

### Kaipātiki Local Board Workshop Programme

Date of Workshop:Wednesday 13 April 2022Time:10.00amVenue:Via Microsoft Teams

Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
10.00 – 11.30am	<ul> <li>Connected Communities</li> <li>Future management of Northcote War Memorial Hall (Highbury Community House) and Birkdale Hall (Birkdale Beach Haven Community Project)</li> </ul>	Jamie Adkins Place and Partner Specialist, Connected Communities Darryl Soljan Head of Community Delivery, Connected Communities Trina Schuster Connected Communities Lead & Coach, Connected Communities	Setting direction	<ul> <li>Define board position and feedback</li> </ul>
11.30am – 1.15pm	Lunch			
1.15 – 2.15pm	LB Annual Planning – Performance Measures and Fees and Charges	Sugenthy Thomson Lead Financial Advisor, Financial Strategy and Planning	Setting direction	<ul> <li>Define board position and feedback</li> </ul>

2.15 – 4.15pm	CCO Joint Engagement Plans - review in preparation for agreeing 2022/23 plan	Kat Ashmead Senior Advisor Operations and Policy, Local Board Services	Setting direction	Define board position and feedback
		<b>Marilyn Nicholls</b> Elected Member Relationship Partner, Auckland Transport		
		<b>Tia Verran</b> Advisor – External Relations, Auckland Unlimited		
		<b>Jan Brown</b> Manager Local Board Engagement, Auckland Unlimited		
		<b>Marissa Brindley</b> Head of Innovation, Auckland Unlimited		
		<b>Carlos Rahman</b> Principal Governance and Engagement Advisor, Eke Panuku Development Auckland		
		Alice Tobin Senior Community Affairs Advisor, Eke Panuku Development Auckland		
		Kate Cumberpatch Priority Location Director, Eke Panuku Development Auckland		
		Anthony Lewis Senior Advisor Portfolio Review, Eke Panuku Development Auckland		
		<b>Dawson Mutu</b> Development Manager, Eke Panuku Development Auckland		

Ben Halliwell Elected Member Relationship Manager, Watercare Services Limited
Sharon Danks Head of Delivery, Watercare Services Limited
Carol Hayward Team Leader Operations and Policy, Local Board Services

### **Next workshop:** Wednesday 27 April 2022

27 April 2022			
P	9.15am	9.50am	Board members time
	10.00am	11.30am	Community Facilities
	11.30am	12.30pm	Northcote development
	12.30pm	1.15pm	Lunch
			Beach Haven Uruamo Maranga Ake
	1.15pm	2.15pm	Marae update
	2.15pm	3.45pm	Auckland Transport
	3.45pm	4.00pm	Local board services

#### Role of Workshop:

- Workshops do not have decision-making authority. (a)
- Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff. Workshops are open to the public however, decisions will be made at a formal, public local board business meeting. (b) (c)
- (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.

Future management of Northcote War Memorial Hall (Highbury Community House) and Birkdale Hall (Birkdale Beach Haven Community Project)

**Jamie Adkins** 



### Agenda

- Background
- Funding summary
- Options / considerations
- Seeking direction from local board for next steps



## Background

- Tattico Report funding review completed December 2021
- The Tattico Report review recommended no increase to Birkdale Beach Haven
   Community Project and Highbury Community House baseline ABS funding
- Received by local board at 16 February 2022 business meeting (resolution number KT/2022/16)
- The local board instructed staff to provide quality advice regards the following:

- The possibility of Highbury Community House Incorporated taking over the management of the Northcote War Memorial Hall

- The possibility of Birkdale Beach Haven Community Trust Incorporated taking over the management of the Birkdale Hall



## Funding Summary 2021-2022

Organisation	Venue	Status	ABS Opex Per Year	LDI Top-Up Per Year
Birkdale Beach Haven Community Project	<ul> <li>Birkdale Community House</li> </ul>	Year two of three year term	\$37,186	\$33,000
community Project	<ul> <li>Beach Haven Community House</li> </ul>	Expires 30 June 2023	\$37,186	\$33,000
Highbury Community House Inc.	<ul> <li>Highbury Community House</li> </ul>	Year three of three year term Expires 30 June 2023	\$40,287	\$20,000

