

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Henderson-Massey

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# Henderson-Massey Local Board Annual Report 2017/2018



# 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 ruruhau i nga hau āwhio o te wā. E aku whakakai pounamu, e aku māpihi maurea, kia oho te mauri, kia māiriri ō koutou wairua, kia hora te marino, tēnā koutou katoa.	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.
Tēnei au te noho atu nei i te tihi o Te Pae o te Rangi, 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 Rangi.	Here I sit on the ridgeline of Te Pae o te Rangi, 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 Rangi.
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 hāpori te tauawhi i te taiao, he mea motuhake, rerenga kē.” Kia hiwa rā, kia hiwa rā.	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.



Hayley Chueng and Maya Cheung, Te Rangi Hirata Youth Park, Ranui

## Contents

Mihi .....	2
Contents .....	3
About this report .....	4
From the chairperson .....	5
Our area .....	6
Our board .....	8
Local flavour .....	9
Performance report .....	10
Financial information .....	15

# Ngā kawekawenga

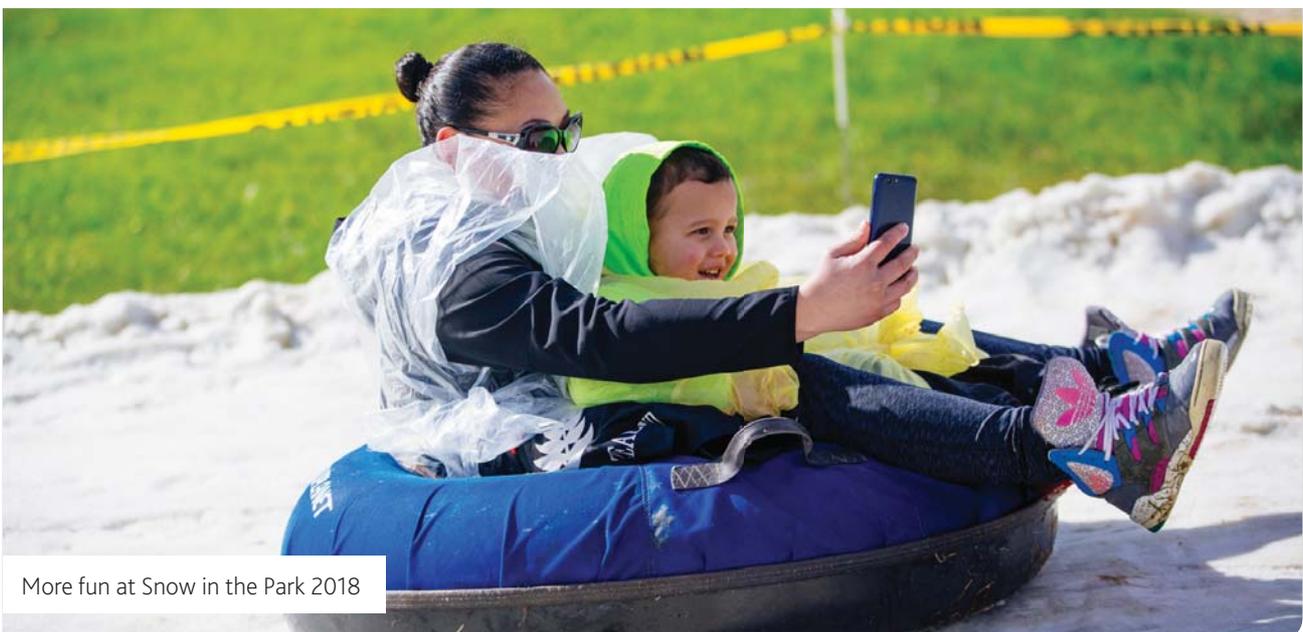
## About this report

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 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 Henderson-Massey 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.



More fun at Snow in the Park 2018

# He kōrero mai i te Heamana

## From the chairperson



Over the last year, we focused on improving and empowering our urban neighbourhoods, creating a thriving local economy, supporting ways to get around without a car, and restoring and valuing our natural spaces.

### Highlights

We endorsed Panuku Development Auckland (Panuku) as the lead council agency for revitalisation work in central Henderson and the work programme for 2018-2021, partnering with this board.

We continue to work with Panuku on the Ōpanuku Link project to upgrade the Ōpanuku Reserve and create a shared path and new art bridge linking the Henderson train station with the Corban Estate. We're now integrating your great feedback on what this development could look like into the proposed design.

We continued supporting Nga Kawa o Tangaroa Tikanga, a successful youth development programme teaching diving and collecting kaimoana. We're also behind the Nga Puna Manaaki Inanga Project, a community-led project to identify and restore potential inanga / whitebait spawning habitats in our area.

We continued working with our community partners to deliver great local events such as Come Fly a Kite in Te Atatū Peninsula, Snow in the Park in Massey, and Diwali and Holi (Festival of Colours) in Henderson.

### Our local board plan

Our 2017 plan outlines our priorities over the next three years.

We're focusing on ensuring our town and neighbourhood centres and a thriving local economy support quality of life. We'll support communities to be connected, healthy, resilient and inclusive, with vibrant and welcoming facilities. We want people to have smart, active public transport options across west Auckland and beyond.

### Challenges/goals for 2018/2019

New communities in Massey and Westgate need high-quality community spaces. High-quality urban living also means getting local people into local jobs and we want to help equip our young people to contribute to our economy.

