E - Economic Development Strategy Update

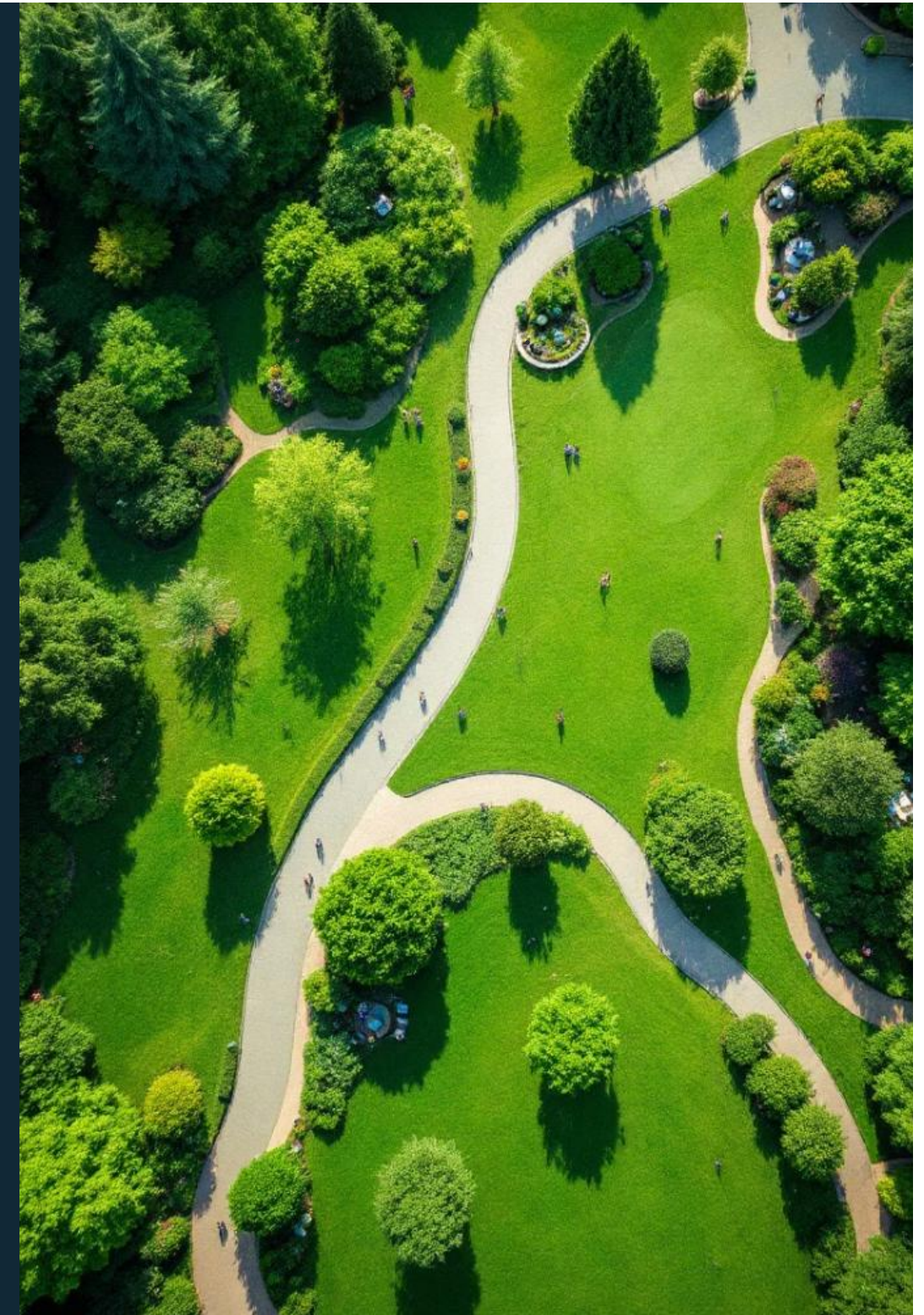
Ngā tāpirihanga Attachments

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Parks and Community Facilities Performance

1 April 2025 – Otara- Papatoetoe Local Board

Jennifer Rose
Head of Asset and Business Performance,
Parks and Community Facilities



Executive Summary

1 Contract Extensions

Final extensions was granted to June 2027, after the Performance review

2 Performance

Full Facilities contractors have collectively met the established Key Performance Indicators (KPIs) as per the Agreement. Areas of non-compliance managed and monitored through the contract.

3 Challenges

No Major challenges around this year . Minor challenges were Litter, Spring flush Grass growth.