• Staff recommend keeping the LDI top ups for FY22/23 to provide stability



## Funding Summary 2020-2021

Organisation	Venue	Annual Revenue Income
Auckland Council (Venue Hire)	<ul> <li>Northcote War Memorial Hall</li> </ul>	\$19,008
Auckland Council (Venue Hire)	Birkdale Hall	\$10,560



## **Northcote War Memorial Hall**

The hall is currently managed by Auckland Council Venue Hire and have the following hiring fees:

Main Hall

- \$23.00 (off peak) and \$28.50 (peak)

Meeting room

- \$8.50 (off peak) and \$10.50 (peak)

For activities that meet certain criteria, community groups can get up to 50 per cent off the standard hourly rate. These discounts are not cumulative.

There will be a shortfall in revenue of \$19,008 per year should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget for the period of the agreement of two years



### Northcote War Memorial Hall – Booking Hours, Participants and Activities for 2020/21 and 2021/22





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### **Birkdale Hall**

• The hall is currently managed by Auckland Council Venue Hire and have the following hiring fees:

Main Hall

- \$23.00 (off peak) and \$28.50 (peak)

For activities that meet certain criteria, community groups can get up to 50 per cent off the standard hourly rate. These discounts are not cumulative.

There will be a shortfall in revenue of \$10,560 per year should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget for the period of the agreement two years.



### **Birkdale Hall – Booking Hours, Participants** and Activities for 2020/21 and 2021/22





3,961

Participants

11,658



### **Birkdale Hall – Booking Hours, Participants** and Activities for 2020/21 and 2021/22



Te Kaunihera o Tâmaki Makaurau

## **Northcote War Memorial Hall**

Options	Description	Benefits	Consideration
<b>Option 1</b> Status quo	Northcote War Memorial Hall continue under Auckland Council Venue Hire management	The LB do not have to allocate LDI to cover the shortfall	Highbury Community House Inc. would only manage one venue
<b>Option 2</b> Run a EOI process to find a community organisation	External contractor to lead an EOI process on behalf the LB A Community Centre Management Agreement (CCMA) would be offered to the community organisation.	There would be transparency to the local community by having EOI process Hire revenue from hiring of the building	The LB would have to allocate \$10,000 LDI for the EOI process The EOI process would take 3 months to complete.
<b>Option 3</b> Highbury Community House Incorporation taking the full management of the Northcote War Memorial Hall	A Community Centre Management Agreement (CCMA) would be offered to Highbury Community House Inc. which would not have any money attached to the agreement	A two year CCMA The LB do not have to allocate LDI to cover the Access and Activation Highbury Community House Inc. would receive the revenue from hiring of the building	<ul> <li>There will be a shortfall in revenue of \$19,008 should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget</li> <li>There wouldn't be any transparency to current hires</li> <li>No funding for Access and Activation</li> <li>Highbury Community House Inc. to cover all ongoing costs</li> </ul>

### **Northcote War Memorial Hall – continued**

Options	Description	Benefits	Consideration
<b>Option 4</b> Highbury Community House Inc. taking the full management of the Northcote War Memorial Hall and receive LDI funding for Access & Activation of the hall.	On top of the CCMA for management of the Northcote War Memorial Hall , the Kaipatiki Local Board will fund \$40,000 LDI budget for Access, Activation of Northcote War Memorial Hall	A two year CCMA to start from 1 July 2022, which would align to the construction of the new facility Highbury Community House Inc. would receive the revenue from hirers Highbury Community House Inc. would be funded to provide Access and activation for Northcote War Memorial Hall	<ul> <li>There will be a shortfall in revenue of \$19,008 should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget</li> <li>The local board would need to fund \$40,000 LDI top up Access &amp; Activation of the hall</li> <li>Highbury Community House Inc. would have pay all the bills (power, water etc) for Northcote War Memorial Hall. These would be outlined in the CCMA</li> <li>Current hirers of the hall may have some concerns regarding the future of there bookings if Highbury Community House Inc. manage the Hall</li> </ul>



