



9 October 2019

Email: tina@cqr.co.nz

Kia ora Tina,

Thank you for your email dated 18 September 2019 requesting information under the Local Government Official Information and Meetings Act 1987 relating to building consents, contract appointment paper for Recreational Services, how long Recreational Services have held the contract and the length of the new contract, Recreational Services KPIs, number of complaints and their performance against KPIs and the annual value of the contract.

Masterton District Council can advise the following:

Number and percentage of building consents that were fully or partially completed by other authorities in the last 5 years

The contractors that process consents for Masterton District Council operate within the framework of our Building Control Authority.

There is no record of contractors being used to process consents in the 2014-15 financial year. From 1/7/2015 to 30/6/2019:

- Total consents processed: 2,827
- Number processed by Contractors: 834

This equates to 29.5% of consents having been processed by contractors in the past four years.

Recreational Services Contract

The report to Council on 27 February 2019 is attached (attachment 1).

The length of the previous contract was 15 years (2004-2019).

The current contract is incentive based, with a maximum length of 10 years.

An initial contract term of five years with renewal options up to a maximum term of ten years. Term extensions are earned through the life of the first term:

- Y1 - no incentive (establishment period)
- Y2 - earn Y6
- Y3 - earn Y7
- Y4 - earn Y8
- Y5 - earn Y9 and Y10

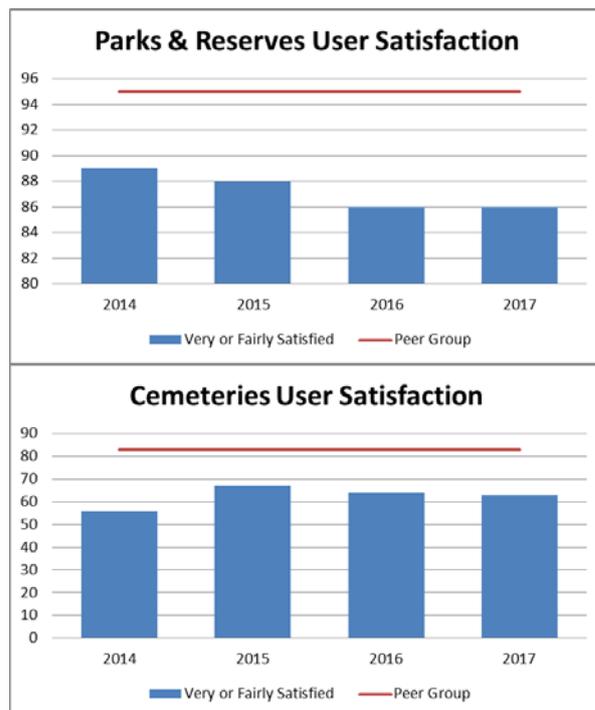
KPI's

Previous contract:

Monthly audits (internal and external) were undertaken to record data in relation to quality outcomes, see attachment 2. The audits were completed against the following criteria:

- Annuals/roses
- shrub beds
- waterways
- mowing
- rubbish and litter
- trees
- sports turf
- park assets
- toilets
- buildings.

Recreational Services engaged an independent auditor to undertake periodic audits against specifications and scores were regularly 95%+. Both MDC and Recreational Services recognised the limitation of this audit because it focused on an audit of delivery to specification and not to outcomes (or community expectations). Council's user satisfaction survey results (as tabled in the charts below) reflect the latter:



Council did as part of its section 17A Service Delivery Review of the parks and open spaces activity consider what was working well, what should change and what would success look like and this information was taken into the procurement strategy for a new contract.

Current contract:

The intent of the new contract KPIs is to create the culture of continuous improvement by reviewing each KPI individually and also as a collective with the purpose of

acknowledging the achievements and implanting an improvement plan on the underperforming KPIs. The KPIs are reviewed at the Collaborative Management meeting once a month (includes both Recreational Services and Masterton District Council). Please see attachment 3 and 4 as examples.

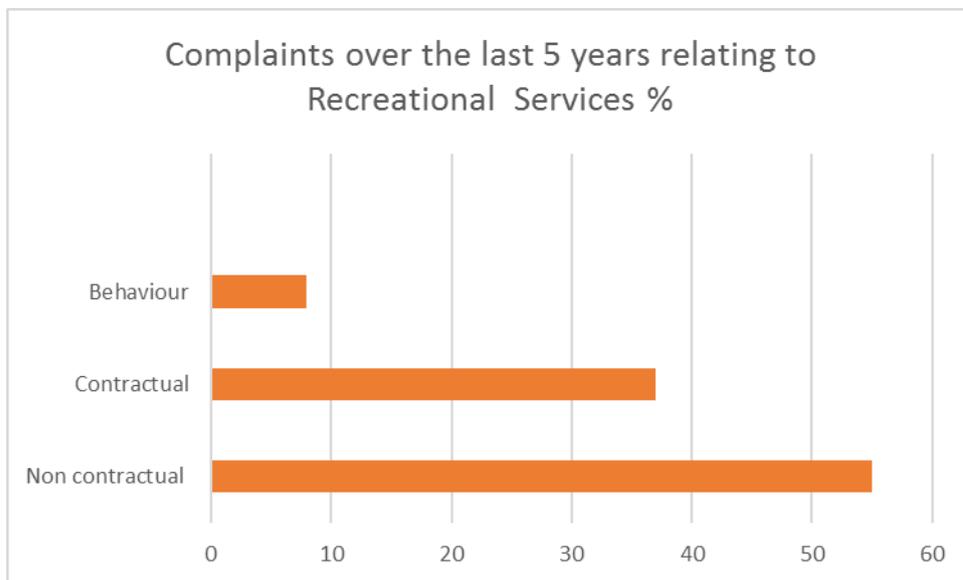
Contract value

Previous contract: \$1,527,149

Current contract: \$1,911,007

Complaints against Recreational Services work

We have undertaken a search of our service request and complaints system the below information was retrieved for the last five years., equating to 38 complaints of differing issues. This has been split in categories of: Non-contractual; Contractual and Behavior complaints (please see the chart below for the % split).



I trust this information satisfies your request; however you have a right to seek a review, under section 27 of the Local Government Official Information and Meetings Act 1987, regarding the information we have provided.

Kind regards

Danielle Armstrong

EXECUTIVE ASSISTANT TO THE CHIEF EXECUTIVE