

Te Poari ā-Rohe o Upper Harbour
Te Rīpoata ā-Tau 2019/2020

Upper Harbour Local Board

Annual Report 2019/2020



Volume
2.17

Mihi

Tēnā kia tīkina atu e au he mihi,
he whakamānawa anō hoki
mai i ngā iwi taketake o te rohe nei.
Te toko ake i te rau aroha
o te tini whāioio kua whakakāinga nei
hei puru, hei takā mō tēnei tipua,
a Tāmaki Makaurau,
herehere tāngata, hereherenga tikanga.
Kia ea ai te kōrero rā,
“Kua hora te Waitematā
i ngā waka kapi-tai o Taikēhu.”
Kia tere ko te tai tapu i te kauanga o te rangi,
he au maunutanga-toroa,
whai mai rā i ahau.
Ko au tēnei i toko ake ki te muriwai o te Waitematā,
tūtakinga o te wai tai
me te wai māori ki Te Whenuapai.
Kei kī mai koe, “He aha tōna pai?”
tērā au te whakahoki atu,
“He whenua taurikura hei kāinga tupunga uri.
He kōpūtunga ngaru tāngata te whakaeke tonu mai,
te whakaeke tonu mai.”
Nau mai e taku rahi, nau mai e taku iti,
ki ngā kapu o aku ringa koe atawhaitia ai.

Let me express greetings
and send good wishes
from the indigenous people of this place.
These, coupled with blessings that beckon with love
to all and sundry,
the ‘stops’ and ‘lashings’ that have chosen to make
Auckland home,
uniting people and inculcating cultures.
This gives meaning to the adage,
“Waitematā is awash
with all manner of vessel plying the tides of Taikēhu.”
Reaching like a sacred tide to heaven itself
and like an albatross on a thermal wave,
follow me if you can.
Here I am in the backwaters of the Waitematā,
where sea meets
freshwater at Whenuapai.
You might ask “What good does it offer?”
I would answer,
“It is a prosperous and peaceful place.
Home to generations yet to come,
like the foam on a rising tide, they will keep on coming.”
Welcome both great and small,
in the cup of my hands I will nurture you.

On the cover:
Hobsonville Point
Community Centre.

He kōrero mō tēnei rīpoata

About this report

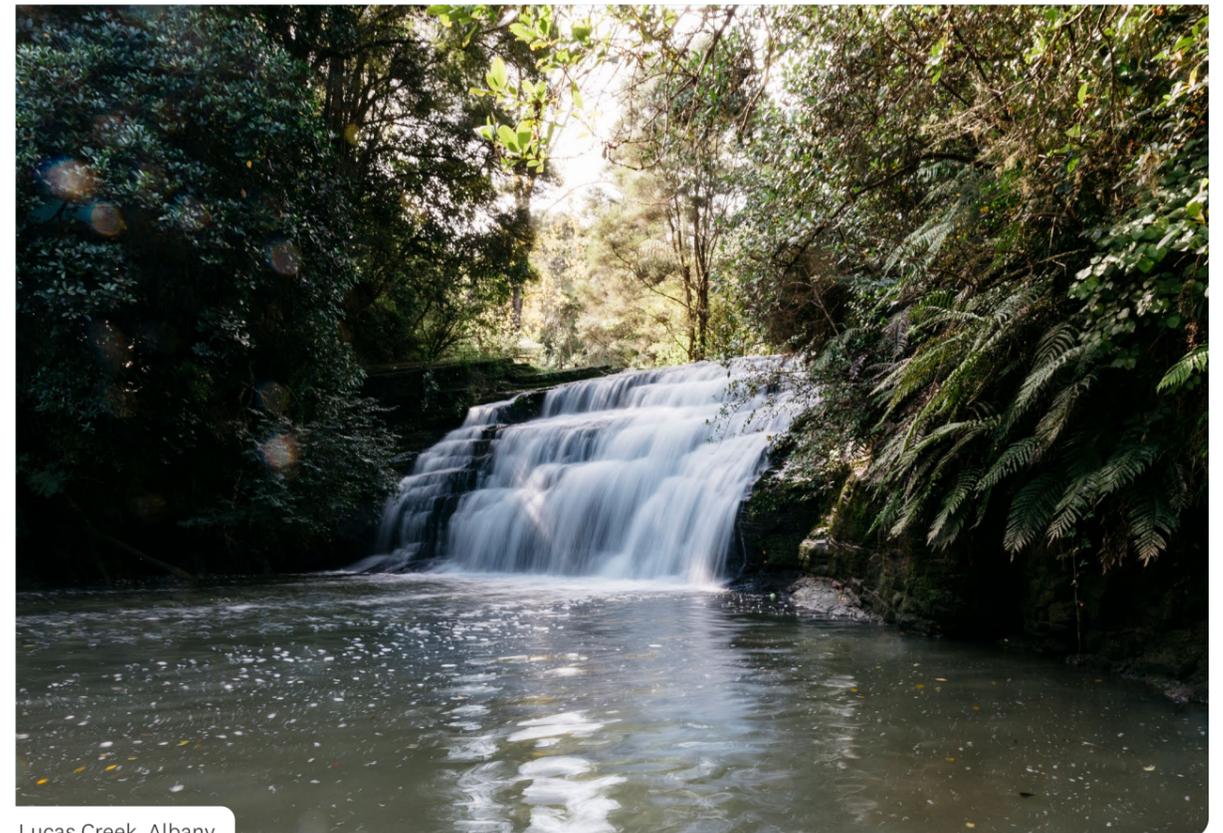
This annual report tells the story of how Auckland Council has performed in delivering services in the Upper Harbour Local Board area from 1 July 2019 to 30 June 2020.

