

Kaipātiki Local Board Workshop Programme

Date of Workshop: Wednesday 29 May 2024
Time: 10.00am
Venue: Boardroom, 90 Bentley Ave, Glenfield and via MS Teams

Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
10.00 – 11.20am	Full Facilities Contractor update	<p>Jennifer Rose Head of Asset and Business Performance, Parks and Community Facilities</p> <p>Julie Pickering Head of Area Operations, Parks and Community Facilities</p>	<ul style="list-style-type: none"> Keeping informed 	<ul style="list-style-type: none"> Receive update
11.20 – 11.30am	Break			
11.30am – 12.30pm	Draft Waste Management and Minimisation Plan: summary of submissions	<p>Tania Utley Senior Waste Planning Specialist, Infrastructure & Environmental Services</p> <p>Yasmin Hall Relationship Advisor, Infrastructure and Environmental Services</p> <p>Nadine Wakim Senior Waste Planning Advisor, Infrastructure and Environmental Services</p> <p>Elizabeth Driver Waste Planning Advisor, Infrastructure and Environmental Services</p>	<ul style="list-style-type: none"> Keeping informed 	<ul style="list-style-type: none"> Receive update
12.30 – 1.15pm	Lunch			

1.15 – 2.00pm	Local Board Services <ul style="list-style-type: none"> Work programme session – balancing LDI opex 	Paul Edwards Senior Local Board Advisor, Local Board Services Sugenthy Thomson Lead Financial Advisor, Financial Strategy and Planning	<ul style="list-style-type: none"> Setting direction 	<ul style="list-style-type: none"> Define board position and feedback
2.00 – 2.30pm	Break			
2.30 – 3.30pm	Parks and Community Facilities - online session via MS Teams <ul style="list-style-type: none"> Basketball court options in Shepherds Park 	Xavier Choi Project Manager, Parks and Community Facilities	<ul style="list-style-type: none"> Setting direction 	<ul style="list-style-type: none"> Define board position and feedback

Next workshop: 5 June 2024

5-Jun-24	9.15am	9.50am	Members only time
			Customer and Community Services - Parks and Community Facilities - Leiden Reserve Renew and enhance play space concept design options - Lindisfarne Park playground renewal - Park Reserve playground renewal
	10.00am	12.00pm	
	12.00pm	12.45pm	Lunch
	12.45pm	2.00pm	Auckland Transport - Beach Haven Road Pedestrian Crossing
	2.00pm	2.30pm	Break
	2.30pm	3.30pm	Infrastructure and Environmental Services - online session via MS Teams
	3.30pm	4.30pm	Kaipātiki Local Board Early Childhood Education session - online session via MS Teams

Role of Workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Workshops are open to the public however, decisions will be made at a formal, public local board business meeting.
- (d) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (e) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.

Parks and Community Facilities Full Facilities Contract Performance

08 May 2024

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

An update of what we look after ...

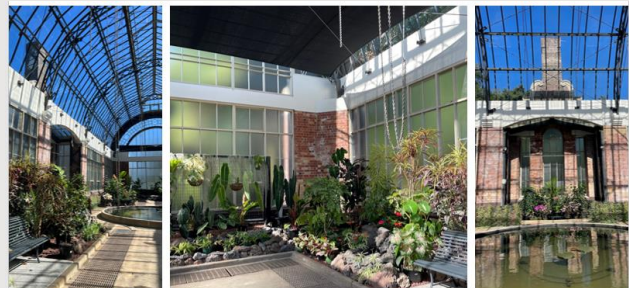


280 tree planting events

260 volunteer groups

141,798 digital sportsfield bookings

19,366 accommodation & site bookings



120
Town
Centres

57
Cemeteries

>1300
projects
delivered
annually

8.3m
visitors to
regional parks
& botanic
gardens

6
Co-
management
entities



\$14b of assets

53,000 hectares of parkland

32 Regional Parks cover 8% of Auckland

Botanic Gardens & Wintergarden



45
Pools &
recreation
centres

1.306
Community
leases

3
Holiday
parks

223
Flagpoles

219
BBQ's

7
Animal
Centres

142
Community
halls

31
Community
centres

57
Libraries

978
Playgrounds

472
drinking
fountains

235
Sports
parks

858
Public
toilets

8,407
Sports &
Amenity
Lighting

647
Chapel
services

2,628,974
sqm
Street cleaning

23
Corporate
buildings

8,784
Litter Bins

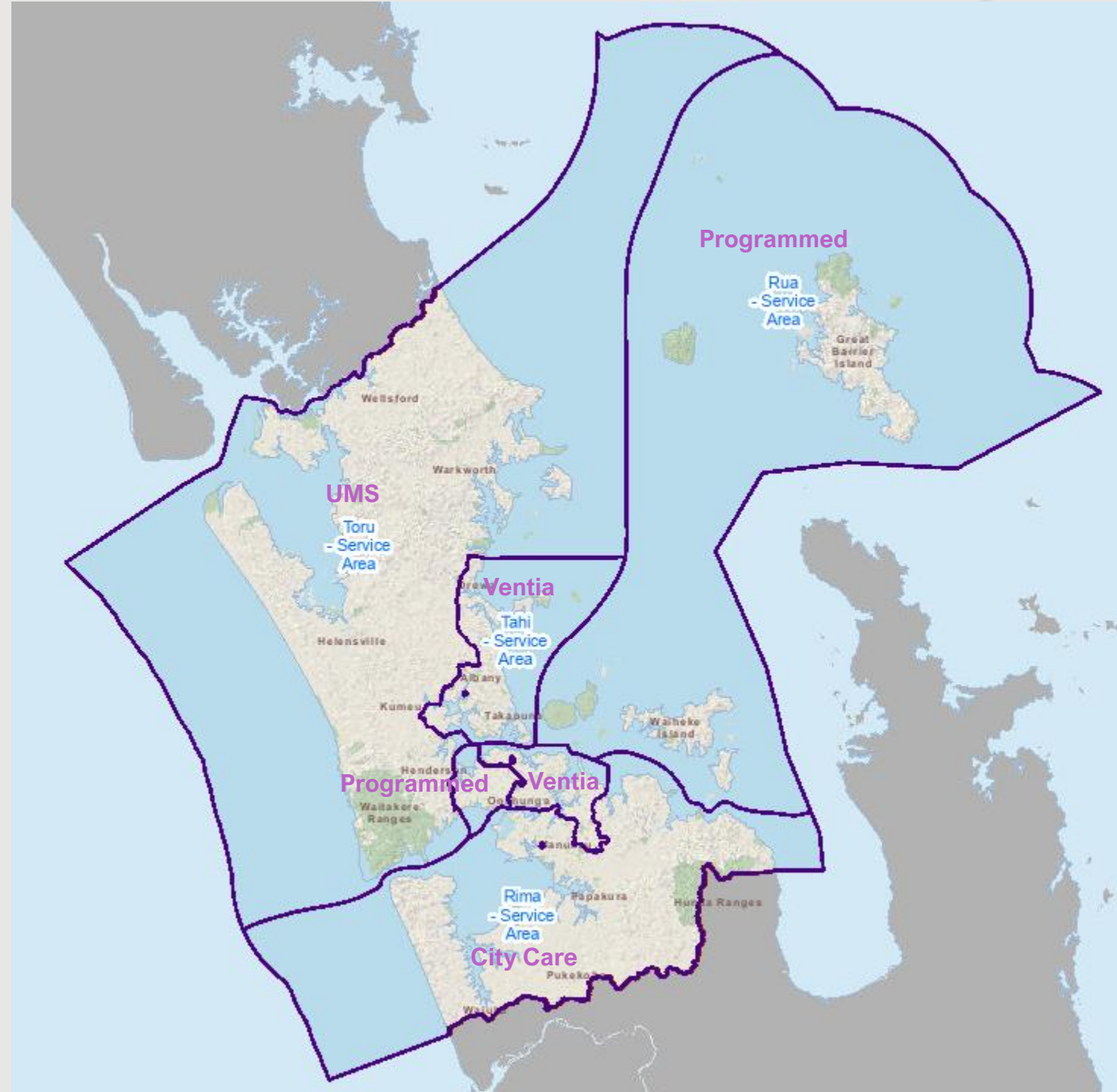
30
Technical
contracts



Project 17 - Background

30 June 2017

- ❖ 30 June 2017 all supplier contracts for the maintenance of Auckland Council's open spaces and assets expired
- ❖ Council moved from core function delivery e.g., mowing lawns, picking up rubbish, cleaning toilets etc to ownership by way of a single Supplier by region
- ❖ The result was in a reduction from 17 x Suppliers across 23 x maintenance contracts to 5 x main Full Facilities Suppliers
- ❖ The new contract model moved largely from 'scheduled' to both 'outcome' and 'scheduled'. Outcome means suppliers are required to meet agreed service level standards at all times
- ❖ Services delivered by various CCO's and departments integrated into the same P17 supplier contracts
- ❖ In March 2019 Streetscapes services were transferred from Auckland Transport to Council following recognition of the collective responsibility and collaboration across the road corridor.



Project 17 - Benefits

1 July 2017

- ❖ The full facilities supplier has **ownership of an entire service area** so there is one point of contact to respond to and address local maintenance issues
- ❖ **Outcome model** gives flexibility to respond to changes in the use of a facility ie. beaches in summer; grass mowing increased during spring flush
- ❖ Full facilities suppliers are responsible for all **works under \$1,000 at no extra cost** to council, which means it is in their best interest to look after and fix assets the first time
- ❖ Sharing **innovation and technology** is key part of the contracts, for example sensors in rubbish bins to inform the supplier when they need emptying
- ❖ Influence of **sustainability and environmental outcomes** through performance measures for reduction of emissions, types of agri-chemicals used etc
- ❖ **Operational efficiencies** with clarified service responsibility enabling better customer service through transfer of services from CCO's and other council departments into full facilities supplier contracts
- ❖ Influence **social outcomes** including working collaboratively with suppliers with council to achieve better outcomes for Māori.
- ❖ Significant **reduction in administrative** overheads and internal costs



What makes up Lump Sum (one off cost)

Plumbing

Lump Sum is scheduled works our Full Facilities contractors carry out to agreed asset specifications

Garden Maintenance

Non Sports Turf Maintenance & Repair

Cleaning Services

Roofing Maintenance Services

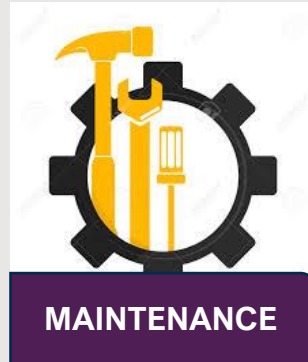
Floor Covering Repairs

Hard Sports Surface.



