

Te Poari ā-Rohe o Henderson-Massey
Te Rīpoata ā-Tau 2019/2020

Henderson-Massey Local Board

Annual Report 2019/2020



Volume
2.5

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 mai 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 māriri 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 mai.
 Kua kōhatu nei ngā paparahi ki te whenua,
 i tangata whenuatia ai tātou katoa.
 I whaikiko ai te kōrero,
 “Ko te hapori te tauawhi i te taiao,
 he mea motuhake, rerenga 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.

On the cover:
 Te Rangī Hiroa Youth Park.

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 2019 to 30 June 2020.

You can read about our progress, expenditure, service performance and challenges faced in 2019/2020. 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 2019/2020.

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.

He kōrero mai i te heamana

From the chairperson



Kia ora.

Firstly, I would like to acknowledge and thank the many community groups, organisations and volunteers who have supported local community initiatives in the Henderson-Massey Local Board area. Initiatives that help improve the lives and well being of the people living in our local communities. This sense of community responsibility and activism has never been more important.

The 2019/2020 year has been dominated by the impact of the COVID-19 virus which has seen a global health and financial crisis unfold across much of the planet. This crisis has affected local government services in the Henderson-Massey area. This impact has included financial restrictions and public health responses which have seen the temporary closures of many venues and facilities. Despite these challenges the Henderson-Massey Local Board has been able to make some meaningful and significant achievements over the last year. These highlights include:

- upgrading of Riverpark reserve playground, in collaboration with the Riverpark Action Group
- upgrading of Jack Pringle Sports Park skate park and basketball court, getting a lot of enthusiastic use!
- appointment of a Kaiwhakaawe (Māori broker) to implement actions in Waitākere Ki Tua, the Māori Responsiveness plan
- continuing the coordinator to support the pest free community network in Te Atatū Peninsula
- funding community groups through our Youth Connections programme to deliver employment coaching and postplacement.

I am proud that the local board members and the council support staff have worked hard to continue to provide as much support and service to the local community as possible. We recognise, as elected officials, that it is our responsibility to continue to provide support and services despite the challenges created by the global pandemic.

No doubt, COVID-19 will continue to have an impact on services in our local area, but as a board we will prioritise supporting recovery and increasing the resilience and wellbeing of our communities.

Koutou Pono

Hon Chris Carter
Chairperson, Henderson-Massey Local Board

Te Poari ā-Rohe o Henderson-Massey

Henderson-Massey Local Board



Your board

(L to R) Matt Grey, Brooke Loader, Ingrid Papau, Hon Chris Carter (Chairperson), Peter Chan, Vanessa Neeson, Brenda Brady, Will Flavell (Deputy Chairperson).



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Henderson



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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