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 Upper Harbour 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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Lucas Creek, Albany.

He kōrero mai i te heamana

From the chairperson



The Upper Harbour Local Board’s achievements for 2019/2020 have been somewhat dampened by COVID-19, which has impacted our ability to complete some projects resulting in a number being deferred.

Our grants programme has continued to support a wide range of community groups with funding to support community development and environmental outcomes.

These groups are fulfilling the 2017 Local Board Plan outcomes which have contributed to the quality of life for Upper Harbour residents.

Our parks and reserves have been well maintained and these have been particularly enjoyed by our residents during the lockdown period, highlighting their value.

The completion of the project to provide additional car parking at Kell Park has been welcomed after many years of requests from residents using the Albany Village library and shops.

The board supported for a second year the Pop-Up Business School which provides a pathway into business for new small business owners. Once again this was very well attended by our residents.

We have continued to advocate to the Governing Body for funding for the Scott Point Sustainable Sports Park and have continued work to progress the plans for the Caribbean Drive Sportsfield upgrade and toilet block installation.

Thank you to the many community groups, local businesses and Auckland Council staff who’ve worked tirelessly with us to achieve these outcomes. As we embark on a new financial year, we look forward to continuing to support our communities and deliver fit-for-purpose services, facilities and amenities that meet your needs.

Margaret Miles QSM JP
Chairperson, Upper Harbour Local Board

Te Poari ā-Rohe o Upper Harbour

Upper Harbour Local Board



Your board

(L to R) Brian Neeson, Margaret Miles QSM JP (Chairperson), Anna Atkinson, Lisa Whyte (Deputy Chairperson), Nicholas Mayne, Uzra Casuri Balouch.



Kell Drive, Albany



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Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Upper Harbour projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

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

LEGEND

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

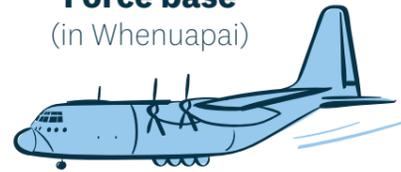
Data sources: Statistics New Zealand Population Projections (2013-base) and 2013 Census.



Our population is expected to increase by **74%** from an estimated 58,500 in 2013 to more than **109,200** in 2033

51% of residents were born overseas, many of whom have lived here for less than 10 years

The only local board area with an **operational Air Force base** (in Whenuapai)



We are home to more than **200 local** parks and sports fields, **1** library, **1** recreation centre and **3** community centres



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 have been the carpark redevelopment and toilet renewal at Kell Park, renewal of walkways and paths at Malcolm Hahn Memorial Reserve, Churchouse Esplanade Reserve, Rame Reserve and Paremoremo Scenic Reserve, and external and internal renewals at Sunderland Lounge. We allocated \$150,000 to local community groups through our grants programme and continued our commitment to increased levels of service in local parks through increased parks maintenance and plantings, and protection of our wooden art pieces.