SERVICES

Drain Cleaning & Repair



MAINTENANCE

Carpentry

Track Maintenance

Plant Pest Removal

Gutter Cleaning

Carpark Cleaning

Lock / Unlock Gates & Toilets

Loose Litter Collection

Furniture and Fixtures Maintenance & Repairs



REPAIRS

Dead Animal /
Carcass Removal

BWOF compliance

Structure Cleaning

HVAC Repairs & Maintenance

Playground Compliance

Window & Glass Repairs

Painting

Auto Door Maintenance

Electrical

Garden Irrigation Repairs & Maintenance

Plant Pest Removal

Water Features

Sports Equipment Maintenance

Clock Maintenance & Adjustment

Drain Cleaning & Repair

Grass / Turf Mowing

Raising & lowering flags

Chimney Sweeping

Cremator Repairs & Maintenance

Structure Maintenance & Repairs

What makes up chargeable

With approval, Full Facilities contractors are able to charge for works that are over and above the expected service level or more significant works to bring asset to agreed asset specifications



Executive Summary

- ❖ Our contracts are for managing arboriculture, ecological, parks and cleaning services, and open space and building maintenance are in place, with final extensions decision to 30 June 2027 to be granted by the council's CEO before 30 June 2024.
- ❖ Performance has generally been good, with areas of non-compliance managed through the contract and regularly monitored. Any areas of non-compliance are monitored as per the mechanism under the contracts and are further detailed in this presentation.
- ❖ The impacts of the Auckland floods, Cyclone Gabrielle and continued significant wet weather in early 2023, as well as resourcing challenges due to the low unemployment rate and competing construction markets, has resulted in a challenging year for all the Full Facilities suppliers. There has been a marked improvement over dryer months.
- ❖ As part of the 2023/2024 Annual budget savings, the levels of service for gardens and turf were adjusted. Approximately 30 per cent of bins are being removed from all local board areas following engagement with local boards. The savings are being achieved through a combination of bin removals, turf and garden level of service changes and a reduction of the CPI applied for by suppliers.
- ❖ The "Te Ara Hura – The Way Forward" project is underway to review the structure of the contracts and to explore a potential future contract framework. This will be reported through the relevant procurement committee and local boards. The project has already started in order to meet tender and procurement timelines for the re-tender of the full facilities, arboriculture and ecological contracts in late-2025 to early 2026 to align with the current term expiry of 30 June 2027



Full Facilities Overall Performance

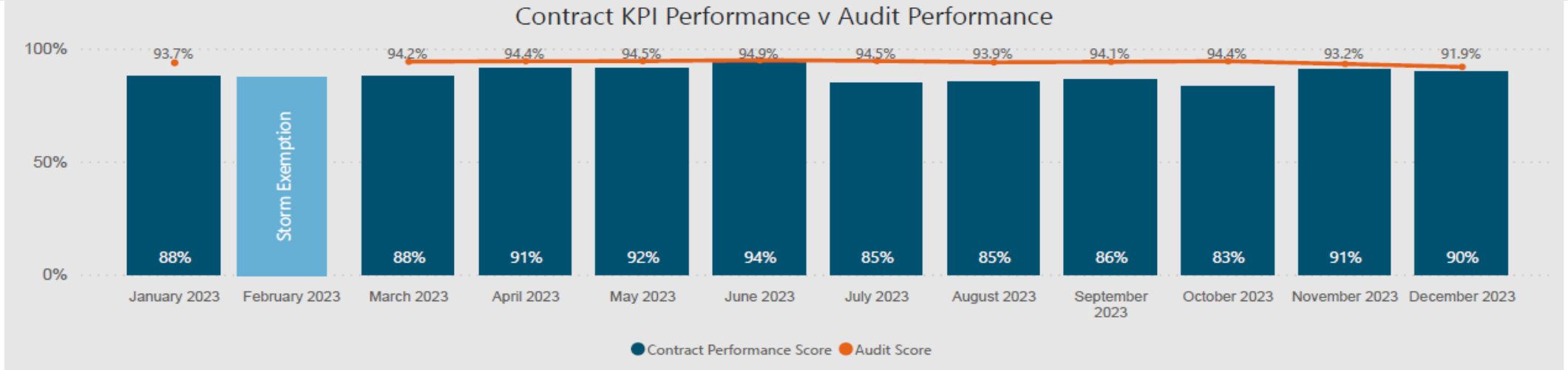
A combination of contractor performance measures are applied; our main measure for Full Facilities is auditing on outcome based assets / services and a balanced scorecard

24,671

Total Audits

215,911

Total Elements



Full Facilities contracts achieve acceptable levels as measured by Key Performance Indicators

	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023
Target	88%	Storm Exemption	88%	91%	92%	94%	85%	85%	86%	83%	91%	90%
	82%											

Commentary:

Parks & Community facilities Full facilities contractors have collectively met the KPI target from January to December 2023. Due to the significant impact of the January storm event across the Auckland region, Full Facilities Contractors have been given a KPI exemption for the month of February 2023.

Full Facilities contracts deliver agreed outcomes as measured by quality audits performed by Community Facilities staff

	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023
Target	93.7%	Storm Exemption	94.2%	94.4%	94.5%	94.9%	94.5%	93.9%	94.1%	94.4%	93.2%	91.9%
	90%											

Commentary:

Parks & Community facilities Full facilities contractors have collectively met the KPI target from January to December 2023 despite the challenges posed by the storm.



Request for Service Work Orders - Kaipatiki

4095

Total RFS WO #

147

Site RFS raised

11

Vendors Assigned

904

Critical #

156

Major #

570

Urgent #

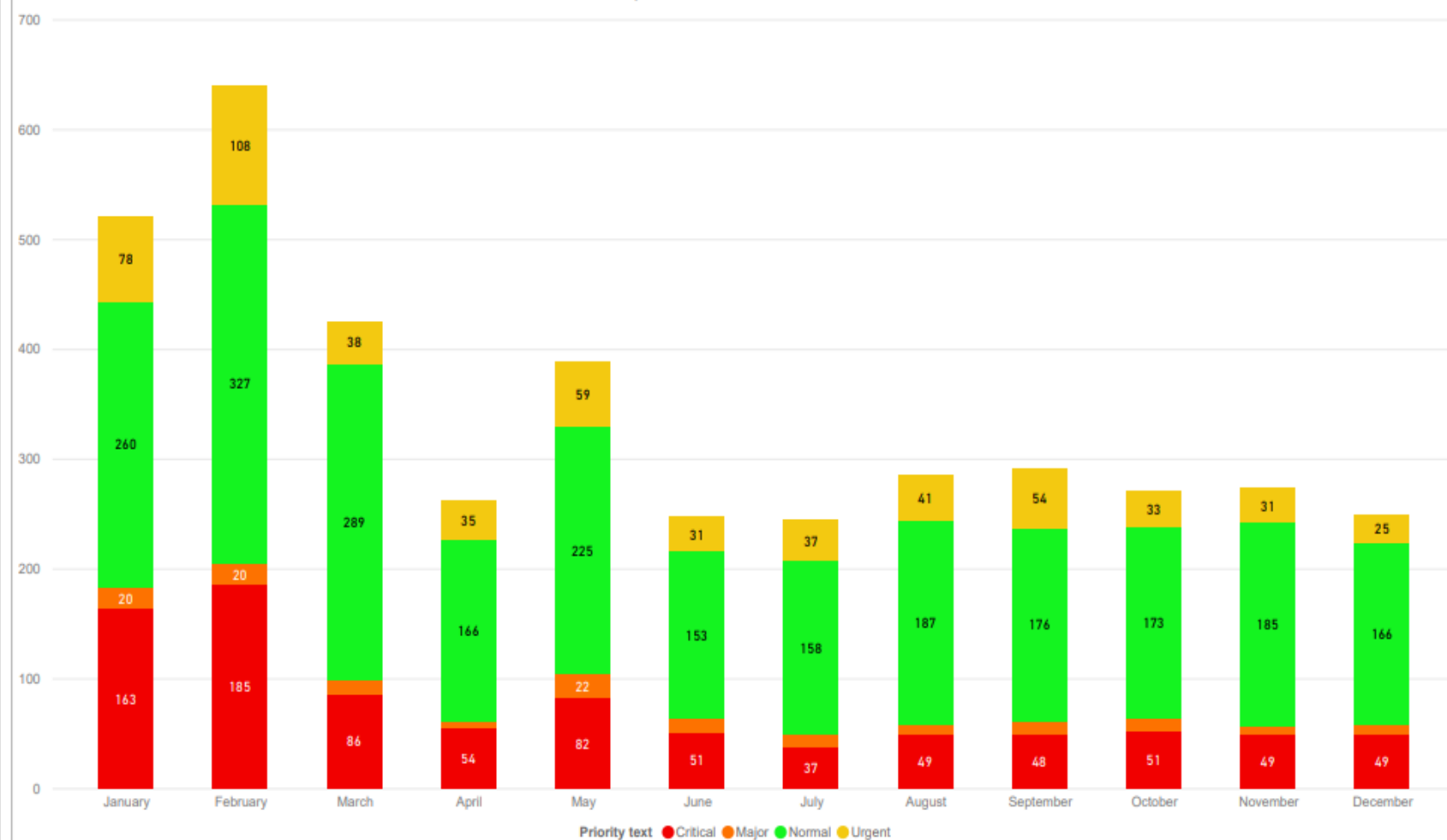
2465

Normal #

Local Board

Kaipatiki

Request for Service Volume



Top 25 Request Types by WO Volume

Request Type	#Work Order
Tree Maintenance - General	910
Loose Litter Collection	294
Carpentry Maintenance Service	277
Structure Maintenance and Repairs	260
Electrical Maintenance Service	234
Plant Pest Removal	177
Plumbing Maintenance Service	177
Track Maintenance	172
Non Sports Turf Maintenance & Repair	157
Roadside Vegetation Clearing	99
Locking/Unlocking Parks Gates & Toilets	97
Hard Surface Cleaning	84
Roofing Maintenance Services	75
Cleaning Services	73
Garden Maintenance	73
Pool Maintenance Services (Specialist)	68
Playground Repairs and Maintenance	64
Berm Mowing / Maintenance	62
Furniture and Fixtures Maint and Repairs	61
Locksmith Services	56
Tree Maintenance - Power Lines	48
Garden Irrigation Repairs and Maint	47
Mechanical Edging	41
HVAC Repairs and Maintenance	30
Lift Service and Maintenance	12