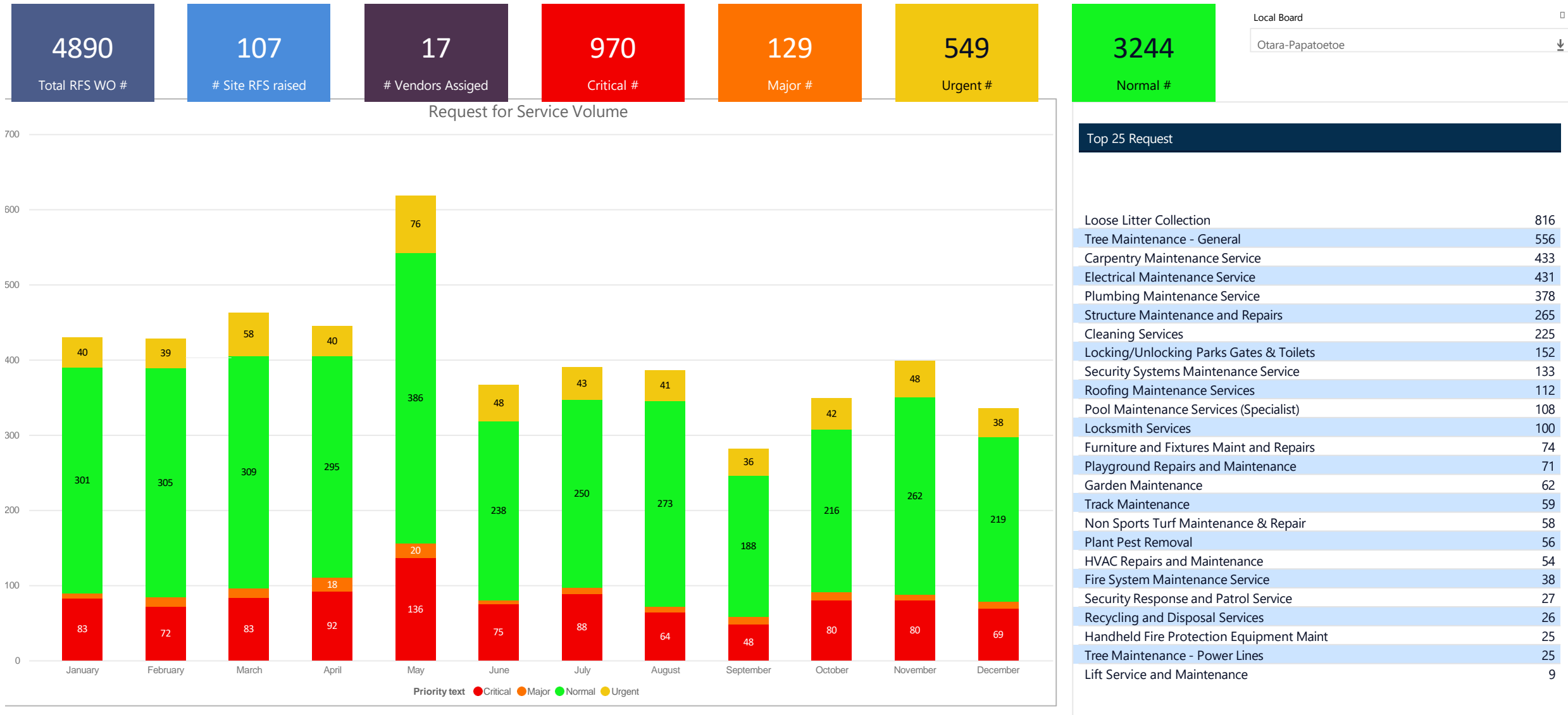
4 Financial Information

Adjusted service levels for gardens and turf, bin removals to meet the Mayoral' s proposal savings
Cost Avoidance achieved through CPI

Improved service delivery efficiency in Technical contracts achieved cost avoidance around 100k



