

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Whau

# Whau Local Board Annual Report 2017/2018



# Mihi

<p>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 ruruhau i nga hau āwhio o te wā.                  E aku whakakai pounamu, e aku māpihi maurea,                  kia oho te mauri, kia māiri o koutou wairua,                  kia hora te marino,                  tēnā koutou katoa.</p> <p>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.</p> <p>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.</p> <p>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 nga paparahi ki te whenua,                  i tangata whenuatia ai tātou katoa.                  I whaikiko ai te kōrero,                  “<i>Ko te hāpori te tauawhi i te taiao,                  he mea motuhake, rerenga kē.</i>”                  Kia hiwa rā, kia hiwa rā.</p>	<p>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.</p> <p>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.</p> <p>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,                  “<i>Communities connected to their natural                  environment are unique and diverse.</i>”                  Let us grow with vigour.</p>
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Carys Long, Riko Opetaita and Stanley Long planting trees at Chalmers Reserve

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**On the cover:** Pei Hsuan Yu, Hayden Cheng and John Cheng at New Lynn Night Markets

# Ngā kawekawenga

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Whau Local Board area from 1 July 2017 to 30 June 2018.

You can read about our progress, expenditure, service performance and challenges faced in 2017/2018. It's part of the wider annual reporting package for the Auckland Council Group and fulfills the council's obligations to report performance under the Local Government Act 2002. It reports against the 2015-2025 Long-term Plan, Annual Plan 2017/2018 and Whau Local Board Agreement 2017/2018.

The report goes beyond this requirement. It also reflects the local flavour of your area. It does this by profiling the make-up of your area – population, people and council facilities. It also features a story about something that council has done with the community that adds special value to the area and demonstrates how

together we're Auckland.



Tāmaki Estuary is a great favourite with rowers

# He kōrero mai i te Heamana

## From the chairperson



I am delighted to present our annual report for the year 2017/2018.

Kia ora koutou katoa.

Our population has increased, and housing developments have intensified across the Whau. Our future lies in our strategy to create fully functioning and integrated public transport, infrastructure and roads; quality recreational and passive spaces; successful shops and businesses; and a quality environment and housing in all our neighbourhoods.

Our hard work was rewarded with funding allocated in the council's 2012-2018 Long-term Plan to help regenerate Avondale town centre, build a community facility in Avondale, and create an aquatic and recreation centre in the Whau.

We continued delivery of projects and services including:

- a new three-year plan for the Whau
- maintenance, revitalising and connecting parks, green spaces, playgrounds and facilities
- town centre safety investigations and activations
- fantastic events, including ANZAC services; celebrations for Christmas, Diwali and Chinese New Year; a local seniors' high tea; and free Movies in Parks
- local art, music and heritage projects and learning opportunities delivered by our arts broker, local libraries and individuals/groups with assistance from our grants and partnership programmes

- sponsored clean-ups and investigations to prevent the pollution of streams, rivers and harbours
- refreshing our Local Economic Development Action Plan.

The year's work programme highlight must be Rewarewa Stream where we collaborated with many partners to fix storm damage to our infrastructure and to enhance the area and create new amenities.

In the coming year we will be moving forward on Avondale with designing the new community facility, building a new playground in Archibald Park and progressing shared paths between New Lynn and Avondale, Holly Street to Heron Park and Te Whau Pathway. It's a challenging programme that we have been working towards for many years and are excited to get moving on.

I thank you for being an inclusive community and I look forward to continuing to work on your behalf.

**Tracy Mulholland**  
Chairperson, Whau Local Board

# Te Rohe ā-Poari o Whau

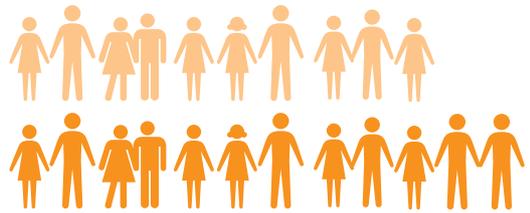
## Whau Local Board area





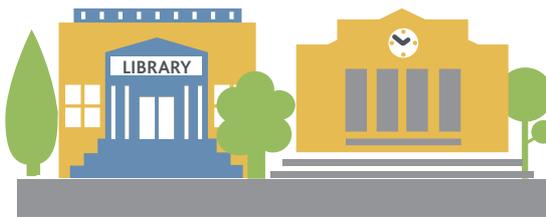
A population of

# 84,000



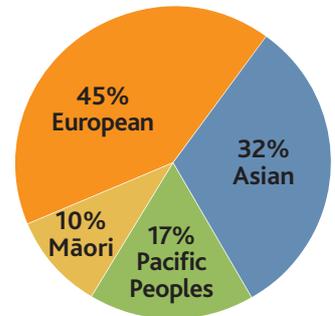
Projected to increase to more than 105,000 by 2033.