Contractor Audit Overview - Kaipātiki

96%

Combined Audits

96%

Outcome Audits

95%

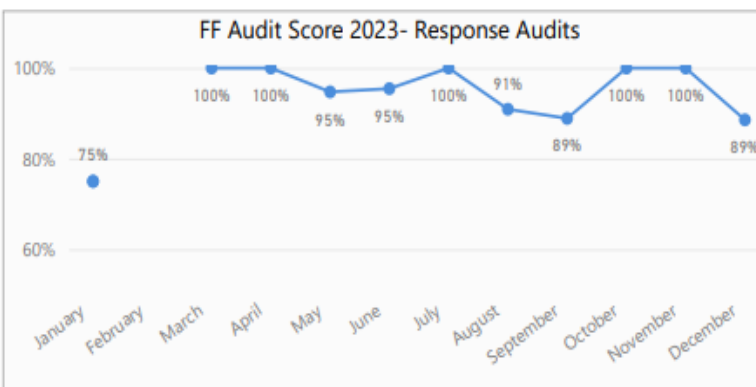
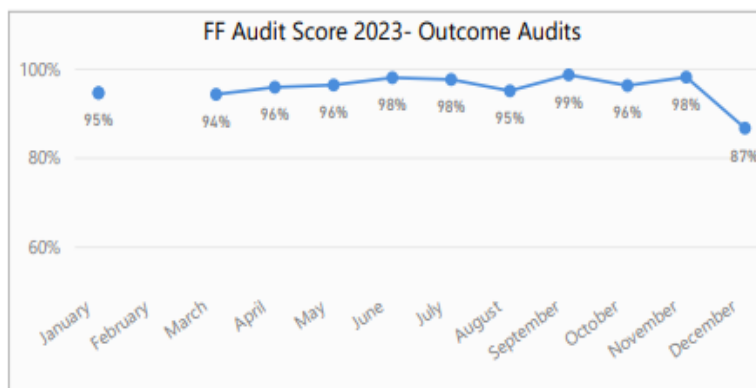
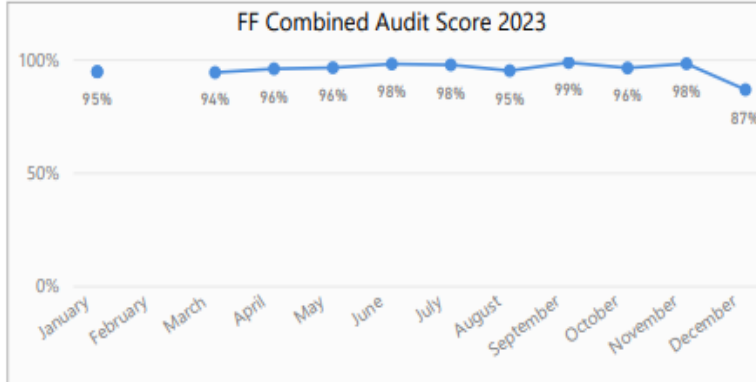
Response Audits

Elements Audited 2023

Category	Avg Score	# Assessed
Streetscapes Clean	99.1%	91
Building Cleaning	98.9%	169
Street Garden	98.1%	167
Streetscapes Green	98.1%	308
Litter	97.4%	90
Toilet	97.0%	147
Building Maintenance	96.9%	147
Turf	95.8%	200
Response WO	94.6%	149
Gardens & Plants	91.9%	136
Furniture, Playgrounds & Recreational Equipment	91.8%	143
Hard Surfaces & Paths	90.3%	130
Tracks (incl. Structures)	87.0%	7
Sportsfields	86.2%	65

Please Note: February 2023 audits results due to weather events have been made exempt.

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% 2023

Element	#	%
Are the outdoor condenser units clean and in good condition? (ie. is the unit free from damage and corrosion?)	7	85.7%
Are all playground & recreational equipment assets (including any safety surface beneath such assets) well maintained, fit for purpose and safe for use?	75	85.3%
Are all playground & recreational equipment assets (including any safety surface beneath such assets) clean and free of weeds, lichen/algae and are attractive in appearance?	74	85.1%
Do gardens meet contract specifications (appropriate to the species and site)?	81	84.0%
Have any potholes or damage to the surface been repaired (to industry best practice) or made safe if unable to be repaired?	29	82.8%
Are hard surfaces & paths clean, free of moss, algae and weeds?	130	79.2%
Are the distribution boards clean, tidy and free from an accumulation of dust and debris?	8	75.0%
Is system operating correctly and maintaining correct temperature?	4	75.0%
Are the tracks and the in-ground steps (including box steps) safe, uniform, weed free, clean, clear of vegetation encroachment and functional for their intended use?	7	71.4%
Are the tracks drainage systems maintained and cleaned to conserve the loss of surface materials and to prevent flooding or damage to the asset? (Includes open drains/channels alongside the track, cesspits and culverts and any other device to prevent water entering the track surface).	3	66.7%
Are the switchboards / distribution boards locked? Are the locks functional?	8	62.5%
Are distribution board schedules in distribution boards?	5	60.0%
Has the Supplier carried out where required minor surface repairs, including minor sand and soil applications where the surface has been broken, to ensure the playing surface is fit for purpose?	43	55.8%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	30	33.3%
Was the sportsfield weedfree?	3	0.0%



Full Facilities Contract Audit Heatmap - Kaipātiki

Month	January		February		March		April		May		June		July		August		September		October		November		December		Total	
Element Audited	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score
Turf	78	97.4%			85	95.3%	90	96.6%	109	98.1%	79	98.7%	95	100.0%	99	95.9%	83	98.8%	42	92.9%	122	95.9%	92	82.8%	974	95.8%
Tracks (incl. Structures)					8	75.0%	12	100.0%											4	66.7%					24	87.0%
Toilet	57	100.0%			49	100.0%	53	98.1%	66	95.5%	88	89.8%	75	100.0%	143	99.3%	54	100.0%	34	91.2%	69	97.1%	10	80.0%	698	97.0%
Streetscapes Green	51	89.4%					13	100.0%	132	92.9%	197	100.0%	91	98.9%	84	100.0%	194	99.0%	171	99.4%	132	97.7%	108	99.1%	1173	98.1%
Streetscapes Clean	10	100.0%			9	100.0%			31	100.0%	140	100.0%	43	100.0%	106	97.1%	49	100.0%	47	100.0%	90	100.0%	50	95.9%	575	99.1%
Street Garden	4	75.0%			4	100.0%	20	100.0%	68	98.5%	102	100.0%	107	97.1%	52	98.0%	71	95.7%	70	97.1%	70	100.0%	87	98.9%	655	98.1%
Sportsfields	23	82.6%			38	84.2%	27	77.8%	29	93.1%	13	76.9%	15	80.0%	28	92.9%	13	84.6%	13	92.3%	29	93.1%	11	81.8%	239	86.2%
Response WO	4	75.0%			4	100.0%	9	100.0%	19	94.7%	22	95.5%	17	100.0%	11	90.9%	18	88.9%	7	100.0%	21	100.0%	18	88.6%	150	94.6%
Litter	12	100.0%			11	100.0%	21	100.0%	12	100.0%	23	100.0%	39	100.0%	41	97.5%	14	100.0%	17	100.0%	18	94.1%	26	81.8%	234	97.4%
Hard Surfaces & Paths	20	78.9%			27	81.5%	36	91.4%	68	94.0%	47	93.6%	42	100.0%	46	83.9%	35	97.0%	20	95.0%	41	97.6%	39	70.3%	421	90.3%
Gardens & Plants	31	100.0%			26	92.0%	61	88.3%	69	95.7%	57	98.2%	42	87.2%	53	88.0%	46	100.0%	26	92.0%	72	100.0%	62	69.6%	545	91.9%
Furniture, Playgrounds & Recreational Equipment	42	100.0%			31	96.8%	45	97.8%	71	97.2%	56	98.2%	68	95.6%	75	75.0%	49	100.0%	30	78.6%	62	100.0%	46	65.9%	575	91.8%
Building Maintenance	42	88.1%			34	100.0%	67	100.0%	90	96.7%	134	99.3%	75	96.0%	145	95.9%	62	98.4%	34	100.0%	89	97.7%	31	86.7%	803	96.9%
Building Cleaning	59	96.6%			23	100.0%	58	100.0%	70	98.6%	78	97.4%	43	100.0%	100	100.0%	34	100.0%	19	100.0%	33	100.0%	18	94.4%	535	98.9%
Total	433	94.3%			349	94.3%	512	95.9%	834	96.3%	1036	97.9%	752	97.6%	983	94.9%	722	98.3%	534	96.2%	848	98.1%	598	86.6%	7601	95.9%

Mechanisms to manage non-performance

In Schedule 2 of the contracts council outlines how to manage non-performance:

- ❖ KPI failure that is not remedied may result in 10% withheld sums from the monthly invoicing

Under Clause 12.3 of the contract council can use defective services:

- ❖ A notice will be serviced to the supplier with a timeline to remedy defective services if not remedied council may appoint an alternative supplier to remedy the service and deduct monies from the supplier.



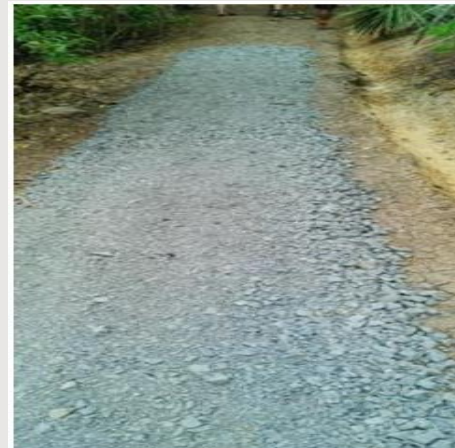
Areas of Non-Performance managed regularly

Performance is tracked and monitored regularly

- ❖ Turf height maintenance and edging
- ❖ Infill Planting
- ❖ Garden weeds
- ❖ Track maintenance
- ❖ Building gutters and drains



