

Te Poari ā-Rohe o Henderson-Massey  
Te Rīpoata ā-Tau 2018/2019

# Henderson-Massey

Local Board Annual Report 2018/2019



# Mihi

E nga pītau whakarei o te waka,  
 e nga rau tītapu o te iwi,  
 e aku hei māpuna,  
 e taku iti e taku rahi, koutou kua mahue māi nei  
 hei toka piringa mōku i te ora,  
 hei ruru hau i nga hau āwhio o te wā.  
 E aku whakakai pounamu, e aku māpihi maurea,  
 kia oho te mauri, kia māiri ō koutou wairua,  
 kia hora te marino,  
 tēnā koutou katoa.

Tēnei au te noho atu nei i te tihi o Te Pae o te Rangī,  
 i tīhorea ai te whenua kia kī ake au,  
 e koe e te hau o te uru te wawā rā,  
 me te kī mai, e kore au e ora i ngā hau kōtiu,  
 i āia ai te pūpūtara ki uta.

Nāu nei te tono kia piki ake au  
 i ngā tai whakatū a Kupe ki te Waonui o Tiriwhā  
 me te Pae o te Rangī.

Kia titiro whakaroto ahau ki te maunga o Puketōtara,  
 kei raro e rere ana ko te awa o Waitākere.

Kei tētahi taha ko Puke Whakataratara,  
 kei tua ko Te Whau.

Koinei rā te rohe kāinga o Te Au o Te Whenua  
 me te Te Kawerau a Maki,  
 ko rātou nei te whāriki  
 i āhei ai te nohoa o tēnei moka o te rohe  
 e te tini whāioio kua whakakāinga māi.

Kua kōhatu nei ngā paparahi ki te whenua,  
 i tangata whenuatia ai tātou katoa.

I whaikiko ai te kōrero,  
 “Ko te hāpori te tauawhi i te taiao,  
 he mea motuhake, renga kē.”  
 Kia hiwa rā, kia hiwa rā.

To all those who adorn the prow of this canoe,  
 to the revered leaders of the people,  
 to my treasured heirlooms,  
 the lesser and the greater parts of me,  
 you who are my refuge in life,  
 my shelter from the storms of time.

My objects of affection,  
 let your very being flourish, let your spirit be at peace,  
 let the calm be widespread,  
 I send greetings to you all.

Here I sit on the ridgeline of Te Pae o te Rangī,  
 where the land had been laid bare,  
 and the roaring wind of the west whispers,  
 that I would not survive the blast of the northerly wind,  
 that would drive the paper nautilus to shore.

It was you who commanded me to ascend from  
 the raised seas of Kupe, to the forest of Tiriwhā,  
 and Te Pae o te Rangī.

So I look inland to Puketōtara,  
 at the foot of which runs the Waitākere river.

On one side stands Massey  
 and on the other – Te Whau.

Home of Te Au o te Whenua  
 and Te Kawerau a Maki,  
 the original settlers,  
 they laid the way  
 for later travellers to make a home here.

They cast their footprints in stone upon these precincts,  
 and so made settlers of us all.

Which gives substance to the adage,  
 “Communities connected to their natural  
 environment are unique and diverse.”  
 Let us grow with vigour.

# He kōrero mō tēnei rīpoata

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Henderson-Massey Local Board area from 1 July 2018 to 30 June 2019.

You can read about our progress, expenditure, service performance and challenges faced in 2018/2019. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It also reports against the council's Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Henderson-Massey Local Board Agreement 2018/2019.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also features a story about a council or community activity that adds special value to the area and demonstrates how together we're delivering for Auckland.

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Te Manawa Westgate Community Hub

# He kōrero mai i te heamana From the chairperson



There have been many highlights this year. We have focused on improving our parks and town centres, striking a balance between growing communities now, and planning for a better future.

### Highlights

A major milestone was the opening of the new community centre and library, Te Manawa, in Westgate. Unlock Henderson will catalyse high-quality development and create new opportunities with a uniquely west Auckland identity.