## **Birkdale Hall**

Options	Description	Benefits	Consideration
<b>Option 1</b> Status quo	Birkdale Hall to continue under Auckland Council Venue Hire management	The LB do not have to allocate LDI to cover the shortfall	With the Birkdale Hall and Kauri kids rebuild taking place between December 2024 to December 2025, no decision has been made to which organisation will be managing the new facility
<b>Option 2</b> Run a EOI process to find a community organisation to fully manage the Birkdale Hall	External contractor to lead an EOI process on behalf the LB A Community Centre Management Agreement (CCMA) would be offered to the community organisation.	There would be transparency to the local community by having EOI process Hire revenue from hiring of the building	The LB would have to allocate \$10,000 LDI for the EOI process The EOI process would take 3 months to complete.
<b>Option 3</b> Birkdale Beach Haven Community Project (BBCP) taking the full management of the Birkdale Hall	Auckland Council Venue Hire team to work alongside BBCP to handover all bookings starting 1 July 2022 A Community Centre Management Agreement (CCMA) would be offered to BBCP which would not have any money attached to the agreement.	A two year CCMA to start from 1 July 2022, which would align to the construction of the new facility The LB do not have to allocate LDI to cover the Access and Activation BBCP would receive the revenue from hirers	<ul> <li>There will be a shortfall in revenue of \$10,560 should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget</li> <li>There wouldn't be any transparency to current hires</li> <li>No funding for Access and Activation</li> <li>BBCP to cover all ongoing costs</li> </ul>

## **Birkdale Hall – continued**

Options	Description	Benefits	Consideration
<b>Option 4</b> Birkdale Beach Haven Community Trust (BBCP) taking the full management of the Birkdale Hall and receive LDI funding for Access & Activation of the hall.	On top of the CCMA for management of the Birkdale Hall, the Kaipatiki Local Board will fund \$40,000 LDI budget for Access, Activation of Birkdale Hall	A two year CCMA to start from 1 July 2022, which would align to the construction of the new facility BBCP would receive the revenue from hirers BBCP would be funded to provide Access and activation for Birkdale hall	<ul> <li>There will be a shortfall in revenue of \$10,560 should the board agree to hand over to community management. The board will need to cover the shortfall with their LDI budget</li> <li>The local board would need to fund \$40,000 LDI top up Access &amp; Activation of the hall</li> <li>BBCP would have pay all the bills (power, water etc) for Birkdale Hall. These would be outlined in the CCMA</li> <li>Current hirers of the hall may have some concerns regarding the future of there bookings if Highbury Community House Inc. manage the Hall</li> </ul>



### **Next Steps**

- Seeking direction from local board on preferred option
- Formalise in report for local board approval



Local Board Performance Measures target refresh & Fees and Charges

2022/2023 Annual Budget

Sugenthy Thomson Lead Financial Advisor



### **Purpose of today's session**

Local performance measures

- Provide a recap and update on local performance measures
- Seek Local Board feedback on proposed targets for performance measure to be included in the Local Board Agreement 2022/2023

Fees and charges

 Inform the local boards on the 3 yearly Fees and Charges process



# Performance Measures target refresh



### **Priorities in 2021/2022**

- Review of current state performance measures (post C&CS restructure)
- Identifying linkage between LTP performance measures and Local Board Work Programmes



### Key priorities for 2022/2023

### Focus for 2022/2023

Continue improving links between performance measures and LBWP

Develop process and baseline for Amalgamated Community measures Begin investigation and discussions for measure review and new measures for LTP 2024-2034