Month Name	July	August	September	October	November	December	January	February	March	April	May	June	Total									
Category 2	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score	#	Score								
Streetscapes Green	136	91%	101	73%	120	92%	109	88%	167	78%	95	89%	86	90%	110	91%	116	95%	52	85%	1092	86%
Are pest plants and/or weeds present which exceed contract specifications?	32	97%	20	90%	21	95%	22	100%	32	94%	15	100%	16	100%	17	88%	16	94%	10	100%	201	96%
Does edging meet contract specifications, and has the appropriate edging technique been used?	31	52%	23	61%	25	76%	21	67%	33	48%	20	65%	15	80%	22	86%	24	96%	11	82%	225	69%
Has vegetation been controlled to ensure any encroachment is removed and sight lines maintained?	8	100%	10	100%	16	100%	22	100%	34	97%	16	94%	17	100%	24	100%	24	100%	7	100%	178	99%
Is turf height acceptable as per contract (A, B, C or D) specification?	32	78%	23	65%	29	93%	22	77%	34	59%	22	59%	19	74%	23	73%	26	85%	12	58%	242	74%
Overall, is the area well maintained, safe and visually pleasing?	33	100%	25	100%	29	100%	22	100%	34	100%	22	100%	19	100%	24	100%	26	100%	12	100%	246	100%
Streetscapes Clean	142	93%	189	91%	145	93%	100	98%	273	95%	118	97%	112	99%	113	92%	155	89%	83	99%	1430	94%
Are all bus shelter surfaces free of algae, lichen and moss?	10	100%	19	95%	16	94%	9	100%	29	100%	13	100%	14	100%	13	100%	15	100%	10	100%	148	99%
Are all street bins hygienic and not full or overflowing?	19	89%	16	100%	12	100%	11	100%	24	96%	11	100%	8	100%	10	90%	18	89%	4	100%	133	95%
Are bus shelters clean and free from detritus and a build-up of dirt?	10	80%	19	74%	16	81%	9	89%	29	90%	13	85%	14	93%	13	85%	15	73%	10	90%	148	84%
Are bus shelters free from litter?	10	100%	19	84%	16	100%	9	100%	29	100%	13	92%	14	100%	13	100%	15	93%	10	100%	148	97%
Are hard surfaces clean and free of debris (including kerb and channel catch-pits)?	23	78%	27	85%	18	78%	12	92%	33	76%	12	92%	10	100%	11	64%	18	56%	11	100%	175	80%
Has all loose litter within a 3m radius of the street bin been collected?	19	89%	16	100%	13	100%	12	100%	32	100%	13	100%	9	100%	11	91%	18	94%	4	100%	147	97%
Have all posters and stickers been removed from the bus shelter?	10	100%	19	89%	15	93%	9	100%	27	96%	12	100%	14	100%	12	100%	15	100%	10	100%	143	97%
Is street furniture clean, safe, functional, fit for purpose and visually pleasing?	15	100%	20	95%	13	92%	12	100%	29	100%	13	100%	13	100%	13	92%	15	93%	8	100%	151	97%
Overall, is the area clean, safe and visually pleasing?	26	100%	34	100%	26	100%	17	100%	41	100%	18	100%	16	100%	17	100%	26	100%	16	100%	237	100%
Gutters and Drains	33	67%	66	75%	47	81%	27	93%	46	78%	16	75%	17	94%	23	91%	30	87%	26	88%	331	82%
Do gutters/downpipes appear to be fit for purpose, clean, free from vegetation and leaves?	33	67%	66	75%	47	81%	27	93%	46	78%	16	75%	17	94%	23	91%	30	87%	26	88%	331	82%
Gardens & Plants	334	97%	525	93%	427	94%	451	94%	510	94%	314	97%	243	95%	461	94%	398	94%	229	96%	3892	94%
Are there any weeds or pest plants present?	74	NaN	96	NaN	79	NaN	84	NaN	102	100%	72	NaN	51	NaN	96	NaN	75	100%	41	100%	770	100%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	3	0%	23	65%	19	58%	21	76%	20	70%	3	100%	8	75%	11	73%	16	69%	12	75%	136	68%
Are the tracks and the in-ground steps (including box steps) safe, uniform, weed free, clean, clear of vegetation encroachment and functional for their intended use?	11	100%	22	91%	27	96%	15	73%	16	88%	1	100%	14	71%	12	67%	12	92%	2	100%	132	86%

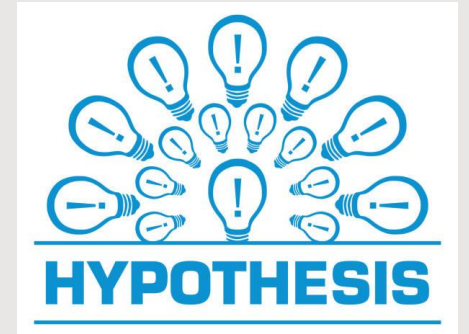


We have changed the message to customers in response to your feedback



“Why did you cancel my problem?”

Customers react to being told their request is cancelled and stop reading the rest of the message



So we updated our message



Old message to customers:

We have closed this request. Someone else already let us know about it and we're working on it.

We have closed this request. We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months.

We have closed this request. The problem you reported was for something that is not on council land or a council maintained asset.

New message to customers:

Someone else already let us know about it and we're working on it. **We have closed this request.**

We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months. **We have closed this request.**

The problem you reported was for something that is not on council land or a council maintained asset. **We have closed this request.**

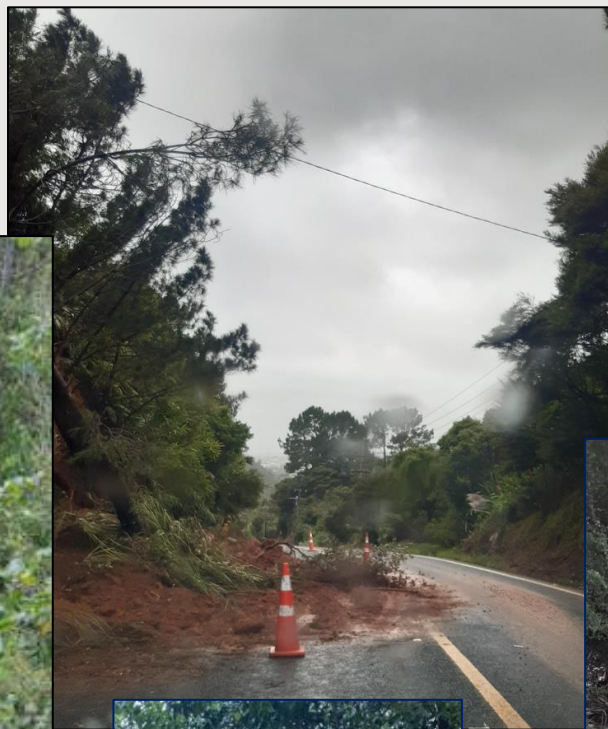


Storm Damage

February 2023 brought us the worst cyclone seen in New Zealand since Cyclone Bola in 1988. Cyclone Gabrielle hit our shores on February 13 and caused an immeasurable amount of damage not only across our region but also across the North Island. Several of our coastal communities have borne the brunt and suffered significant slips and damage. The impact and clean up of this weather event will be felt for a long time.



Storm Damage



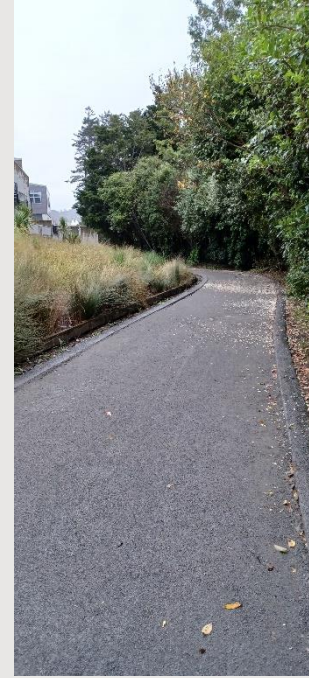
Storm damage repairs



Hooton reserve

After the weather event at the beginning of the year, Hooton reserve suffered from deep washouts and damage, as large amounts of water flowed through the park.

The work to repair has now been completed with the path fully repaired and back to being used by the public. Considering the extent of damage, its impressive how good the finished repairs look. A big thanks to our contractor for a job well done.



Before



After

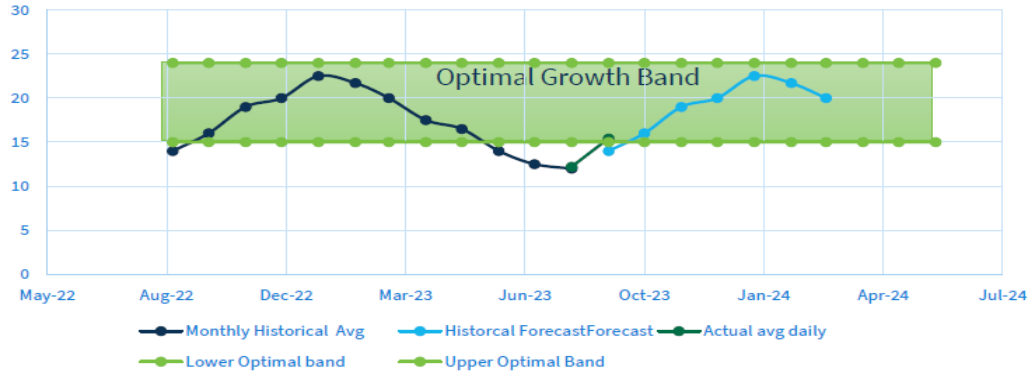


Spring Flush Plan 2023

Forecast 2023

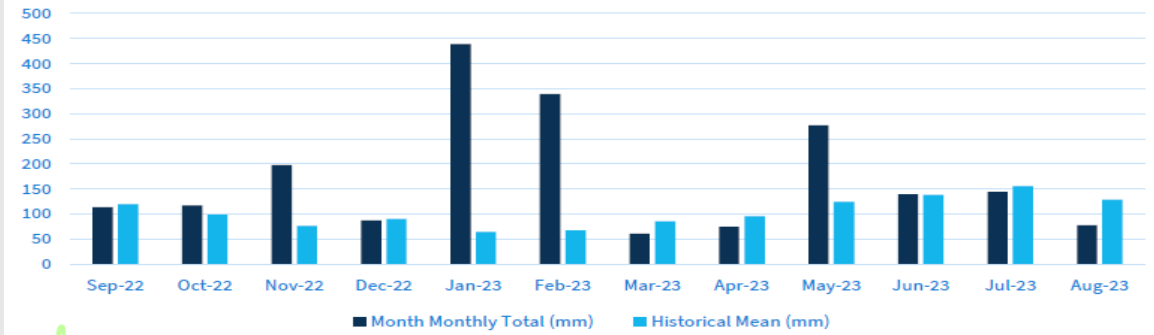
Soil Temperature

Soil Temperature Monthly Historical, Actual, Forecast



Rainfall

Rainfall



Based upon the rainfall and soil temperature forecast, the spring flush is planned by the contractors.

Mowing

Monitoring & Trigger Points

Strategy One

- Resource is diverted from local boards with controlled growth rates to the local boards or specific sites that require a more frequent service.

Strategy Two

- Overtime and weekend work. These extra hours would effectively increase the frequency of servicing. This strategy will also be used for any shortfall in absenteeism.