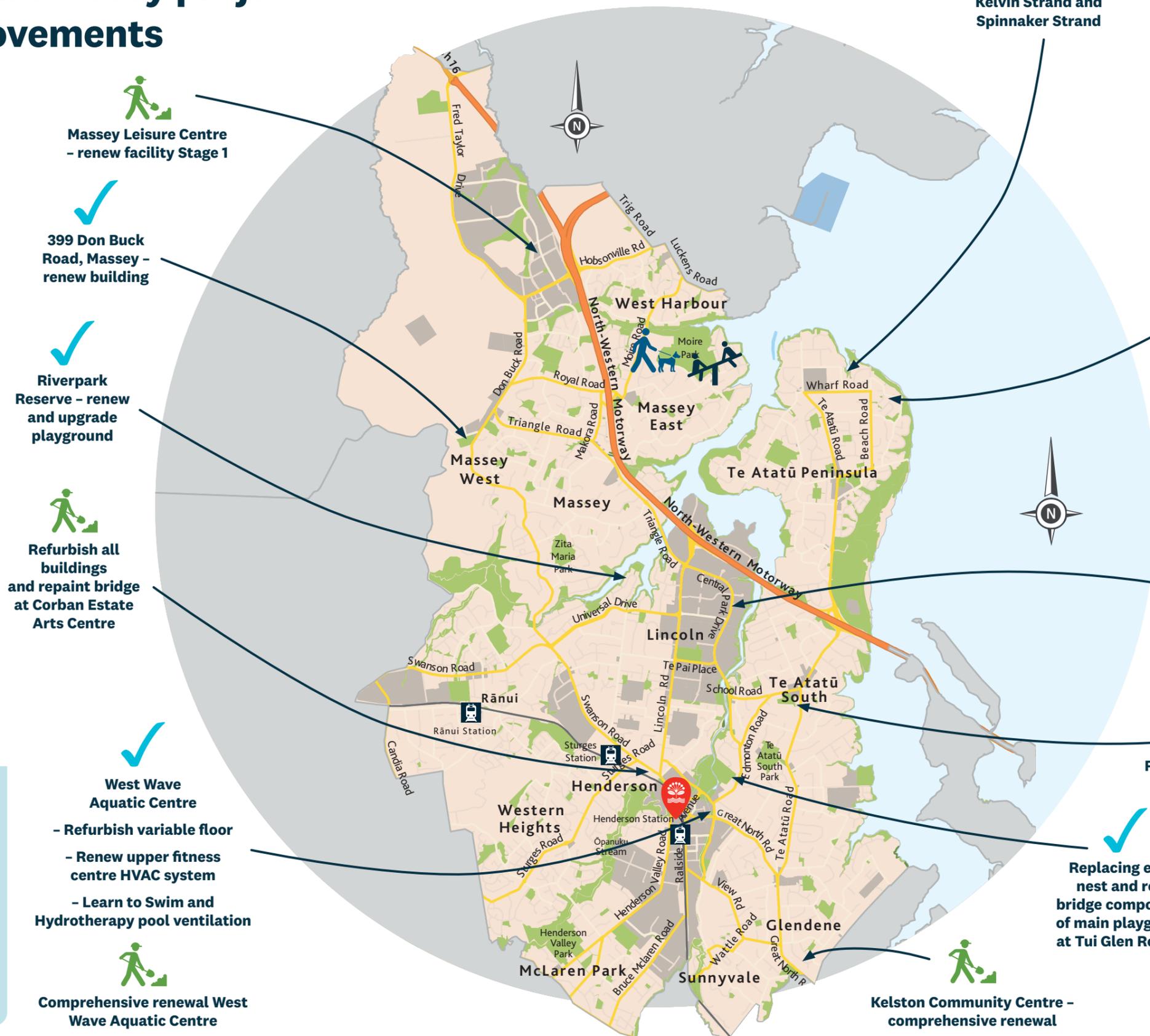
KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**
-  **Current track renewals**

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

LEGEND

-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road



 **Massey Leisure Centre - renew facility Stage 1**

 **399 Don Buck Road, Massey - renew building**

 **Riverpark Reserve - renew and upgrade playground**

 **Refurbish all buildings and repaint bridge at Corban Estate Arts Centre**

 **West Wave Aquatic Centre - Refurbish variable floor - Renew upper fitness centre HVAC system - Learn to Swim and Hydrotherapy pool ventilation**

 **Comprehensive renewal West Wave Aquatic Centre**

 **Renew coastal structures at Harbourview / Orangihina, Kelvin Strand and Spinnaker Strand**

 **Upgrade of Jack Pringle Sports Park skate park and basketball court**

 **Coletta Esplanade - renew and upgrade section of cycleway**

 **Renewing first floor at 247 Edmonton Road, Te Atatu South**

 **Replacing eagle nest and rope bridge components of main playground at Tui Glen Reserve**

 **Kelston Community Centre - comprehensive renewal**

A young population with **29%** of Rānui residents under **20**



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



17% of residents identify as **Māori**, **11** mana whenua iwi/hapū have an interest in Henderson-Massey



Tā mātou pūrongo whakahaere mahi

Our performance report

● **Achieved**
 Target has been met or exceeded

● **Substantially achieved**
 Target has not been met by a slim margin (+/-2%)

● **Not achieved**
 Target not achieved

* **Impacted by COVID-19**
 Measures favourably / unfavourably impacted by COVID-19