Includes the major town centres of Avondale and New Lynn



The Whau River is the defining feature of our area

A diverse population with:



# 5,831

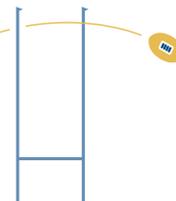
businesses in the local board area



We are home to: more than

# 80

local parks



# 3

libraries



Data sources: Statistics New Zealand Population Estimates (2017), Population Projections (2013-base) and 2013 Census.

# Te mahere ā-rohe O Whau Local Board

## Whau Local Board



Your board (L to R): David Whitley, Derek Battersby, QSM, JP, Catherine Farmer, Ulalemamae Te'evā Matāfai, Tracy Mulholland (Chairperson), Duncan MacDonald, JP, Susan Zhu (Deputy chairperson)

### Office

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### More information about Whau Local Board

[aucklandcouncil.govt.nz/whau](http://aucklandcouncil.govt.nz/whau)

# Te āhuatanga ā-rohe Local flavour



“We rescue bikes from going into landfill and repair them for sale and loan. We offer tools and advice on repair, help people thinking about getting into bikes...”

Manager Brent Bielby  
outside the EcoMatters Bike  
Hub @ New Lynn

## A wheelie good time out west.

It’s only open four hours a day four days a week, but the EcoMatters Bike Hub @ New Lynn has had more than 1700 visitors and repaired 670 bikes over the past year.

This was the first bike hub in the west and it’s supported by the Whau Local Board as a place to help west Aucklanders experience the joy of cycling.

“We rescue bikes from going into landfill and repair them for sale and loan. We offer tools and advice on repair, help people thinking about getting into bikes to take the first step through workshops and just to drop in,” says Brent Bielby, the head cycle guru.

The Hub operates out of a repurposed shipping container at the EcoMatters Environment Centre at Olympic Park.

“It’s also destination pitstop for new and more experienced cyclists – a place to stop in for a rest and a chat about cycling in Auckland. We provide information on safe cycling routes and other services in the area.”

Brent’s supported by a team of volunteers who share the passion for cycles. To raise awareness of the local cycle infrastructure, the Hub has developed the “Flat White Ride” connecting cycle routes through points of interest and cafes. It’s been great for cafes, as more people are now visiting on their bikes.

“This is a great example of how the board can support our local groups and residents to get into cycling. The board is developing amazing local links for walkers and cyclists and this is the other part, helping people to use what’s available.” says board chairperson Tracy Mulholland.

# Te pūrongo mō ngā mahi whakahaere

## Performance report

### Local parks, sport and recreation

Highlights include

- completion of the Eastdale Reserve cricket wicket project, and Brains Park and Craigavon Park development will all now open to the public
- a Greenways Plan brochure is being delivered to community facilities (libraries, community centres) across the Whau.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



Resident satisfaction with the provision of local parks and reserves was not achieved. Ongoing investment in parks facilities and services in this area may help to improve future satisfaction ratings.

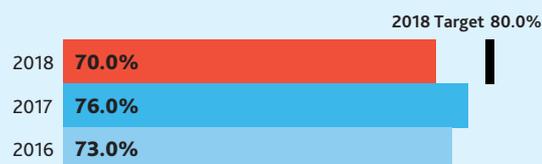
Percentage of residents who visited a local park or reserve in the last 12 months



Promoting our parks and facilities will be one strategy used to help increase the proportion of the population who visit local parks.

#### Provide sports fields that are fit-for-purpose and cater for community need

Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



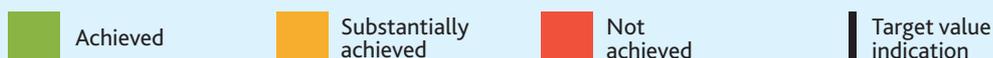
There have been considerable challenges over the past year with exceptional winter and spring rainfalls and mobilising a new contract hampering the maintenance quality provision. In the Whau Local Board area there is no shortfall in field capacity and therefore no sports field projects are planned except for the flood lighting of the existing fields to meet the lighting shortfall. Ongoing investment in parks facilities and services in this area may help to improve future satisfaction.