Strategy Three

- Implement subcontractors taking on extra works. This is allocated at two runs per region to accommodate this. Two scheduled runs would be given to each sub-contractor with the freed up internal resource becoming the support to service hot spots, high profile areas and cover other shortfalls to reduce the service frequency.

El Nino

Forecast vs reality

- In mid-2023 MetService warned of the (then) fast approaching El Nino weather pattern predicting a long and hot Summer for New Zealand
- Suppliers provided the council with a Summer flush mowing plan and prepared for additional resourcing to be available for late-September
- Rainfall continued well into Spring and ground soil temperatures remained low, in opposition to forecast temperatures well into mid-December
- The biggest challenge suppliers faced was ensuring full engagement of local sub-contractor resources into the late December holiday period
- January has seen suppliers working to substantially shorten mowing cycles and catch up in the pockets of Local Board areas where some challenges remained into the beginning of the working year through resourcing inconsistencies.



Awards



Green Flag
Award Winner

Parks & Community Facilities earned 5 Green Flag Awards in partnership with Full Facilities contractors
The Green Flag Award is an internationally recognised programme that rewards well-managed parks and open spaces providing high quality recreational experiences for our communities

Waitākere Ranges Regional Park



North Shore Memorial Gardens



Tōtara Park



Ambury Regional Park



Tupuna Maunga Mangawhau



Innovation - Highlights



Weed eater Attachment Trials to reduce stone chip incidents



Pile Driving Tower



- Real-time reporting dashboards
- Client self service to provide updated information in real-time
- Driving utilization and KPI results through analysis and improvement initiatives



Outfitted the rear section of our water-blasting ute with sturdy safety rails



PROGRAMMED

Having the HALO is a simple and effective way to indicate when plant is working and allows workers to identify exclusion zones.



Sustainability & Environmental - Highlights



Month	Recycled Waste Quantity (Metric Ton)
January	58.5
February	62.1
March	78.3
April	52.7
May	57.7
June	50.1
July	59.2
August	79.8
September	80.2
October	78.3
November	69.9
December	84.2

Breakdown of the quantity of waste that was recycled each month. A total of 811 MT of waste was recycled.



Ventia goes full electric

Reducing Ventia's carbon footprint by adopting a fully electric vehicle for daily operations. Introduced number of Toyota Hybrid cars in daily use and are replacing petrol powered equipment with electric battery powered equipment.



LED REPLACEMENT PROGRAM

Replaced more than 750 lighting fixtures.

These LED bulbs are exceptionally energy-efficient, consuming up to 75% less energy compared to traditional incandescent light fixtures

Sports Field Agri Chemical Containers Recycling plastic Drums and LDPE Plastic Bags



PROGRAMMED

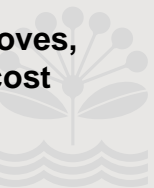


Operational efficiency gain as the cleaning process and results from the product are improved
 -Significant reduction in accidental façade damage resulting from washing unstable/aged exteriors



PROGRAMMED

Reduction of single use gloves being disposed of to landfill. New gloves, once beyond useful life are 100% recyclable . - Est \$7k operational cost avoidance achieved



SMART Procurement

The SMART procurement outcomes that are required in the full facilities contracts are based on Community Outcomes and Workforce Development Plans.



DRONE SPRAYING/SURVEYING



Green by Nature NZ has recently engaged the services of Drone Mate, a company based in Nelson, for a project involving building maintenance in the Far North Area. The project involves roof assessments and the application of moss and mold removal treatments (Agent Blue) on council-owned buildings. Over the course of a week, we hope to survey and treat over 8860m² of roof area.



MSD Sustainable Employment Partnership

Partner with the Ministry of Social Development. In May launched partnership with ETFG – Funded by Government, led by Ministry of Social Development (MSD). This initiative places unskilled and Semi-skilled labour-focused workers into sustainable employment opportunities. To date we have interviewed 26 people with 12 progressing to the next step



- Asplundh has engaged with various consultants, including Auraki Mai, Te Kaa and AU, regarding cultural competency education.
- Access to EAP services. employees have free and anonymous access to counselling, financial guidance, career advice, legal guidance, nutrition support and more.



Red Cross NZ and Ventia Community Partnership

Ventia have partnered with Red Cross NZ to help facilitate sustainable employment opportunities through a work experience program. Red Cross NZ helps former refugees settle into their new lives in Aotearoa New Zealand

Contract Total	258
Number of staff for this contract	258
Percentage of workforce under the age of 25	5% (14)
Percentage of workforce under the age of 25 who were not previously in education, employment or training	0%
Percentage of workforce who are Maori	11% (29)
Percentage of workforce who are Pasifika	38% (97)
Percentage of workforce who are Women	21% (54)
Percentage of staff retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates). Reporting will be required by category	72% of all employees (186 out of 258) with 1 year or greater tenure following induction)
Breakdown: Percentage of Maori retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates).	79% of Maori employees (23 out of 29) with 1 year or greater tenure following induction)
Breakdown: Percentage of Pacific Islanders retained for at least 12 months following completion of entry-level programmes (e.g. traineeships, apprenticeships, cadetships or graduates).	72% of Pasifika employees (70 out of 97) with 1 year or greater tenure following induction)
Percentage of workforce in management / leadership roles	24% (63)
Percentage of Maori in management / leadership roles	16% of management or leadership roles are held by Maori (10 employees).
Percentage of Pacific Islanders in management / leadership roles	24% of management or leadership roles are held by Pasifika (15 employees).
Percentage of Women in management/ leadership roles	33% of management or leadership roles are held by women (21 employees).



Community Engagement - Highlights



The team assisting with some edging/small amount of mowing at Glen Eden Primary to help out the school:



Rainbow Tick
Rainbow Tick is a certification mark for organisations that complete a Diversity & Inclusion assessment process. Rainbow Tick is about accepting and valuing people in the workplace, embracing the diversity of sexual and gender identities and Ventia is committed to this. Ventia achieved our Rainbow "Tick" in December 2022 and again in 2023.



- ❖ Programmed partnered with Te Whangai Trust to support long term unemployed youth and people at risk.
- ❖ Programmed is a key sponsor of Keystone Trust. Keystone Trust helps young people who have been held back by inequality to get the education they deserve.



PROGRAMMED

Manaaki Mentoring Program

Tangata and

Māori Coaching



Manaaki Tangata is a service developed to 'empower Māori excellence in the workplace' Manaaki Tangata is a service designed to support employers with a Māori workforce to further develop and upskill participants within an identified career path. This year we are piloting this program in partnership with this community provider to support eight people



Community Cleaning Bee

- ❖ 1100 Hours of volunteering work delivered to south Auckland area



Supporting our Kids
(Rick Sowman Educational Award)



Regular Reporting on performance



PERFORMANCE REPORTING

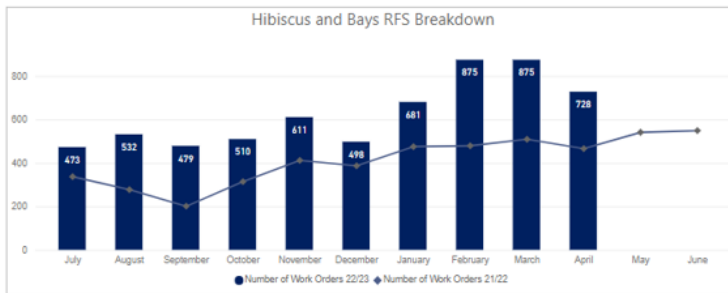
Audit Results and Request for Service

MAKING GREAT PLACES
AUCKLANDERS LOVE
PARKS & COMMUNITY FACILITIES

- Monthly Reporting is provided to Local Boards
- Annual Reporting through the Revenue, Expenditure and Value committee

Request for Service Received

Total raised for FY22/23 YTD **6262**



*Only includes RFS that have resulted in a Work Order for action.

Breakdown of Top 5 Request for Service for April

Service Name	#Received
Structure Maintenance and Repairs	111
Tree Maintenance - General	84
Electrical Maintenance Service	72
Plumbing Maintenance Service	67
Furniture and Fixtures Maint and Repairs	59

Breakdown of Top 5 Request for Service FY22/23 YTD

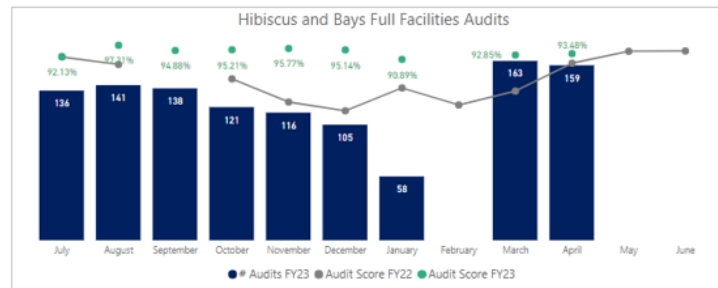
Service Name	#Received
Tree Maintenance - General	923
Structure Maintenance and Repairs	872
Plumbing Maintenance Service	711
Electrical Maintenance Service	514
Loose Litter Collection	352

COMMENTARY

This month has seen RFS requests have a down-turn toward average rolling numbers. Off the back of more weather events the tree service requests, and structure maintenance service lines remain top features.

What seems like non-stop rainfall has also raised plumbing service requests due to leaking issues, hopefully a drier winter provides some relief in this space.

Audit Results



The highlights and lowlights of audits undertaken FY22/23 YTD are:

Highlights YTD	Lowlights YTD
Streetscapes Clean	Water Feature
Response WO	Tracks (incl. Structures)
Litter	Streetscapes Green
Furniture, Playgrounds & Recreational Equipment	Street Garden
Building Cleaning	Sportsfields

COMMENTARY

Audit scores for the month were 93.5%. The large amount of rainfall and recent weather is really impacting on the KPI targets around track maintenance.

Notably however, building washing and cleaning has shone with a consistent PPM schedule being delivered on, which is a great change from this time last year.





Pātai

Long Bay Regional Park



Draft Waste Management and Minimisation Plan 2024

Update on public consultation
Kaipātiki Local Board

May-June 2024: Waste Solutions



Te Mahere Hukihuki mō te Whakahaeretanga me te Whakaitinga o te Para 2024

DRAFT Waste Management and Minimisation Plan 2024





Purpose

- Provide a summary of public consultation findings
- Answer questions related to the consultation submissions



Context



Draft Waste Plan 2024



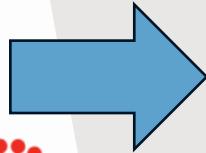
The preparation of the waste assessment has relied on information from multiple sources, including SWAP analysis, reporting of domestic waste data under the licensing requirements of the Waste Management and Minimisation Bylaw 2019, contracts, consents, and annual reports. The accuracy of these sources is contingent on the best information available at the time and the degree of disclosure from the waste industry.