We made some big advances in transport, approving two home and school zones in Henderson North and Te Atatū South. We're very proud of these upgrades which make it easier for children to walk and cycle to school. We also completed a key cycling link from Danica Esplanade to Te Atatū Rd, and two more sections of the coastal Te Whau Pathway in Te Atatū South, as we continue looking for ways to provide multiple transport choices.

We opened Royal Reserve, now the largest destination playground in west Auckland. Our design for Ōpanuku Reserve in Henderson integrates Māori elements and a bridge link from the town centre to Corban Estate. We are completing upgrades in Riverpark Reserve in Massey and the Jack Pringle Skate Park in Te Atatū Peninsula.

Waitākere ki tua is an action plan enabling local boards to deliver on improved outcomes for Māori. There are real opportunities for successful outcomes by working with local Māori earlier rather than later in the process.

We completed two major plans this year, the Harbourview-Orangihina Masterplan and the Te Atatū South Plan, in collaboration with their respective communities.

### Challenges for 2019/2020

While there is much to be pleased about over the past year, there is still work to do. We will continue advocating for a second public swimming pool, push the Te Whau Pathway forward, and promote our town centres for local housing and employment.

**Shane Henderson**  
Chairperson, Henderson-Massey Local Board

# Te Poari ā-Rohe o Henderson-Massey Henderson-Massey Local Board



### Your board

(L to R): Brenda Brady, JP, Will Flavell, Peter Chan (Deputy Chairperson), JP, Vanessa Neeson, JP, Paula Bold-Wilson, Matt Grey, Shane Henderson (Chairperson), Warren Flaunty, QSM



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Closed Saturday, Sunday and public holidays



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# Ngā kaupapa me ngā whakapaipai ake Henderson-Massey projects and improvements