## **Scene setting**





### LTP performance measures – local community services

Performance measure	Actual 2020/2021	LTP target 2021/2022	Annual Plan target 2022/23		
Provide safe, reliable, and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities					
Percentage of Aucklanders that feel their local town centre is safe - day time	77.0%	82.0%	82.0%		
Percentage of Aucklanders that feel their local town centre is safe - night time	38.0%	34.0%	34.0%		
Utilising the Empowered Communities Approach, we support Aucklanders to inclusive communities	o create thrivi	ng, connecte	d and		
The percentage of Empowered Communities activities that are community led	80.0%	70.0%	70.0%		
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	53.0%	60.0%	60.0%		
We provide safe and accessible parks, reserves, beaches, recreation program get Aucklanders more active, more often	mmes, oppor	tunities and f	acilitates to		
The percentage of park visitors who are satisfied with the overall quality of sportsfields	68.0%	82.0%	82.0%		
The customers' Net Promoter Score for Pools and Leisure Centres	38	20	20		
The percentage of users who are satisfied with the overall quality of local parks	73.0%	81.0%	81.0%		
The percentage of residents who visited a local park in the last 12 months	85.0%	82.0%	82.0%		
We showcase Auckland's Māori identity and vibrant Māori culture					
The percentage of local programmes, grants and activities that respond to Māori aspirations	27.6%	25.0%	25.0%		



### LTP performance measures – local community services

Performance measure	Actual 2020/2021	LTP target 2021/2022	Annual Plan target 2022/2023
We fund, enable, and deliver services, programmes, and facilities (art facilitie and libraries) that enhance identity, connect people, and support Aucklander life			
The percentage of local community services, programmes and facilities that l are community led	New measure	New measure	New measure
<ul> <li>The percentage of arts, and culture programmes, grants and activities that are community led</li> </ul>	100.0%	90.0%	90.0%
b) The percentage of art facilities, community centres and hire venues network that is community led	80.0%	80.0%	80.0%
The number of participants for local community services, programmes, and facilities	New measure	New measure	New measure
a) The number of attendees at council-led community events	1,000	3,000	1,500
b) The number of participants in activities at art facilities, community centres and hire venues	141,357	118,170	118,170
c) The number of visits to library facilities	478,227	524,000	524,000
The percentage of customers satisfied with quality of local community services, programmes, and facilities	New measure	New measure	New measure
a) The percentage of attendees satisfied with a nominated local community event	N/A	70.0%	70.0%
b) Percentage of customers satisfied with the quality of library service delivery	97.0%	85.0%	85.0%
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	188,161	175,000	175,000



### LTP performance measures – local environmental management

Performance measure	Actual 2020/2021	LTP target 2021/2022	Annual Plan target 2022/2023	
We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change				
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes	New measure	70.0%	75.0%	
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	New measure	80.0%	85.0%	
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes	New measure	70.0%	75.0%	



### LTP performance measures – local planning and development

Performance measure	Actual 2020/2021	LTP target 2021/2022	Annual Plan target 2022/2023
We help attract investment, businesses and a skilled workforce to Auckland			
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	100.0%	100.0%	100.0%



## **Fees and Charges**



### Fees and charges – Three-year review cycle



### Year 1 update:

- **Cemetery fees**: First stage is complete ie the proposal of a new Cemetery Fees Framework. The work for second stage has started.
- Animal Management Proposal to decrease fees for responsible dog owners and some increased charges for other services.
- Consent (general) proposed some fee increases



### Fees and charges – Local Board annual refresh

Business Area	Proposed
Active Recreation	Proposing a range of fee increases of up to 6.7%. These adjustments include inflation and on-going standardisation of fees across the active-recreation network.
Venue hire	Proposing a 2% increase
Community & Arts Centres	Proposing a 2% increase

Fees and charges will be reviewed after public consultation and adopted as part of the Annual Budget process in June-2022 upon Governing Body approval.