▲ **Progress made**
 Result improved from prior-year result

— **No change**
 No change from prior-year result

▼ **No improvements**
 Not improved from prior-year result

Local Community Services

Highlights include re-opening of the community facility at 399 Don Buck Road following extensive renewals work, making it available for community lease; upgrade of Riverpark Reserve playground and Jack Pringle Sports Park skate park and basketball court; renewed upper fitness centre HVAC system and Learn to Swim and Hydrotherapy pool ventilation as part of the ongoing comprehensive renewals work at West Wave Aquatic centre and appointment of a Kaiwhakaawe (Māori broker) to implement programmes to achieve outcomes in the Māori Responsiveness plan.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	How did we perform
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	●	▼	67%	75%	78%	68%	
Percentage of Aucklanders that feel their local town centre is safe – night time	●	—	18%	22%	22%	20%	
Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities							
The percentage of Empowered Communities activities that are community led ¹	●	—	40%	99%	99%	New Measure	We exceeded our target, as the community-led practice is championed with local organisations delivering activities for children, youth, older persons, migrant and ethnic people, Pacific and local Māori to local residents. During COVID-19, community organisations continued to ‘reach out and lean in’ to support community needs that emerged locally.
The percentage of Empowered Communities activities that build capacity and capability ¹	●	▲	35%	69%	66%	New Measure	The use of multi-year funding agreements provides organisations with the ability to plan and grow their capacity. Seven programmes currently receive multi-year funding agreements facilitated through McLaren Park Henderson South Community Trust. Massey Matters, Hoani Waititi Marae and Community Waitākere provide local networking and training support across the local board area.
We fund, enable and deliver arts and culture experiences that enhance identity and connect people							
The percentage of arts, and culture programmes, grants and activities that are community-led	●	—	85%	100%	100%	New Measure	
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▼	12,300	2,800*	9,800	New Measure	This result was significantly affected by COVID-19 restrictions which saw four events cancelled – two Brass at the Falls concerts, Kite Day and Snow in the Park. The three events held also recorded reduced attendances, particularly the Henderson Christmas Festival which may have been the result of rain forecasts. Staff provide an estimate for attendees at these events. If the estimates vary, we take the mid-point as the number.
The percentage of attendees satisfied with a nominated local community event ¹	●	▲	70%	97%	58%	New Measure	Movies in Parks event.
We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection							
The number of participants in activities at art facilities, community centres and hire venues	●	▼	600,000	516,454*	628,943	New Measure	From 23 March through to 18 May, ACE venues were closed due to COVID-19. From 18 May, we staggering re-opening with reduced capacity until Alert Level 1. Reduced operating costs also had an impact on participant numbers.
The percentage of art facilities, community centres and hire venues network that is community-led	●	—	71%	77%	77%	New Measure	
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	600,000	450,631*	596,909	New Measure	PC and Wi-Fi sessions are in continuous decline. The closure of libraries for about 9-11 weeks because of COVID-19 has increased the downward trend.
The number of visits to library facilities	●	▼	740,000	653,560*	796,916	New Measure	Visits to Henderson-Massey libraries were on track to reach the annual target until Libraries were closed for about 9-11 weeks due to COVID-19.

Local Community Services cont'd

Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	95%	93%	87%	
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%	84%	73%	New Measure	
The customers' Net Promoter Score for pool and leisure centres	●	▲	15	14	-5	3	A change of leadership at West Wave has delivered positive change over the past 12 months, along with development opportunities for reception staff. The main pool was closed last year for upgrading and the result has been well received.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▲	64%	78%	69%	New Measure	
The percentage of residents who visited a local park in the last 12 months	●	▲	84%	86%	76%	82%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations ¹	●	▲	13.0%	27.8%	23.0%	New Measure	A pleasing result largely attributable to the relationship with Hoani Waititi Marae and the high number of community empowerment projects responding to Māori aspirations funded by contestable grants.

1. The target has been exceeded as a result of the initial targets being set with limited baseline data. Targets will be reviewed as part of the 10-year Budget 2021-2031, using the historical results as a realistic baseline.

Local Environmental Management

Highlights include funding for continuation of a coordinator role to support the pest free community network in Te Ātatu Peninsula. We continued to support a new community working group to identify and prioritise strategic, community-based, low carbon outcomes and initiatives for inclusion in the Henderson-Massey Low Carbon Plan.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	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%	84.6%	100.0%	90.9%	We successfully delivered 11 of 13 environmental projects for Henderson-Massey. COVID-19 meant we couldn't fully complete the low carbon and Project Homewise activities; we expect them to be completed in 2020.