Request for Service Work Orders - Otara- Papatoetoe Calendar Year 2024



Heat Map City Care Calendar Year 2024



Calendar Year 2024

Local Board

Multiple selections



Item 3

Attachment A

Month Element Audited	January			February			March			April			May			June			July			August			September			October			November			December			Total		
	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score
Water Feature	4	20	100.00%	2	10	90.00%	2	10	100.00%	2	10	100.00%	3	15	93.33%	2	10	100.00%	1	5	100.00%	1	4	100.00%	1	5	100.00%	8	37	100.00%	3	14	100.00%	4	16	100.00%	33	156	98.69%
Turf	146	714	92.13%	193	959	94.64%	197	975	95.66%	181	893	95.61%	227	1124	96.16%	212	1042	96.21%	215	1069	99.16%	211	1048	97.99%	209	1041	98.27%	185	916	95.72%	212	1048	97.23%	119	593	96.59%	2307	11422	96.43%
Tracks (incl. Structures)				3	19	56.25%				9	38	89.19%	4	16	87.50%	5	18	66.67%	5	20	94.74%	7	22	95.24%	2	6	100.00%	2	8	71.43%				4	14	83.33%	41	161	83.89%
Toilet	54	271	92.62%	76	358	89.11%	83	470	95.96%	37	182	90.11%	81	451	91.13%	73	368	86.41%	79	354	93.22%	62	315	92.38%	80	423	97.40%	78	378	94.18%	71	337	96.44%	46	212	92.45%	820	4119	92.84%
Streetscapes Green	56	226	98.17%	62	285	91.76%	66	306	95.24%	78	362	95.54%	77	340	98.82%	79	342	95.41%	68	332	98.17%	73	359	98.61%	92	402	96.45%	73	349	96.25%	75	337	97.00%	56	240	92.61%	855	3880	96.30%
Streetscapes Clean	38	212	97.60%	35	170	92.90%	50	272	95.20%	45	228	94.71%	53	266	93.18%	50	268	93.08%	47	254	98.02%	46	237	96.17%	46	245	92.53%	57	282	93.50%	59	289	94.79%	36	179	93.18%	562	2902	94.60%
Street Garden	35	127	80.18%	50	184	82.84%	32	125	91.74%	55	216	87.62%	46	182	90.96%	59	205	82.42%	57	225	94.91%	53	212	93.20%	79	304	94.04%	47	186	95.08%	54	214	93.20%	45	177	88.89%	612	2357	90.22%
Sportsfields	34	123	99.19%	17	62	100.00%	18	66	96.97%	28	125	96.80%	33	247	100.00%	17	124	100.00%	33	284	99.30%	41	320	99.69%	20	150	99.33%	22	171	100.00%	37	295	100.00%	6	44	100.00%	306	2011	99.45%
Response WO	70	71	98.58%	101	102	99.01%	96	97	98.96%	98	98	100.00%	84	84	100.00%	92	96	95.74%	100	100	99.00%	100	100	100.00%	83	84	97.60%	84	85	98.82%	97	98	97.95%	87	88	95.43%	1092	1103	98.45%
Litter	123	335	93.56%	171	438	91.53%	176	444	91.84%	158	411	93.52%	158	413	93.20%	166	428	92.10%	183	471	95.65%	169	434	92.71%	165	422	96.64%	125	325	94.10%	114	292	96.15%	88	225	90.29%	1796	4638	93.51%
Hard Surfaces & Paths	61	215	95.79%	98	337	89.70%	102	345	95.64%	94	327	92.62%	129	455	95.10%	118	395	94.05%	118	402	94.99%	100	334	91.57%	100	338	97.01%	94	337	94.94%	87	316	98.41%	77	274	96.68%	1178	4075	94.65%
Gardens & Plants	58	247	91.14%	107	442	82.19%	107	439	91.14%	99	413	87.96%	107	450	94.14%	108	439	89.61%	110	462	95.38%	105	436	88.89%	106	452	94.06%	110	460	94.00%	85	360	97.21%	81	333	88.92%	1183	4933	91.29%
Furniture, Playgrounds & Recreational Equipment	85	346	92.49%	119	473	87.61%	107	413	92.33%	106	396	93.61%	112	466	91.97%	133	522	86.15%	113	446	94.52%	99	387	89.89%	118	452	94.09%	104	412	94.12%	103	417	95.40%	94	378	89.08%	1293	5108	91.69%
Building Maintenance	43	252	95.83%	58	427	91.87%	89	642	92.59%	93	573	92.25%	112	686	95.29%	107	713	95.73%	118	741	97.39%	109	664	91.24%	100	586	94.99%	97	559	95.70%	89	535	98.31%	51	294	96.83%	1066	6672	94.76%
Building Cleaning	66	261	97.63%	87	369	93.65%	103	450	98.88%	52	222	97.75%	102	416	97.58%	94	416	94.95%	96	378	97.55%	80	378	98.65%	111	536	99.06%	97	414	99.03%	91	390	99.22%	52	165	96.73%	1031	4395	97.68%
Total	477	3420	93.98%	603	4635	90.69%	620	5054	94.54%	609	4494	93.44%	682	5611	95.00%	678	5386	92.71%	688	5543	96.86%	674	5250	94.58%	713	5446	96.44%	649	4919	95.52%	673	4942	97.17%	459	3232	93.38%	7525	57932	94.64%