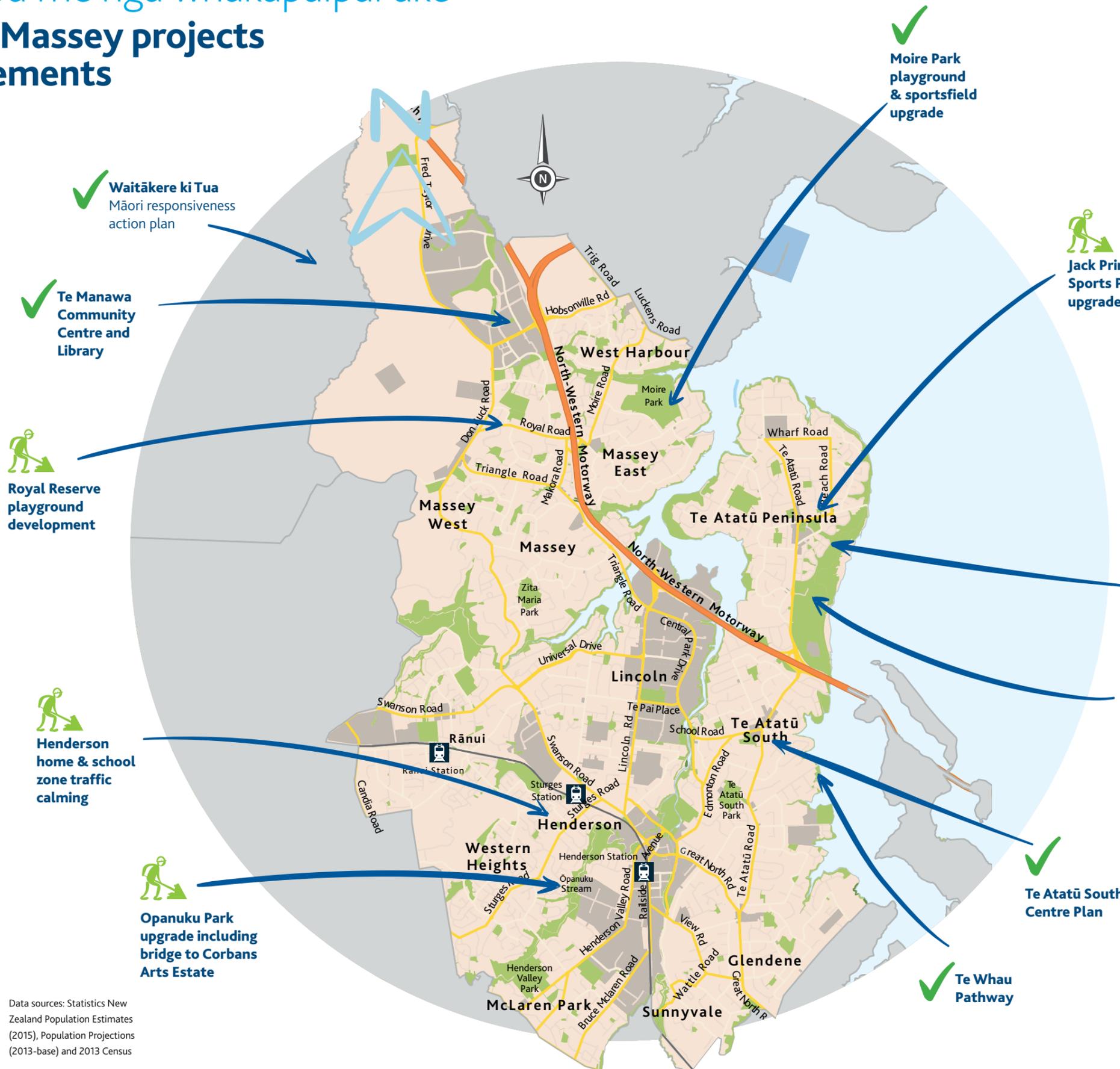
## KEY TO CURRENT & PLANNED PROJECTS

-  Delivered projects
-  Current projects

### LEGEND

-  Public open space (Unitary Plan)
-  Motorway
-  Major Road
-  Arterial Road
-  Medium Road
-  Minor Road

Data sources: Statistics New Zealand Population Estimates (2015), Population Projections (2013-base) and 2013 Census



We are home to more than **150** local parks and sportsfields, **4** libraries, **1** youth centre, **9** community centres, **2** leisure centres and **1** pool



A young population with **36%** of Rānui residents under **20**



**16%** of residents identify as **Māori**, **11** mana whenua iwi/hapū have an interest in Henderson-Massey



# Tā mātou pūrongo whakahaere mahi

## Our performance report

### Local Community Services

Highlights include the opening of Te Manawa, the new library and community centre at Westgate; upgraded Moire Park playground and sportsfield, completed developing the Te Whau Pathway connector pathways through Tiroroa Esplanade and Roberts Field, finished the Danica Esplanade cycleway connection, and launched Waitākere ki Tua, an action plan in response to Māori aspirations.