### **Next steps:**

- Feedback and queries from local boards will be provided to the respective departments to respond
- Responses will be communicated back to local boards in May
- Finalised performance measures and fees & charges will be workshopped in June
- For an adoption in June business meeting



### **CCO-Local Board Engagement Plans**

Development of 2022-23 Plans





Introductions	5 mins
Opening comments	5 mins
Auckland Unlimited	25 minutes
Watercare	20 minutes
Eke Panuku	25 minutes
Auckland Transport	35 minutes
Closing comments	5 minutes



### Purpose of today's workshop

- Regular meet and greet with senior CCO staff
- Expectation is that engagement plan work programmes have been read, and any concerns identified
- Many work programme items will roll over from 2021-22
- Discuss work programme item where view on engagement differs
- Provide direction on where local board wants to focus, direct resources and higher levels of engagement
- This document is about work programme items (either confirmed or being investigated) not advocacy items
- This discussion focuses on how projects will be engaged on, when they are underway
- It is NOT about timeframes, deliverables, or deadlines


## Key changes for 2022-23

- Have reorganised content so it is clear what remains the same from quarter to quarter, and what gets updated regularly
- Have combined the work programme appendix and quarterly report attachment into one document so that it's easier to keep track of changes



## Key challenges for 2022-23



Government policy affecting
local government





# Auckland Unlimited



## Key challenges for 2022-23

- Disproportionate economic impacts on Auckland of COVID-19 and global economic conditions (versus rest of New Zealand)
- City centre degradation impacts on retail, hospitality, tourism, accommodation, arts and culture – damaging to Auckland's reputation, businesses, cultural sector
- Competition for talent for organisation, key Auckland industries and region
- Organisationally constrained budgets and future funding envelope



## **Key opportunities for 2022-23**

- Borders reopening recovery of the visitor economy (business, student and leisure visitors); skilled and investor migrants
- Pent up demand the people, events, shows that want to come to Auckland (summer 2022/23)
- Auckland as a creative, cultural and innovative city social, cultural and economic benefits for Auckland, its people and an equitable, sustainable future
- Closer local and central government alignment policy, programmes and funding



## **Auckland Unlimited**

• Look at work programme table



## Watercare



## Key challenges for 2022-23

### Covid-19

There have been some impacts on construction sites, an example of this is the Central Interceptor that received some media attention when tunnelling had to stop in late February 2022 (and has now resumed).

### Capital programme costs

It is expected that there will be an impact on the capital programme from the Covid-19 pandemic. Claims have already been submitted for lockdowns in 2021 and to cover global impacts, and more are expected. Watercare is signalling that review of the programme is forthcoming.

#### Three waters reform

Watercare continues to support the Department of Internal Affairs with information as needed. Otherwise, as a CCO, Watercare follows the lead of Auckland Council on the proposed reform.

### **Trust Recovery**

Our trust score hit an all-time low at the end of last financial year driven by drought and the announcement of our largest price increase since amalgamation. We have been listening to our customers and have changed our communications to emphasize our investment into growing Auckland and our network to deliver better outcomes. We have seen a slow and steady improvement in Aucklanders' understanding of our efforts to safeguard our water future, through planning for climate change and investing in infrastructure. We are just ahead of Auckland Councils SOI target for FY22.



## Key opportunities for 2022-23

#### Water resilience

Water resilience during the summer has been good. Total volume drawn from the Waikato River remains lower than this time last year. Dam levels during the last quarter were very good and demand is lower than anticipated for February.

#### Water Efficiency Plan

We are continuing to work towards our water efficiency plan to 2025.

Our proactive leak detection programme continues with 65% of the network surveyed since July 2021 with 1,372 leaks found and fixed.

- · We are bringing in new equipment to monitor night flow to respond to leaks faster and more efficiently.
- We have installed smart meters across our commercial customers and schools. We are proactively working with the largest schools to minimize leaks and providing them with increased visibility of their consumption.
- Our 'water is precious' advertising campaign continued in Q3 with the key message: "water looks after us, so let's look after water." This ran on radio, digital and outdoor channels.