	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	●	▼	87%	77%	85%	81%	Comments in the residents survey noted that respondents feel unsafe during the day due to a number of factors, including an increase in homelessness, some recent incidents of crime, and a lack of police presence. There are also comments relating to the state of roads and footpaths leading to residents feeling unsafe.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	48%	38%	48%	53%	Comments in the residents survey noted that respondents feel unsafe at night due to a number of factors, including poor lighting, some recent incidents of crime, and a lack of police presence.
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	●	▼	35%	73%	87%	New Measure	Community-led practice is championed through a number of activities across the work programme. These include Hearing Everyday Youth (HEY) projects, Newcomer Network activities, age-friendly events and placemaking in Albany, Greenhithe and Hobsonville.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal	●	▲	30%	66%	42%	New Measure	Community capacity and capability is being built through activities that support community connection in Scott Point, Hobsonville Point, Whenuapai, and Albany as well as the Strategic Broker role supporting resident groups to be responsive to community needs and aspirations, particularly through the COVID-19 lockdown periods.
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	This target has been exceeded due to all programmes being community-led.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events			2,000	Not measured	2,200	New Measure	Two Movies in Parks events were scheduled for the year with both cancelled following restrictions placed on holding events due to COVID-19. An estimated attendance range is often provided by our staff onsite as it conveys the uncertainty associated with an estimate. For reporting we encourage one number rather than a range as we often need to summarise numbers and produce totals. As a matter of standard practice if we only have a range and need to derive a number we will take the mid-point.
The percentage of attendees satisfied with a nominated local community event			75%	Not measured	98%	New Measure	The Movies in Parks - Rosedale event scheduled for surveying was unable to be held due to COVID-19 restrictions on holding public events.
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 ¹	●	▲	70,884	94,026*	76,598	New Measure	
The percentage of art facilities, community centres and hire venues network that is community led	●	▲	50%	75%	25%	New Measure	Hobsonville Headquarters and Sunderland Lounge are now Community Led.
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 WIFI networks)	●	▼	70,000	55,382*	81,620	New Measure	PC and Wi-Fi sessions at Albany library were on track to reach the annual target until the library closed for about 9-11 weeks in response to the COVID-19 restrictions.
The number of visits to library facilities	●	▼	160,000	148,838*	176,255	New Measure	Visits to Albany Library were on track to reach the annual target until libraries were closed for about 9-11 weeks due to the COVID-19 restrictions.

Local Community Services measures Cont'd over

Local Community Services cont'd

Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	96%	95%	90%	The high level of overall satisfaction has been driven to a large extent by the great service delivered by staff.
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	●	▲	70%	87%	84%	New Measure	We exceeded the target by 17%, which is a great result for the quality of sports fields in the Upper Harbour area. Feedback from residents was especially high regarding levels of maintenance - that grounds are kept clean and tidy - and the overall atmosphere at sports fields.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▲	20	41	30	27	The team at Albany Pool have been working hard on social media content to reduce the number of pools closures due to bio-hazards, this has been well received by the community. A change in the data collection methodology enables customers to be surveyed the day after their visits, resulting in more timely and actionable feedback.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	72%	73%	74%	New Measure	
The percentage of residents who visited a local park in the last 12 months	●	▼	79%	70%	80%	75%	While just short of the target, which shows the importance Aucklanders place on local parks. We are rolling out Connect with Nature programmes to connect Aucklanders to nature and activate our local parks. In the next financial year, the local board have increased investment for the local parks ecological volunteer programme and the for the activation of local parks.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	5.0%	6.5%	11.0%	New Measure	

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 progress on the septic tank pump-out programme, the Pest Free Upper Harbour strategy, the Sustainable Schools (Our Local Streams) project, and the Industry Pollution Prevention Programme – Rosedale phase two. The North-west Wildlink: Water and Terrestrial programmes have continued, ensuring protection of freshwater and terrestrial areas identified as key Wildlife Wonders.