● Achieved
 ● Substantially achieved
 ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	How did we perform
<b>Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities</b>							
Percentage of Aucklanders that feel their local town centre is safe - day time	●	▲	67%	78%	68%	67%	
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▲	18%	22%	20%	18%	
<b>Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities</b>							
The percentage of Empowered Communities activities that are community led	●		35%	99%	New Measure	New Measure	We exceeded our target, as the community-led practice is championed through activities such as the Lincoln Road/Pomaria Road developments including community radio, neighbours days and expanding stakeholder networking.
The percentage of Empowered Communities activities that build capacity and capability	●		30%	66%	New Measure	New Measure	We exceeded our target, as community capacity and capability is being built through activities such as governance training sessions, youth leaderships courses, youth voice camps and the Tual'i programme.
<b>We fund, enable and deliver arts and culture experiences that enhance identity and connect people</b>							
The percentage of arts, and culture programmes, grants and activities that are community led	●		85%	100%	New Measure	New Measure	
<b>We fund, enable and deliver community events and experiences that enhance identity and connect people</b>							
The number of attendees at council-led community events	●		12,300	9,800	New Measure	New Measure	We didn't meet target, mainly due to reduced numbers at Snow in the Park because of poor weather.
The percentage of attendees satisfied with a nominated local community event	●		70%	58%	New Measure	New Measure	Feedback from the Henderson Christmas Festival event indicated the lack of shade on-site was an issue on a hot sunny day. Attendees wanted a wider range of food options and entertainment, plus more free water, and improvement in these areas would probably increase satisfaction.
<b>We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection</b>							
The number of participants in activities at art facilities, community centres and hire venues	●		571,644	628,943	New Measure	New Measure	Most of the increase comes from the Te Atatū South and Ranui Community Centres which had higher visits than expected.
The percentage of art facilities, community centres and hire venues network that is community led	●		71%	77%	New Measure	New Measure	
<b>We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life</b>							
The number of internet sessions at libraries (unique sessions over public computing or public WiFi networks)	●		650,000	596,909	New Measure	New Measure	As per the regional trend, internet sessions performance and decline were mostly driven by a significant decline in WiFi sessions, which may reflect the availability of better and more affordable home data plans. However, for those Aucklanders without data access, free library WiFi remains an important means of access to information and participation.
The number of visits to library facilities	●		780,000	796,916	New Measure	New Measure	The Libraries Department is strongly focused on a new strategy to increase visits. Massey Library was also closed prior to the opening of Te Manawa which accounts for the overall result.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	93%	87%	88%	

Local Community Services measures cont'd over

## Local Community Services cont'd

We provide recreation programmes, opportunities and facilities to get Aucklanders more active, more often							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●		71%	73%	New Measure	New Measure	A very pleasing result reflecting the capacity of network and quality in meeting community requirements.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▼	15	-5	3	15	The decrease in this year's annual customer experience score for West Wave can be attributed to negative customer feedback about the facility, particularly car parking, cleanliness and condition of the building, capacity issues and pool closures. Improved communications around shutdowns/unplanned closures and busy periods will help to resolve some of these issues.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●		64%	69%	New Measure	New Measure	
The percentage of residents who visited a local park in the last 12 months	●	▼	84%	76%	82%	84%	While we didn't meet target, local residents still value our parks. The council is rolling out programmes to connect people to nature and activate our local parks and these should help increase park visits in future.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●		10.5%	23.0%	New Measure	New Measure	A pleasing result. Activities include youth leadership programmes for Rangatira, Youngatira films and the development of a Maori Responsiveness Action Plan (Waitakere Ki Tua).

## Local Environmental Management

We completed the last of the stormwater ponds for the central Westgate development. We funded a Pest Free Te Atatū Coordinator funded who is working with Forest and Bird's volunteer coordinator to deliver a monthly programme of volunteer conservation activities in Orangihina Reserve.

● Achieved   ● Substantially achieved   ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▲	90.0%	100.0%	90.9%	100.0%	We successfully delivered 13 environmental projects.

## Local Planning and Development

Highlights include adoption of the Harbourview-Orangihina Park Masterplan and adoption of the Te Atatū South Centre Plan.

● Achieved   ● Substantially achieved   ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	How did we perform
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%	100%	100%	100%	Te Atatū Peninsula Business Association complied with its BID policy obligations which include submitting a strategic plan, annual financial accounts and annual business plans to Auckland Council.

# He whakamārama mō ā mātou mahi whakahaere

## Our performance explained

### COMMUNITY SERVICES

**We showcase Auckland’s Māori identity and vibrant Māori culture: the percentage of local programmes, grants and activities that respond to Māori aspirations.**

Waitākere ki tua/Waitākere going forward is an action plan developed in response to the aspirations of west Auckland Māori. The plan, adopted by Henderson-Massey, Waitākere Ranges and Whau Local Boards, builds on two key reports – Toitū Waitākere report 2017 and the West Auckland Mataawaka Report from 2014 – and responds to council and boards’ obligations under Te Tiriti o Waitangi. A key new proposal is the establishment of a three-year, local community-based Māori broker project. This role would look

to strengthen connections and capacity across west Auckland Māori communities, as well as fostering the relationship between west Auckland Māori communities and individuals and Auckland Council at elected member governance and staff operational levels.