It is not possible to calculate, with precision, up-to-date tonnage and composition of waste being disposed to landfill in the Auckland region without mandatory industry disclosure. Information has also been sought from landfill and refuse transfer station operators, and operators of product stewardship schemes, who have no obligation to supply the requested information. In some instances, information has been voluntarily provided, however on others the requests have been declined to supply information for this purpose.

Financial analysis and modelling have relied on the best financial information available at the time of drafting of the waste assessment.



Auckland's Waste Assessment 2023
November 2023



Te Mahere Hukihuki mō te Whakahaeretanga me te Whakaitinga o te Para 2024

DRAFT Waste Management and Minimisation Plan 2024

Issued February 2024.
Version 1.0 for public consultation.

aucklandcouncil.govt.nz



DRAFT Hauraki Gulf Islands Waste Plan 2024

February 2024.
Version 1.0 for public consultation.

aucklandcouncil.govt.nz



Plans and waste assessment available here: [HaveYourSay website](https://www.aucklandcouncil.govt.nz/your-voice)



Why it matters

- Draft WMMP 2024 retains 2040 regional **zero waste vision** and outlines
 - **principles** to guide decision-making
 - **targets** for 2024-2030
 - **priorities and actions** for 2024-2030 to achieve those targets
- **Aligned** with national direction, iwi and key stakeholder input and now tested with the public
- Forms basis for our **6-year waste work programme**
- Includes **changes to services** with rates-funding implications (LTP and Annual Budget)
- Enables us to receive and spend **waste levy funding** from central government



Kaipātiki Local Board Draft Waste Plan views

— August 2023



Summary of key resolutions: KT/2023/161 ([full resolution found here](#))

That the Kaipātiki Local Board:

- support the proposed direction of the draft Waste Management and Minimisation Plan for 2024-2030.
- support work to achieve the identified opportunities for the 2024 Waste Plan:
- pathway to zero waste by 2040 including standardisation of kerbside services, Revised Resource Recovery Network Strategy 2021, and focus on litter, illegal dumping and marine waste
- a key focus on construction and demolition waste, organic, plastics, cardboard/paper and textile waste
- Extending our food scraps collection services to additional urban areas
- strengthen partnership approach with mana whenua, and recognise the benefits of te ao Māori
- advocacy to central government to deliver the 2023 waste strategy, that supports a circular economy
- address waste generated from council and council-controlled organisations' operational activities
- support the 9 key actions of the plan:
 - Advocate increased waste levy / Advocate for product stewardship / Address priority commercial waste streams (construction and demolition, organic, and plastic) / Continue establishing the Resource Recovery Network / Focus on reducing litter, illegal dumping, and marine waste / Continue to transition to consistent kerbside waste and recycling services for households / Deliver the kerbside collection of food scraps / Address waste diversion council activities / Work in partnership with others to achieve a zero waste Auckland.



Kaipātiki Local Board Draft Waste Plan views

— August 2023



Summary of key resolutions: KT/2023/161 ([full resolution found here](#))

That the Kaipātiki Local Board:

- request the roll-out of the food scraps collection scheme to restaurants / apartment complexes and schools.
- request information on the feasibility of an opt-out option for the food scraps scheme
- request that the residential general waste collection continue to be provided on a weekly basis.
- request investigation of a scheme such as the German Green Dot (Der Grüne Punkt) scheme through which the cost of disposing of retail waste is placed on retailers and manufacturers
- request that council confirm that all recycled plastics are being treated and recycled in an environmentally safe manner either in New Zealand or overseas
- In the event that council cannot guarantee the above:
 - take urgent action, including advocacy to central government, to find an acceptable treatment of collected plastics that meets public expectations of the plastic recycling scheme.
 - note that households and the commercial sector use the recycling system in good faith, and the latter make business decisions based on the provision of the service
 - request that council advocate to central government to urgently review and amend building codes to prevent environmentally harmful practices



Public consultation 28 Feb-28 March 2024

Communications and engagement pathways

- Online in 8 languages & NZSL / video recordings / 2 webinars
- AKHaveYourSay regionwide, including Islands
- Working directly with iwi
- Community partners spread the word
- Mailout to commercial & community stakeholders
- NZME communication campaign
- Council advisory panels
- Council communications — OurAuckland, People’s Panel, social media



Public consultation 28 Feb-28 March 2024

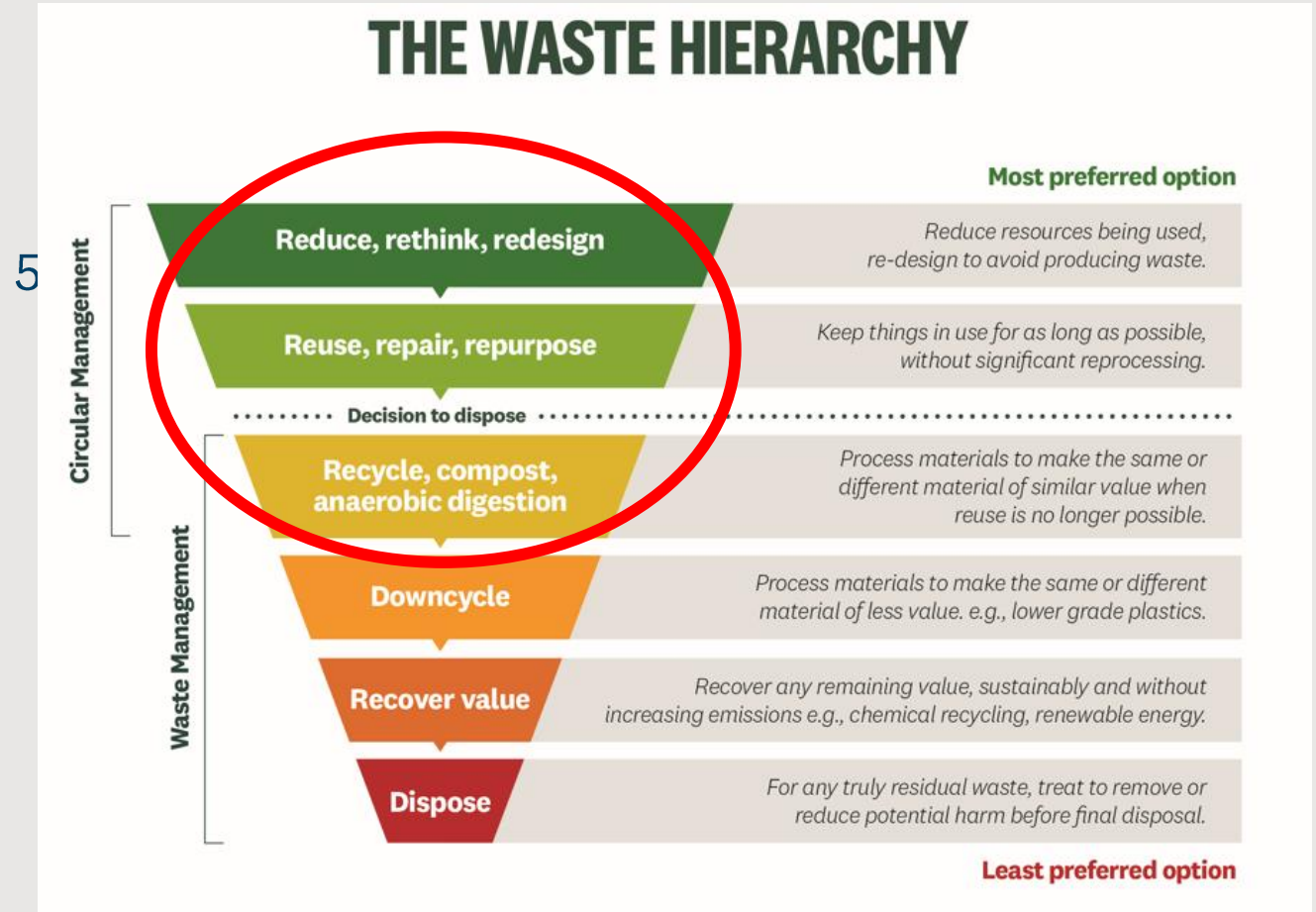
Written submissions

- 7-question feedback form
- Email
- **Verbal input**
 - 10 public AKHaveYourSay events
 - 2 regional organisation events



Feedback form questions

1. Direction of the plan
2. Priorities for action
3. Hauraki Gulf Islands Plan
4. Any other comments



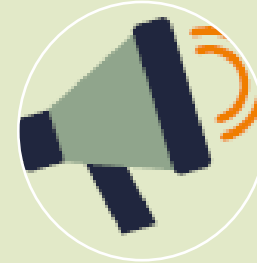
Feedback form questions / Priorities for Action



1. Strengthen ways of working with mana whenua **and** deliver on Māori outcomes.
2. Continue expanding and strengthening the Resource Recovery Network and its services



3. Target construction and demolition waste
4. Focus on organics, plastics, packaging, textiles and biosolids
5. Strengthen our disaster preparedness and climate change mitigation, adaptation and resilience



6. Move up the waste hierarchy including source reduction, reuse and right to repair
7. Implement the Container Return Scheme and other mandatory product stewardship



8. Support Aucklanders to use their kerbside bins effectively + shift to rates-funded
9. Transition to a fortnightly rubbish collection
10. Accelerate efforts re council's operational waste
11. Address litter and illegal dumping to protect health and the environment