### Local community services

Highlights include:

- community events and programmes like ANZAC Day were well received
- the Whau Youth Board launched Te Whau Tangata (People of the Whau) on Instagram and Facebook and held the Whau Youth Awards event in May
- cinematographer Mairi Gunn worked with three local women from Avondale to create 360-degree films about their lives. The films premiered at the Whau Arts Festival and will be screened in the local board area
- our inaugural First Aid Certificate training for tutors and partners has been a success, with all participants passing the course
- the board increased funding to our libraries, enabling seven-day opening at all three libraries and extending the community offer in the areas of makerspace and local history. Funding was also enabled for Whau Makerspace Autumn Bonanza.

LEGEND



**Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities**

Use of libraries as digital community hubs:  
Number of internet sessions per capita  
(PC & Wi-Fi)



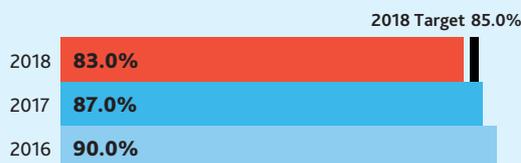
Internet sessions are growing consistently as digital services become more important, substantially achieving the target.

Number of visits to library facilities per capita



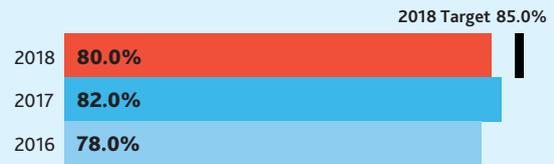
While we didn't meet our target, a significant number of people in Whau use our libraries. Existing customers are staying longer and borrowing more, and we're getting significant growth in the use of our website and online resources that don't require customers to enter a library. We've begun new initiatives to grow staff capability to connect with communities and 'non-customers' so we can co-design and create new services and programmes. This will help us better respond to community needs, lifting visits per capita over time.

Percentage of customers satisfied with the quality of library service delivery



Avondale and Blockhouse Bay Libraries both achieved 89 per cent satisfaction, but New Lynn only scored 75 per cent, bringing down overall satisfaction. All three libraries' results have declined over the year with data suggesting issues with environmental factors such as noise control, use of space and furniture.

Percentage of customers satisfied with the library environment



We believe the environmental factors outlined above are also relevant to this measure.

**Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting**

Percentage of funding/grant applicants satisfied with information, assistance and advice provided



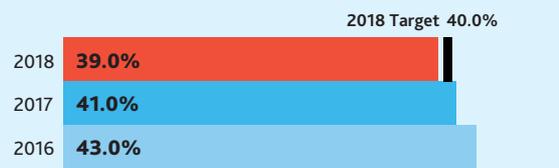
**Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities**

Percentage of participants satisfied with council delivered local arts activities



No suitable council delivered arts programmes were selected for survey.

Percentage of Aucklanders that feel connected to their neighbourhood and local community



People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase community connectedness and participation.

Percentage of attendees satisfied with council-delivered and funded local event



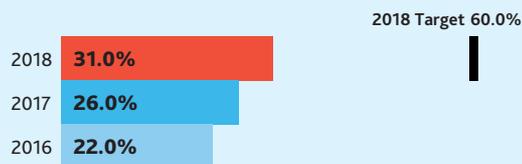
**Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to place-making and thriving communities**

Percentage of Aucklanders that feel their local town centre is safe – day time



The council is supporting community participation to help shape the design and planning of Avondale and New Lynn town centres. Other initiatives include a community-wide response to issues around huffing and young people in Avondale, and a multisector community response to issues of homelessness in New Lynn town centre. Pacific, ethnic wardens and community patrol volunteers supported the Police Operation SAD which reduced anti-social behaviours, youth intimidations, public safety, thefts and vehicle crimes across western town centres.

Percentage of Aucklanders that feel their local town centre is safe – night time



The council responded to safety concerns involving rough sleepers and drug activity around Briar Lane and under Clark Street bridge. Fences were installed to prevent access to the bridge area. Flax and other vegetation was removed to increase the visibility and sense of safety in and around the garden and bridge areas. Pacific, ethnic wardens and community patrol volunteers also supported the Police Operation SAD.