Contractor Audit Overview- Otara- Papatoetoe Calendar Year 2024

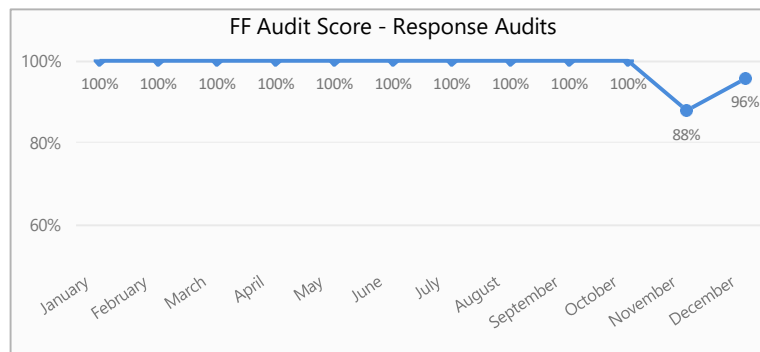
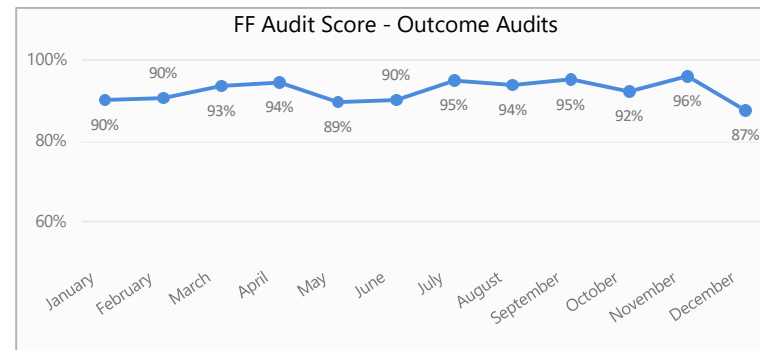
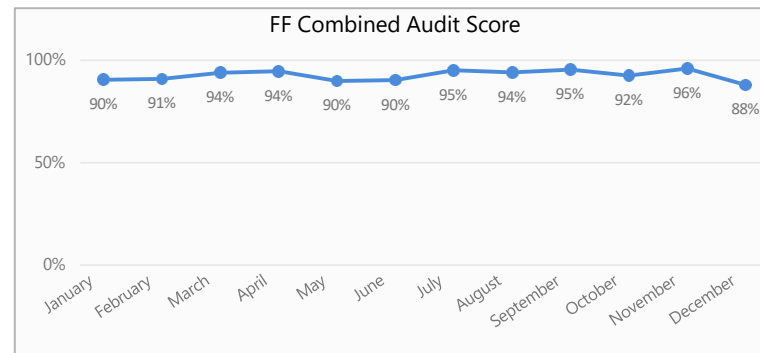


91% Combined Audits	91% Outcome Audits	100% Response Audits
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Elements Audited

Category	# A	#E	Avg Score
Tracks (incl. Structures)	1	2	100.00%
Water Feature	12	59	100.00%
Sportsfields	48	315	99.68%
Response WO	196	197	98.47%
Streetscapes Green	328	1456	96.53%
Turf	362	1799	95.69%
Hard Surfaces & Paths	208	668	93.07%
Building Maintenance	102	712	92.98%
Building Cleaning	127	481	92.24%
Streetscapes Clean	242	1207	92.17%
Furniture, Playgrounds & Recreational Equipment	261	983	91.39%
Street Garden	149	582	89.73%
Litter	342	846	89.26%
Gardens & Plants	149	549	87.69%
Toilet	113	733	81.31%

Please Note: Full Facilities contractors are measured at Contract Region, this means all Local Board results are combined and shown at Contract Region level, and may not reflect the overall scoring as a whole, and are just shown to give a break down for each Local Board to understand that specific area.