### ENVIRONMENTAL MANAGEMENT

Auckland Council and Sustainable Coastlines collaborated with the million trees project with about 100 volunteers planting 7,500 plants at Harbourview Reserve on Saturday 27 October 2018, building on the existing wetland. These plants will extend future habitat for declining fernbird in the reserve and provide a habitat for other wetland birds found in the area such as banded rail.



Snow in the Park, Royal Reserve

# Te āhuatanga ā-rohe

## Local flavour

### Royal Reserve a hit with locals



A new playground at Massey’s Royal Reserve has been a big hit with local families since opening in January.

“This park is a real asset for our community and it is already well used by many people,” says Vinetta Pearce, Manager of Massey Matters.

“It’s so cool that there are a variety of areas within it that cater for different groups. We’ve even held a team meeting there and used the barbecue to cook our morning tea!

“The community in Massey needed a playground that would cater for the needs of the young families that live here and we are so pleased that it has now been delivered for them,” she says

“People really love this park and that’s a testament to the hard work that the council has put into making this a reality, putting the needs of the community first.”

Funded by Henderson-Massey Local Board, the opening followed 18 months of construction that turned an overgrown field into one of the best playgrounds in Auckland. The playground boasts custom-built towers, an accessible junior play area, learn-to-ride bike tracks for juniors and seniors and the only two-metre-wide hill slide in Auckland.

“This park is a real asset for our community, and it is already well used by many people...”

Henderson-Massey residents are spoilt for choice when it comes to open spaces with the local board area boasting more than 150\* parks and sports fields – one of the highest numbers of any local board area in Auckland.

\*Henderson-Massey 2017 Local Board Plan

# Te tahua pūtea

## Funding impact statement

For the period ended 30 June 2019

\$000s	NOTES	ACTUAL 2018/19	ANNUAL PLAN 2018/19*	ANNUAL PLAN 2017/18
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		21,939	21,939	20,942
Targeted rates		86	89	93
Subsidies and grants for operating purposes		61	67	156
Fees and charges		5,318	5,502	5,294
Local authorities fuel tax, fines, infringement fees and other receipts		556	265	89
<b>Total operating funding</b>		<b>27,960</b>	<b>27,862</b>	<b>26,573</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	24,488	21,955	19,355
Finance costs		1,598	1,598	3,866
Internal charges and overheads applied		4,058	4,058	3,723
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>30,144</b>	<b>27,611</b>	<b>26,944</b>
<b>Surplus (deficit) of operating funding</b>		<b>(2,184)</b>	<b>251</b>	<b>(370)</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		18	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt		21,976	22,022	37,757
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
<b>Total sources of capital funding</b>		<b>21,993</b>	<b>22,022</b>	<b>37,757</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		14,982	17,205	30,316
- to improve the level of service		1,209	2,604	1,924
- to replace existing assets		3,619	2,465	5,147
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>	2	<b>19,810</b>	<b>22,273</b>	<b>37,387</b>
<b>Surplus (deficit) of capital funding</b>		<b>2,184</b>	<b>(251)</b>	<b>370</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

**Variance explanation Actual 2018/2019 to Annual Plan 2018/2019**

- Supplier payments are above plan due to higher than anticipated maintenance expenditure incurred for the maintenance of local facilities and assets. In 2018/2019, significant areas of spend in Henderson-Massey included streetscaping services for local gardens and specialist pool plant services for West Wave Aquatic Centre.
- Capital expenditure is below plan due to:
  - The delivery of the Te Manawa Library and Community Centre was ahead of schedule and under budget; and
  - Open spaces land acquisition at Massey North was planned as a local project but was delivered as a regional project therefore no expenditure was incurred by the local board. Part of the unused funds were used for the renewal of assets, including the West Wave aquatic facility.

\*Year 1 of the Long-term Plan 2018-2028 (10-year Budget 2018-2028)

Snow in the Park, Royal Reserve ►



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