Local Planning and Development

Highlights include funding community groups to deliver the Youth Enterprise Scheme Kick Start days initiative.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	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%	The Te Atatū Peninsula Business Association complied with its BID obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

Te Manawa Westgate Library and Multi-Purpose Facility has been named as a winner in the public architecture category at this year's Auckland Architecture Awards. Te Manawa (the heart) is a multi-purpose building that the awards' jury described as a "confident, contemporary public building" that "has generous spatial qualities, makes

good use of natural light, deploys a sophisticated material palette, and communicates its purpose through a 'stacked book' effect articulated on the façade". Henderson-Massey Local Board Chair Chris Carter says the win is significant for the rapidly growing north-west.



Te āhuatanga ā-rohe

Local flavour

Playground triumph for community collaboration



The opening of a new playground at Riverpark Reserve in Henderson in February marked the culmination of 10 years of community activity to transform an under-used playground into a community space that can be enjoyed by all the family.

The Henderson-Massey Open Space Network Plan 2015-2025 identified Riverpark Reserve, with its small playground, for expansion to a medium-sized playground to increase diversity of play experiences.

The playground consisted of a two-bay swing and a simple ladder and slide module. The upgrade suggested catering to a minimum of three age ranges.

The Riverpark Action Group were very proactive in liaising with the local board to secure funds to enable the upgrade to proceed. The bigger playground has increased the play value significantly and caters from children as young as babies through to teens. The project also included the addition of seating, a flying fox and a rubbish bin.

"The Riverpark Action Group started in 2010 to work on issues that faced our immediate community," says Jaqui Ross from the Riverpark Action Group.

"We saw that there was a need for an improvement to the playground, the park is a huge reserve, and it's a thoroughfare for a lot of people, but there was only two swings and one slide to service a large number of families, including a lot of solo parents. And it's an amazing space now we have lots of families coming to use it.

"The difference it has made to our community is huge"

We are really looking forward to seeing families here throughout the year using the facility and we do thank very much the local board and also the people that have been involved from Auckland Council and actually facilitating the project," she says.

Te tahua pūtea

Funding impact statement

For the year ended 30 June 2020

\$000s	Notes	Actual 2019/2020	Annual Plan 2019/2020	Annual Plan 2018/2019**
Sources of operating funding:				
General rates, UAGCs, rates penalties		22,006	22,006	21,939
Targeted rates		83	83	89
Subsidies and grants for operating purposes		62	65	67
Fees and charges	1	4,139	5,579	5,502
Local authorities fuel tax, fines, infringement fees and other receipts		282	352	265
Total operating funding		26,572	28,085	27,862
Payments to staff and suppliers	2	23,406	21,796	21,955
Finance costs		2,134	2,134	1,598
Internal charges and overheads applied		3,825	3,825	4,058
Other operating funding applications		0	0	0
Total applications of operating funding		29,365	27,755	27,611
Surplus (deficit) of operating funding		(2,793)	330	251
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	3	7,251	9,047	22,022
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		7,251	9,047	22,022
Capital expenditure:				
- to meet additional demand		668	2,408	17,205
- to improve the level of service		359	1,046	2,604
- to replace existing assets		3,431	5,923	2,465
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	4,458	9,376	22,273
Surplus (deficit) of capital funding		2,793	(329)	(251)
Funding balance		0	1	0

Variance explanation Actual 2019/2020 to Annual Plan 2019/2020

1. Fees and charges were below plan primarily due to the loss of revenue from the closure of West Wave Pool and Leisure Centre during the COVID-19 lockdown and ensuing period with social distancing requirements.
2. Supplier payments were above plan due to higher than anticipated maintenance expenditure on local facilities and assets. Notable local facilities included the maintenance of Te Atatu Peninsula Community Centre and Library and the West Wave Pool and Leisure Centre.
3. The increase in debt was below plan primarily due to lower than anticipated capital expenditure, partly offset by an operating funding deficit, which reduced the need for additional debt.
4. Capital expenditure was below plan primarily due to:
 - The delivery of Rawiri Stream restoration project being planned as a locally led project, but was changed to a centrally managed project led by Auckland Council Healthy Waters.
 - The deferral of non-essential projects in response to the financial impact of the COVID-19 pandemic, primarily Coastal renewals (at Harbourview/Orangihina, Kelvin Strand and Spinnaker Strand), local facility renewals (including West Wave, Massey Leisure and Kelston Community Centre) and local discretionary projects to future years.

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



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