Elements Scoring Under 90%

Element	#	%
Do bush and/or revegetation areas meet contract specifications?	30	90.00%
Are all furniture and structures (including fixtures, fittings and footprint) clean and visually attractive?	256	89.06%
Are the supply and extract grilles clean?	9	88.89%
Does edging meet contract specifications, and has the appropriate edging technique been used?	683	88.43%
Are all playground & recreational equipment assets (including any safety surface beneath such assets) clean		87.62%
105 and free of weeds, lichen/algae and are attractive in appearance?		
Are hard surfaces & paths clean, free of moss, algae and weeds?	205	85.85%
Is the external cladding in good condition? Has it been maintained to ensure structural integrity?	61	85.25%
Is street furniture clean, safe, functional, fit for purpose and visually pleasing?	184	83.70%
Are drains/gullies fit for purpose, clean, free from vegetation and leaks?	34	82.35%
Are all playground & recreational equipment assets (including any safety surface beneath such assets) well maintained, fit for purpose and safe for use?	106	82.08%
Do gutters/downpipes appear to be fit for purpose, clean, free from vegetation and leaks?	44	81.82%
Is all glass (including on entrance doors) and door handles clean?	38	81.58%
Do trees and/or hedges meet contract specifications?	133	80.45%
Are showers clean and free of mould and soap scum build up?	46	80.43%
Are fixtures and fittings clean and in good condition?	212	80.19%
Are the switchboards / distribution boards locked? Are the locks functional?	15	80.00%
Are hard surfaces clean and free of debris (including kerb and channel catch-pits)?	199	78.89%
Is changing room (including the floor) clean and free of litter?	51	78.43%
Are the toilet extract grilles clean and free from dust?	9	77.78%

Good News Stories

Green Flag Awards: Randwich Park / Omana Regional park / Hunua Ranges Regional Park

Hunua Regional Park Storm Damage Clean-up

Reduce potable water and fuel use by pumping water from nearby stream

Auckland Open Spaces is delighted to announce that 15 dedicated frontline team members have successfully earned their NZ Certificate in Primary Industry Skills. This achievement has significantly enhanced their knowledge and proficiency concerning the machinery they operate.

Auckland Parks receive International Award
Representing Council for great work alongside other FF Suppliers

Community Litter Clean-ups

A volunteer clean-up event - positive impact on our local environment to help keep our parks clean and beautiful!