#### Wastewater Network Strategy

In June 2023, Watercare will lodge the second Wastewater Network Strategy with Council as a requirement of the Wastewater Network Discharge Consent. We are currently developing an engagement strategy, with the support of Healthy Waters, to ensure we can have purposeful conversations and gather feedback from a wide audience including local boards, mana whenua, community groups and others to enrich the strategy.

#### Voice of the Customer (VoC) for projects

Feedback from customers on billing and faults is important to our efforts to improve customer service and trust. Recently we trialled using the VoC application for some of our larger projects. Feedback from the communities around our larger construction projects helps us to discuss feedback and improvement opportunities as part of the continuous learning journey. As an example, recent trials of regular project traffic updates via email or txt have proven popular and will be applied to other similar projects. We are also able to follow up with individual feedback to gain more valuable insights. The VoC projects tool will now be incorporated as part of our revised stakeholder engagement process for major projects to ensure regular feedback is sought and a consistent evaluation process is added into our stakeholder engagement plans.



### Watercare

• Look at work programme table



# **Eke Panuku - Creating amazing places**



## **Enabling urban regeneration**







Facilitate regeneration of urban locations

Accommodate growth

Facilitate vibrant development



### **Strategic framework**



1. Eke Panuku Development Auckland



## Key challenges for 2022-23

- Maintaining momentum with urban regeneration programme in our agreed locations
- Ongoing impacts of COVID-19 across our organisation, programmes and our suppliers/partners – people isolating and supporting whanau
- Financial pressures on commercial and other tenants as the prolonged impact of COVID-19 continue to impact their business recovery
- A competitive market for staff recruitment and retention
- Property market uncertainty given the overall environment changing market interest rates and building supply shortages.
- Review with council the future Eke Panuku urban regeneration programme scope and associated funding model



## **Key opportunities for 2022-23**

- The world is changing fast and Aucklanders are changing the way they live and working our neighbourhoods
- International borders opening
- Support the council's growth and climate change strategies
- Continue to work with mana whenua to deliver Māori outcomes
- Continue to manage the council's property portfolio and to review council properties as appropriate and undertake property related services



## **Eke Panuku**

• Look at work programme table



Eke Panuku Development Auckland

# Auckland Transport



### Key risks Auckland Transport is managing in 2022-23:

- Auckland Transport is managing a 'perfect storm' financially caused by the pandemic.
  - Operational revenue has dropped and will take years to recover.
  - Operational revenue is used to investigate projects and deliver services like public transport.
  - Without this revenue the capital programme (*building stuff*) slows down.
- Auckland Transport is leading difficult transport discussions supporting Auckland's vision for the future *i.e. Parking Strategy, cycling infrastructure, reducing speeds*











## What this means for local boards:

- Transport issues will continue to be 'front of mind' for the community.
- Unfortunately, delivery of all projects will be slowed down by the lack of OPEX and by external factors i.e. rising construction costs, supply chain issues, labour shortages.
- Auckland Transport does not have the capacity to investigate every project that is proposed and the CCO Engagement plan process helps us to work with local boards to prioritise.
- Local boards can support Auckland Transport with leading difficult discussions about transport issues.





### Key opportunities for Auckland Transport in 2022-23:

- Auckland Transport is Auckland Council's largest capital programme and the city's financial recovery is supported by Auckland Transport delivering projects that:
  - Keep Aucklanders working.
  - Build safer, vibrant roads, streets and town centres.
- Improving safety and achieving the commitment Auckland Council has made to Vision Zero.
- Reducing carbon emissions:
  - Maintaining public transport services and encouraging walking, cycling and micro-mobility
  - o Electric trains and buses





## **Auckland Transport**

• Look at work programme table



### Three-year planning cycle



## **Next steps**

- Continue working with CCO key contacts to agree and finalise Engagement Plan
- Completed Engagement Plan to June business meeting for approval
- Review the first two rounds of quarterly reporting and recommend any changes in approach