	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	●	▼	100%	60%	100%	100%	We successfully delivered three of five environmental projects for Upper Harbour. The pest free Upper Harbour and sustainable schools projects were not completed, but are due for completion in 2020/2021.

Local Planning and Development

We partnered with ATEED to support programmes such as the Pop-up Business School and the Young Enterprise Scheme. We continued our support and engagement with Business North Harbour.

	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%	Business North Harbour has complied with its BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

The board allocated \$40,000 of its discretionary funding towards increasing services levels for maintaining parks across the area. This work included pest plant control, track maintenance and in-fill shrub planting at various agreed sites across the local board area. This funding for increased parks maintenance has been increased to \$50,000 for the 2020/2021 financial year. The board also funded the annual protective re-oiling of the wooden art sculptures in Kell Park and Sanders Reserve in March 2020.

The local board allocated \$60,000 from its discretionary funding towards a draft concept design for provision of external play amenities at Albany Stadium Pool. The draft concept design was completed and will be presented with options and costings to the local board by the end of 2020 for consideration of next steps.

Te āhuatanga ā-rohe Local flavour

The Travelling Apple Cart

Last financial year, Upper Harbour Local Board allocated funding to a story gathering initiative called 'The Travelling Apple Cart' – a project designed to engage, capture and share the stories of people living in the fast-changing Upper Harbour area.

"The aim was to seek out residents who would tell us of their unique stories and shine a light on historical as well as more recent experiences of living in this area," says Amelia Yiakmis of arts organisation Flock.

"When approached to assist with gathering and capturing colourful stories heard over the years, we discussed using technology of today, to capture the stories of yesterday."

"We wanted to embrace the long-held tradition of handing down stories person to person, but also wanted something that would live on and could be shared beyond each story-telling experience," says Yiakmis.

Between spring of 2019 and the COVID-19 lockdown in March 2020, dozens of stories were collected, edited and uploaded to the project's dedicated website.

Stories come from people ranging in ages from five to 95, spanning all suburbs.

Mitchell from Greenhithe recalls his nan hiding her gumboots at the bus station before donning her town shoes for the ferry into the CBD; a bustling Diwali Festival organised by a community focused couple in a former airbase cinema in Hobsonville; and a 95-year-old Peg telling of a time when there was nothing but farming and dirt tracks as far as the eye could see in Albany.



The Travelling Apple Cart, whose name pays homage to the Albany apple orchards, was funded on the basis that it supported the outcome of 'empowered engaged and connected Upper Harbour communities' – a key outcome in the Upper Harbour Local Board Plan.

The local board hopes its communities will continue to support and contribute to the project, inspiring more people to come forward with their stories, and keep the cart travelling.

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		10,586	10,586	10,454
Targeted rates		687	687	686
Subsidies and grants for operating purposes		9	14	16
Fees and charges		2,440	2,581	2,459
Local authorities fuel tax, fines, infringement fees and other receipts		94	33	4
Total operating funding		13,816	13,901	13,619
Applications of operating funding:				
Payments to staff and suppliers	1	11,518	11,093	10,844
Finance costs		522	522	536
Internal charges and overheads applied		1,881	1,881	1,960
Other operating funding applications		0	0	0
Total applications of operating funding		13,920	13,496	13,340
Surplus (deficit) of operating funding		(104)	405	279
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		3,007	2,820	4,311
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		3,007	2,820	4,311
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		571	432	426
• to improve the level of service		1,063	1,286	2,488
• to replace existing assets		1,269	1,507	1,676
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	2	2,903	3,225	4,590
Surplus (deficit) of capital funding		104	(405)	(279)
Funding balance		0	0	(0)

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

1. Payments to staff and suppliers were on track against plan. The largest areas of spend were on the maintenance of local assets, staff costs and grants to the community.
2. Capital expenditure was on track against plan. Significant projects delivered or progressed during the year were:
 - Progression of Scott Point sustainable park development. Resource consent for the park development has been granted and detailed design of the adjacent roads, shared paths and the park is in progress.
 - Completion of the Headquarters building redevelopment in Hobsonville.
 - Completion of car park at Kell Park, to provide additional car park facilities adjacent to the Plunket building.

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



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