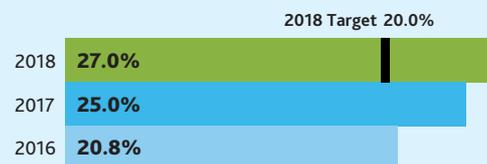
Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire



Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire



Percentage of community facilities bookings used for health and wellbeing related activity



Number of visitors to community centres and venues for hire



The effect of road closures/roadworks around New Lynn Community Centre, due to storm damage and flooding for large periods of time during the year, affected the number of people visiting the centre, for both one-off visits and regular classes. We also saw some of our groups leave the centre as they outgrew the spaces they had been using, or received funding that allowed them to move into their own premises.

At Avondale Community Centre, the biggest change was the large hall was hireable as two spaces in 16/17, and this was changed to be only one space in 17/18, due to health and safety issues, such as fire egress accessibility. Again, some of our partners at the Avondale Community Centre outgrew the space available there (currently we only have two rooms for hire) and moved onto other locations.

## Local planning and development

Highlights include:

- agreeing the content of our Local Economic Development Action Plan with an implementation plan in development.

### Develop local business precincts and town centres as great places to do business

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



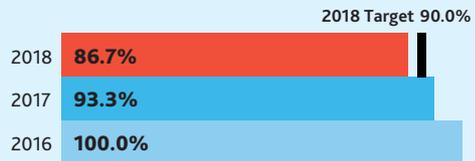
## Local environmental management

Highlights include:

- we successfully delivered four out of five planned projects
- we engaged with households through the Home Energy Advice Project to offer personalised advice about how to reduce home energy use
- the Bike Hub has shown steady patronage, attracting more than 1500 visitors, 754 hours of volunteer support and assistance with maintaining/repairing 594 bikes
- E-bikes were provided for test rides during the activation of the adjacent velodrome at the EcoDay event in April
- 46 sustainability-related seminars or workshops were delivered through the EcoMatters Environment Centre and Sustainability Hub.

### Provide leadership and support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage

Proportion of local programmes that deliver intended environmental actions and/or outcomes



We delivered 13 of the 15 planned programmes. There was low uptake of landlord subsidies kept aside for healthy rentals. Similarly, there was low uptake of business subsidies to school for sustainability education.

## Local governance

There are no performance measures for this group of activities.



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# Te tahua pūtea

## Funding impact statement

For the year ended 30 June 2018

\$000's	NOTES	ACTUAL 2018	ANNUAL PLAN 2017/2018	ANNUAL PLAN 2016/2017
<b>Sources of operating funding:</b>				
General rates, UAGC, rates penalties		10,473	10,508	12,018
Targeted rates		733	733	731
Subsidies and grants for operating purposes		8	10	31
Fees and charges		180	167	160
Local authorities fuel tax, fines, infringement fees and other receipts		95	93	88
<b>Total operating funding</b>		<b>11,489</b>	<b>11,511</b>	<b>13,028</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	10,595	8,012	9,943
Finance costs		1,872	1,872	1,441
Internal charges and overheads applied		1,609	1,609	1,627
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>14,076</b>	<b>11,493</b>	<b>13,011</b>
<b>Surplus (deficit) of operating funding</b>		<b>(2,587)</b>	<b>18</b>	<b>17</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure	2	1,586	-	20
Development and financial contributions		-	-	-
Increase (decrease) in debt	3	5,416	7,948	7,486
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>7,002</b>	<b>7,948</b>	<b>7,506</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		3,348	4,247	105
- to improve the level of service		63	1,571	3,922
- to replace existing assets		1,004	2,148	3,496
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	4	<b>4,415</b>	<b>7,966</b>	<b>7,523</b>
<b>Surplus (deficit) of capital funding</b>		<b>2,587</b>	<b>(18)</b>	<b>(17)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

### Variance explanation Actual 2018 to Annual Plan 2018:

1. Expenditure was higher than budgeted due to the maintenance expenditure changed under the new outcomes-based contracts which now allow more accurate allocation of maintenance costs. A significant portion of these costs were included in the regional budget in the annual plan.
2. Subsidies and grants for capital expenditure relate to contribution from Whau Coastal Walkway Environmental Trust for the development of the Te Whau Pathway which was not planned.
3. Increase in debt is lower than anticipated due to capital expenditure being below budget partially offset by higher maintenance spend which resulted in lower capital funding requirement.
4. Capital expenditure was below budget due to infrastructural planning delays for the Crown Lynn precinct development and deferral of locally driven initiatives.

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