Certification in Primary industries skills

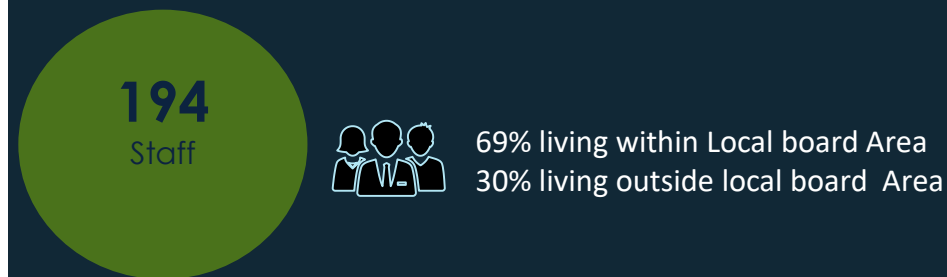


Hunua Regional Park Storm Damage Clean-up

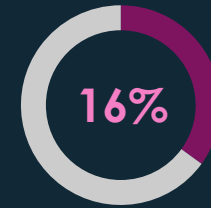


Smart Procurement

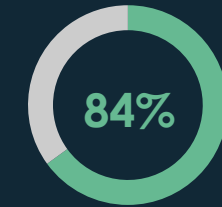
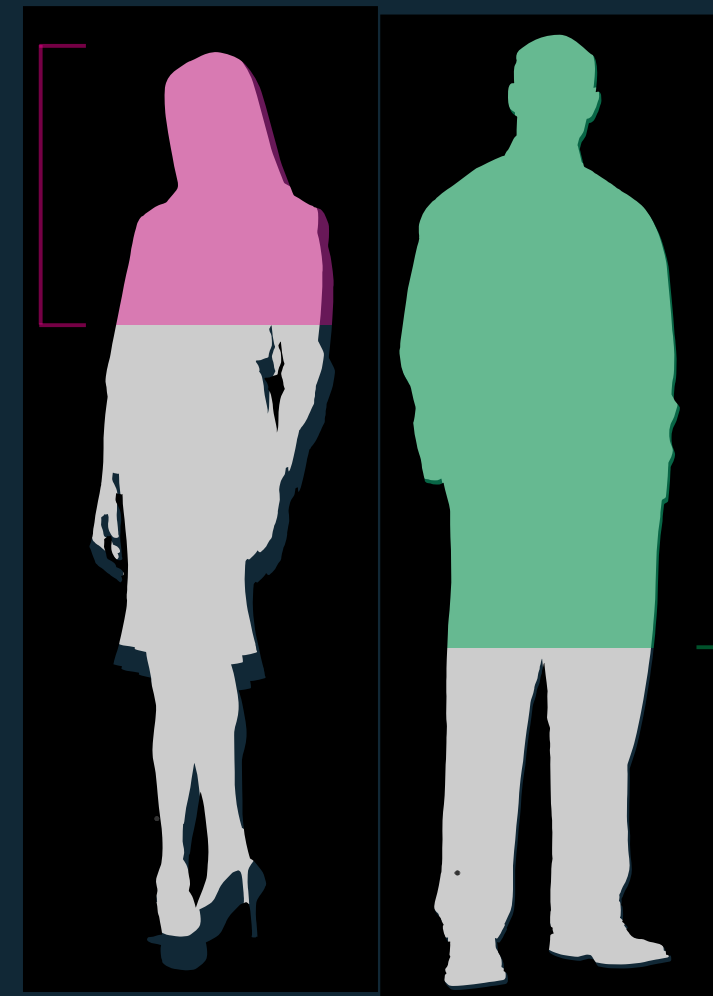
Staff Demographics



Overall
City Care female employees across Auckland Council



31



163

Overall
City care male employees across Auckland Council



Civic Limited
Westferry Property Services limited
Superloo sanitation

Innovation - Highlights



Autonomous line marking robots

Consistently high performance with World Class Sports Fields



Excellence in Facilities Maintenance

Trained local staff to do underwater pool tank servicing



Continuous improvement

Embedding Innovation and Sustainability throughout the Delivery

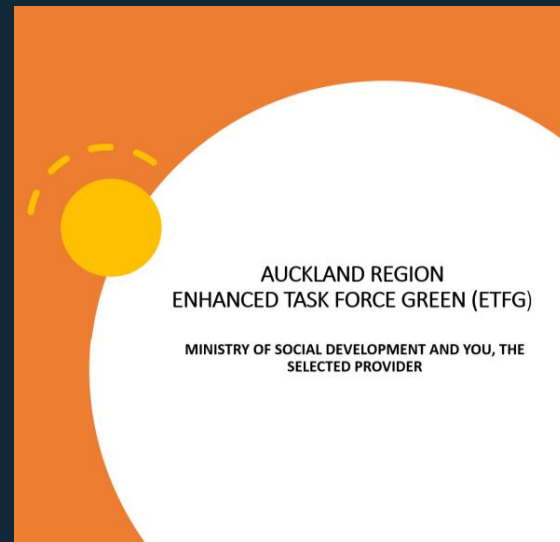


Value For Money

Materials from playground demolition have been reused to create cost effective new play spaces

Community Engagement – Highlights

Item 3



Partnering with the Government

Engaging WINZ clients to assist with storm cleanup



Collaboration with the Police

Developing employment opportunities for disadvantaged/ at-risk youth



Empowering Ngati Otara Rugby Club:

Services delivered by the community for the community.



Support for the CCHL Women's Network

The Aunties - supporting victims of domestic violence.

Attachment A



Te Ara Hura (The Way Forward) 2027 Parks and Community Facilities maintenance contracts optimisation programme

Otara- Papatoetoe Local Board – 1 April 2025

Sarah Jones – Programme Manager (P27 Contracts)
Jen Rose – Head of Business Performance
Parks & Community Facilities Department

Purpose

- 1) To provide a briefing on the Te Ara Hura, 2027 PCF maintenance contracts project.
- 2) To receive feedback on:
 - Service aspects that matter most to your community
 - What your current maintenance pain points are
 - Focus areas for local priority



Programme context

Context (2017)

Auckland Council combined maintenance contracts for Parks and Community Facilities into 10-year outcome-based agreements with four main contractors over five areas.

Key Learnings from 2017 contracts

Advantages	Disadvantages
<ul style="list-style-type: none">• simplified operations• extra services within budget• shifted risks to suppliers.	<ul style="list-style-type: none">• unclear contract specifications• inadequate asset information• transfer of risk limits oversight.



Te Ara Hura P27 programme scope

**Implement
the 2027 PCF
maintenance
contracts**

Goals:

- Consistent quality and delivery across Auckland
- Effective level of flexibility for local priorities
- Clarity for customers
- Continue cost avoidance successes
- Reduce council risk
- Achieve social, environmental and supplier diversity targets