12. Work in partnership with others to achieve our Zero Waste vision



Who we heard from



Regional and local submission numbers



2737 total number of submissions
+ 1410 responses from public events

2669 submitters identified their local board

184 from the Kaipātiki area

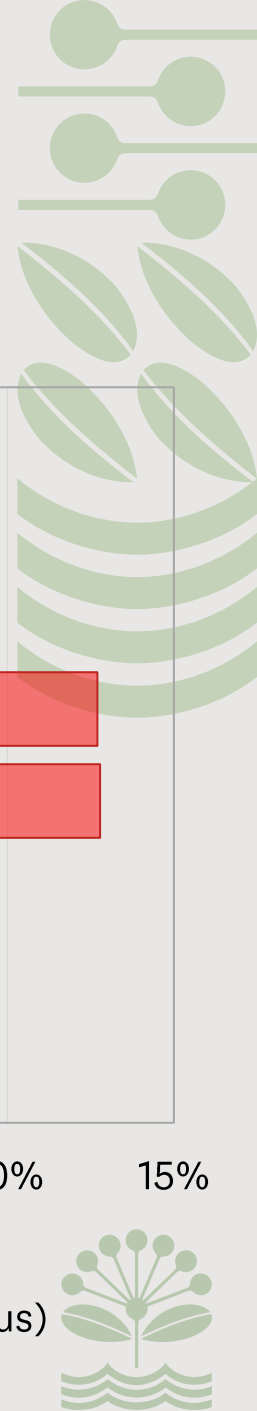
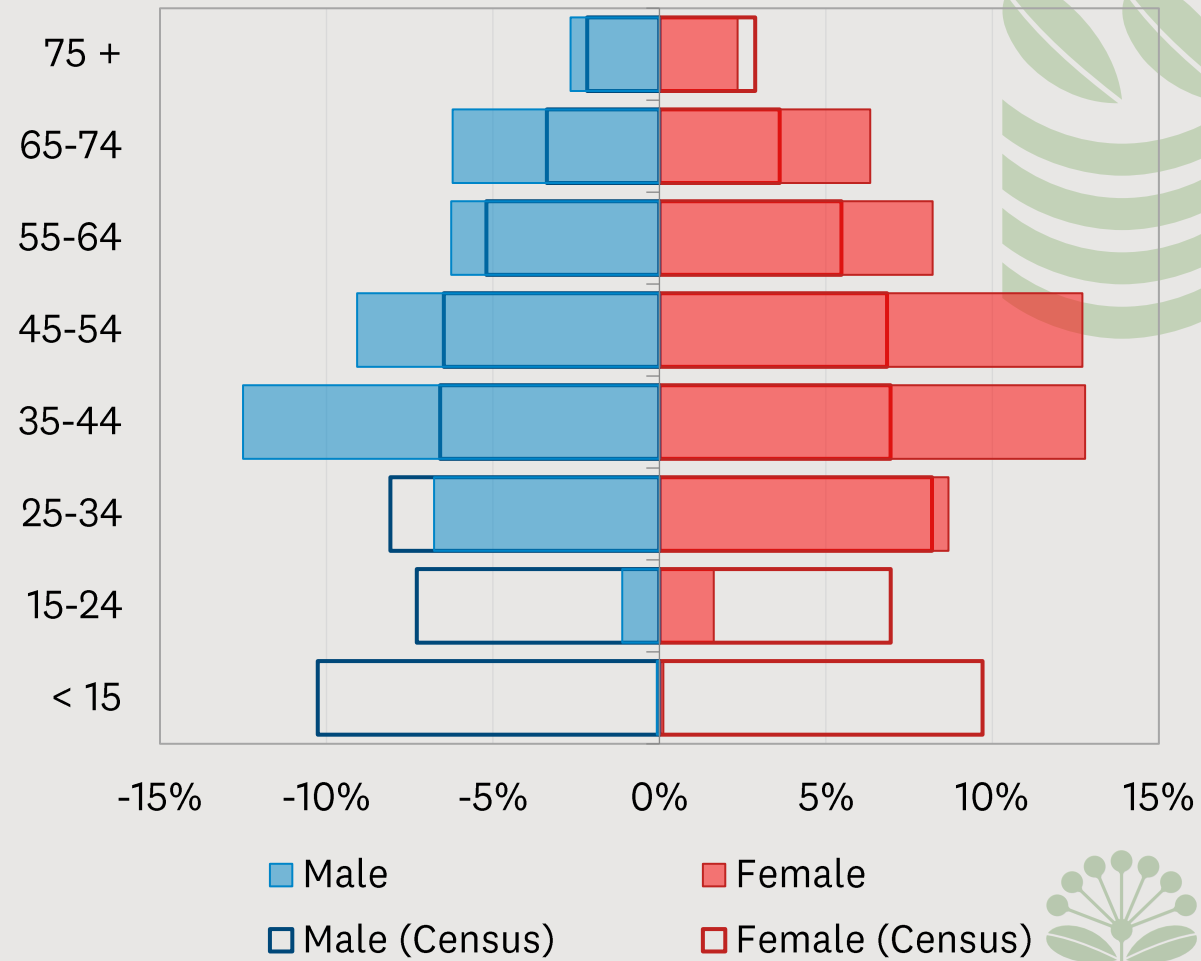
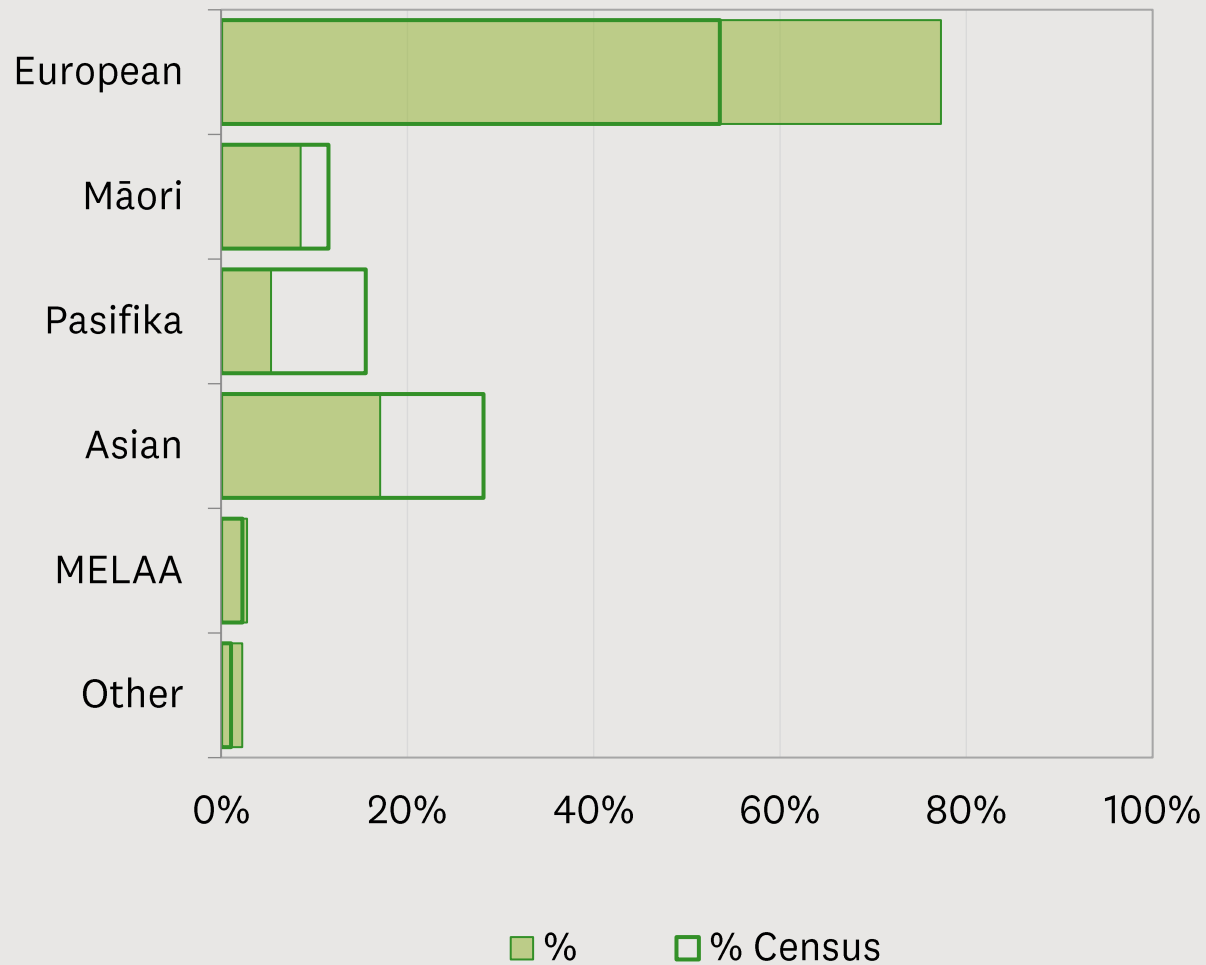
including:

1 from a community partner



Regionwide Demographics

compared with census profile



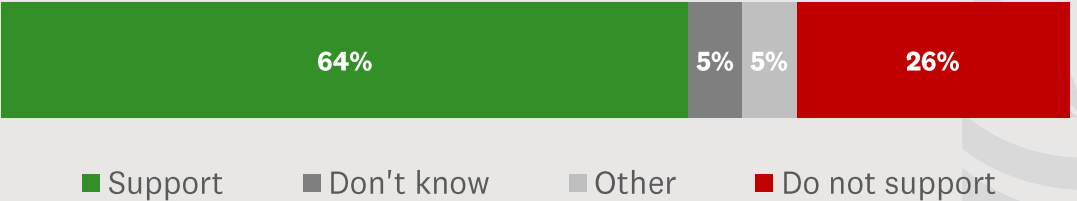
What we heard



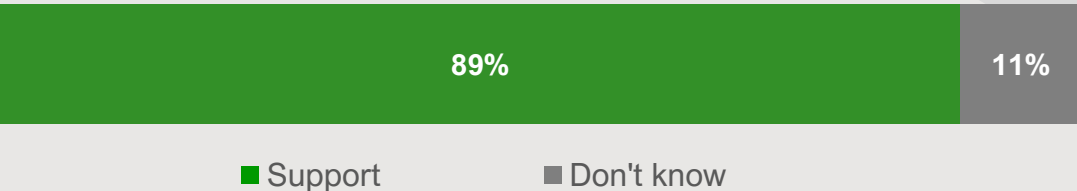
Q1. Support for the regional plan

Regional view

Submissions 2626

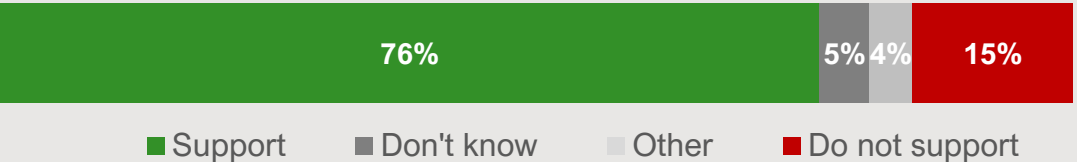


AKHaveYourSay events feedback 135



Kaipātiki view

Submissions 174



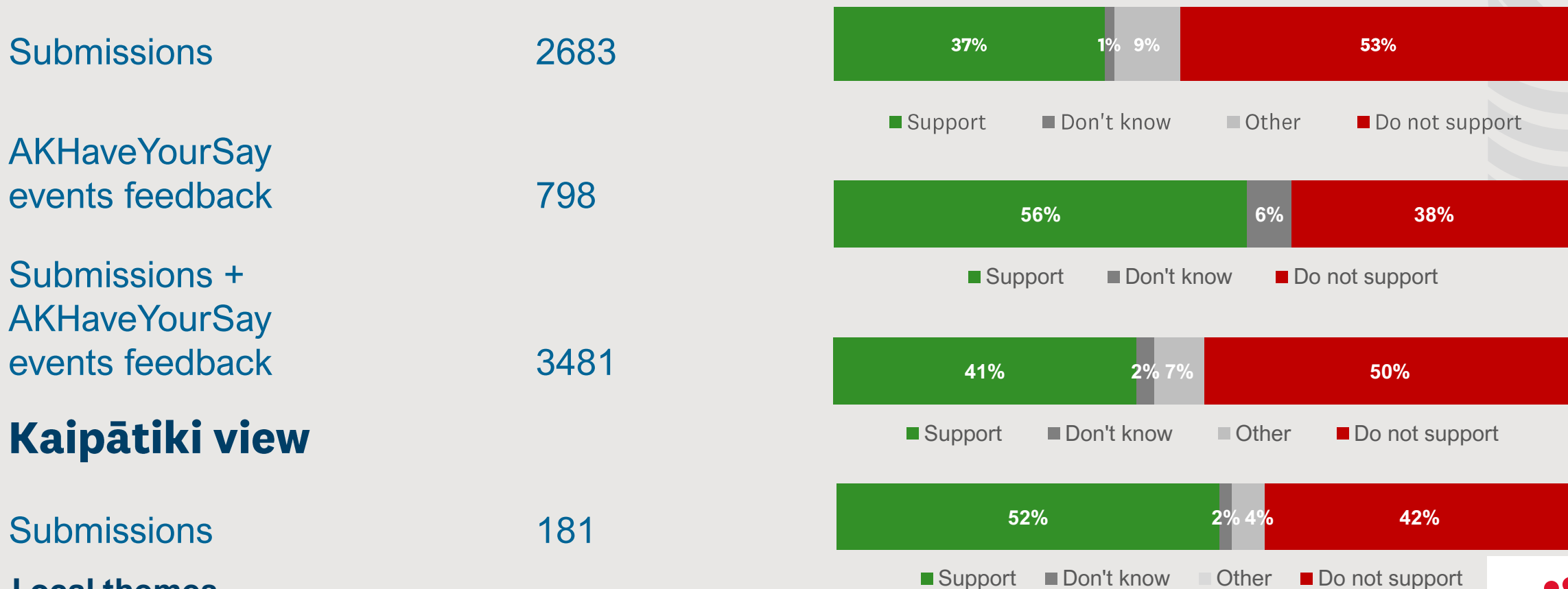
Local themes

- Should target larger waste streams, waste producers, more options for reuse/repair/recycling (29 submissions)



Q2A: Fortnightly rubbish

Regional view



Kaipātiki view

Local themes

- Could manage with fewer collections (30 submissions) – achievable now we have the food scraps service (9)
- Concern about ability to cope – too much waste (25) – odours / pests (25) – cost / rates (12)
- Predict increased litter / illegal dumping / using neighbours' bins (14 submissions)



Q2B and Q2C: Other regional priorities

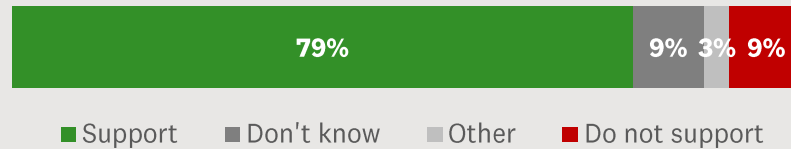
Priority

Region-wide

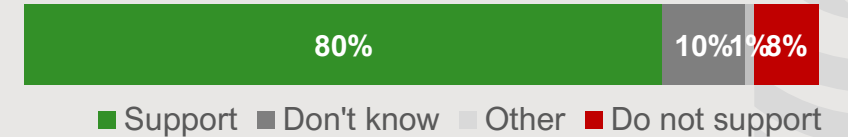
Kaipātiki

Construction and Demolition Waste

n= 2620



n= 173

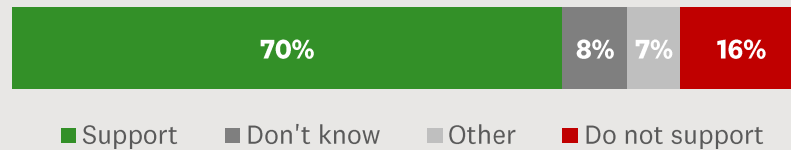


Local themes:

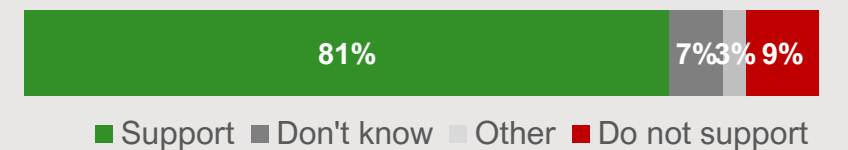
Requires council or government policy / regulations / levies / incentives (11 submissions)

Priority Waste Materials

n= 2608



n= 176



Local themes:
submissions)

Supportive of reducing waste to landfills or greenhouse gases, or improving the environment (8

n = number of submissions



Q2D and Q2E: Other regional priorities

Priority

Region-wide

Kaipātiki

Product stewardship

n= 2616



■ Support ■ Don't know ■ Other ■ Do not support

n= 175



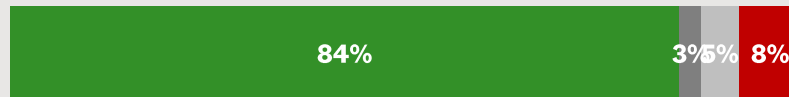
■ Support ■ Don't know ■ Other ■ Do not support

Local themes:

Container return scheme / product stewardship worked well in past/overseas (14 submissions)

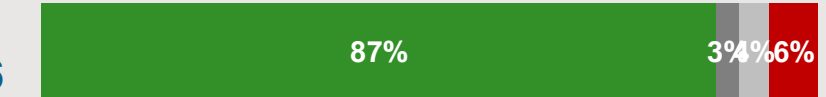
Litter and illegal dumping

n= 2608



■ Support ■ Don't know ■ Other ■ Do not support

n= 176



■ Support ■ Don't know ■ Other ■ Do not support

Local themes:

Use fines and/or cameras (15 submissions)

Support for education, behaviour change initiatives, campaigns / communication (11 submissions)

Negative reduction of litter bins / need more public recycling / rubbish / food scrap / dog poo bins (11 submissions)

n = number of submissions



Kaipātiki Project submission

Support

- zero waste and prioritising the top of the waste hierarchy noting this slows down consumption of raw materials amongst other things
- the proposed priorities of the plan noting a number of reasons for their support across social, community, and environmental outcomes



Acknowledges

- council's leadership in climate action and equity through waste solutions
- commitment to invest in education and behavior change

Suggest

- a number of minor changes to strengthen wording in the plan across a variety of areas:
 - emphasising a focus on actions at the top of the waste hierarchy
 - supporting local, community-led solutions to organic waste
 - Recognising business/service models that focus on reuse, repair and design-out of waste (amongst others)



Next steps

- Kaipātiki Local Board views — June agenda report



**Questions /
Pātai?**



Shepherds Park - basketball court location and design options analysis

Xavier Choi – Project Manager, Parks and Community Facilities

June 2024



Purpose

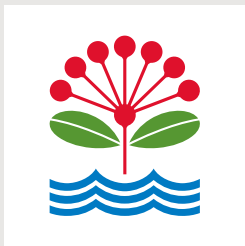
To seek direction from the Kaipātiki Local Board on which location is preferred for the proposed new basketball court at Shepherds Park prior to further options analysis.



Project background

The local board requested an investigation into location options for the development of a new temporary or permanent basketball court in Shepherds Park (Resolution KT/2023/130) as part of the annual work program.

ID	Project	Spend to date	FY24	FY25	Total
37081	Beach Haven – develop new basketball court	\$3062.97	\$20,000	\$100,000	\$120,000



Shepherds Park - current site layout



Location options

Three potential location options were identified for the basketball court:

- **Sports Centre off Cresta Avenue:** the basketball court would be developed on the artificial turf courts which are currently utilised as tennis courts.
- **Passive Park Space:** a new concrete pad on the passive park space would be required to enable the development of the basketball court.
- **Car park:** the basketball court would be developed on the asphalt car park south of the Birkenhead United AFC club building.



Sports Centre off Cresta Avenue



Artificial turf used as tennis courts



Artificial turf used as tennis courts



Stair access from Cresta Avenue to Shepherds Park



View of courts from stairs



Parking on Cresta Avenue



Passive Park Space



Passive Park space adjacent to football fields



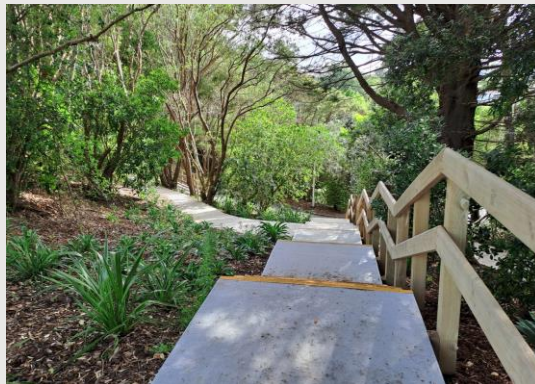
Passive park space adjacent to football fields



Carpark



Birkenhead United AFC building



Stair access to car park from Melba Street



Car park space for basketball court



Existing toilet amenity adjacent to the car park



Multi-criteria analysis table

	Option 1 Sports Centre	Option 2 Passive Park	Option 3 Carpark
Social/CPTED	1	2	1
Vegetation	1	2	1
Visual/aesthetics impact	1	1	2
Water	1	3	1
Power	1	2	1
Cost	1	3	2
Change to reserve	1	1	2
Accessibility	1	1	1
Consenting	1	2	2
Toilet amenity	2	3	1
Total	11	20	14
Feasibility Rank	1	3	2

Key	Ideal	Moderate	Poor
Points	1	2	3

Staff recommend that the new basketball court is developed on the artificial turf courts at the Sports Centre (option 1). This minimizes the visual impact on the reserve and utilizes existing infrastructure, resulting in a potentially more cost-effective solution.



Next steps

**Engage
consultant for
concept design
options**

July 2024

**Community
consultation on
concept design.
Incorporate
feedback into
detailed design**

August/September
2024

**Local Board's
approval of
design at a
business
meeting**

October 2024

Physical Works

2024/2025