We will continue advocating for a swimming pool, sports fields and local community facilities in the northwest and enough resources for Panuku to effectively work for regeneration and residential growth in Henderson.

A handwritten signature in black ink, appearing to read 'Shane Henderson', written over a white background.

**Shane Henderson**

Chairperson, Henderson-Massey Local Board

# Te Rohe ā-Poari o Ōpanuku ki Puke Whakataratara

## Henderson-Massey Local Board area



**Henderson-Massey has**

Two major metropolitan centres: Henderson and Westgate.



A population of

**117,300**

(8% of Auckland's total population)

Projected to increase to more than 150,000 by 2033.

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

A young population with

**36%**

of Rānui residents  
under

**20**



We are home to:  
more than

**150**

local parks  
and sports fields



**4** Libraries



**1** youth centre



**9**

community centres



**2** leisure centres and a pool



The Motu Mānawa Marine Reserve, part of which is in Te Atatū, is home to ecologically important saltmarshes and the endangered railbird.

# Te mahere ā-rohe O Henderson-Massey Local Board

## Henderson-Massey Local Board



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

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### More information about Henderson-Massey Local Board

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

# Te āhuatanga ā-rohe

## Local flavour



### Supporting rangatahi to collect kaimoana.

A free dive programme for local rangatahi / youth is delivering more than just underwater skills.

The Nga Kawa o Tangaroa Tikanga programme has been teaching the 45 rangatahi as part of a youth development programme delivered by Te Whanau o Waipareira Trust. It focuses on diving and collecting kaimoana (shellfish), while strengthening whanau ties, enabling youth to think quickly and responsibly when faced with tricky situations and building resilient self-determining leaders of tomorrow.

Parents say their children can now collect kaimoana and this conveys a sense of mana when they contribute back into their home.

“We’ve watched the rangatahi move from strength to strength as their water safety and dive skills have improved. But, we’re also seeing new confidence and competence in the water,” says local board chairperson Shane Henderson.

“One young girl who enrolled on the programme didn’t know how to swim and stayed at arm’s length of the pool edge. By the end of the programme she was able to swim 16 lengths of the pool nonstop and dive five metres and recover a submerged lifeguard dummy. She now is a different person – full of confidence, a competent swimmer and she can collect kaimoana for her whanau,” says Nga Kawa o Tangaroa programme manager Lorraine Symons.

“A young man with ADHD has learnt to stay on task and focused for long periods while a young mother reported improved wellbeing and confidence at home and in the community as she is saving money on food by collecting kaimoana.”

The programme is changing the lives of rangatahi while Te Whanau o Waipareira tailors support for each youth’s needs, working collaboratively with local police, Ministry of Primary Industries staff and Oranga Tamariki social workers.

# Te pūrongo mō ngā mahi whakahaere

## Performance report

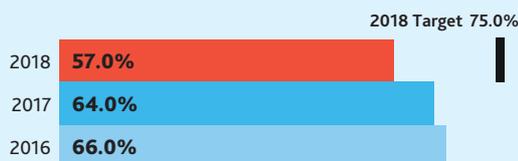
### Local parks, sport and recreation

Highlights include

- artificial turf has been completed at Massey Domain along with new flood lighting for field training
- renewal of the McLeod Park sports field.

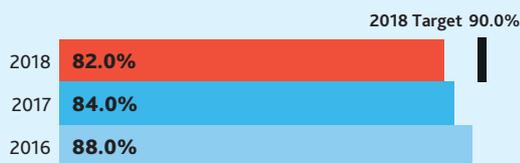
#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

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



There were maintenance issues due to the severe weather. Investment in parks facilities and services planned for the next year may help improve future satisfaction ratings.

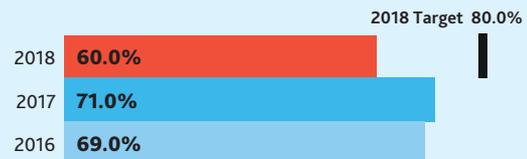
Percentage of residents who visited a local park or reserve in the last 12 months



This result was not achieved, although the proportion of residents who visited our parks remained above the regional average. Promoting our parks and facilities will help increase the number of residents 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



Satisfaction has dropped significantly, mainly due to a considerable shortfall in training and lit fields. Projects to reduce the shortfall of training and lit fields are included in the Long Term Plan.

#### Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres



This decrease stems from negative customer feedback about the West Wave Pool and Leisure Centre. Pools and car parking are often at capacity, and there are issues with cleanliness and maintenance, especially pool side and in the bathrooms. Customers have identified communication around shutdowns, changes to programming and resolving general service-related issues as areas of opportunity.

LEGEND

- Achieved
- Substantially achieved
- Not achieved
- Target value indication

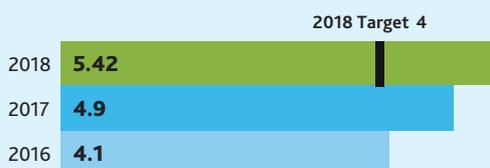
## Local community services

Highlights include:

- our community events were well received, especially events like Snow in the Park, Play Now Family Fun Days in the Park and Come Fly a Kite
- the Community Business Hub provided six groups with one-on-one coaching on management, organising systems, funding knowledge and practices, and human resources information
- in April 2018, West Means Business hosted the April ATEED West Auckland Business Club
- Massey Matters delivered six meetings for community networks and residents. The Facebook page continues to grow with more than 1900 likes per week on Facebook while there are more than 900 visits to the website each month
- driving courses, English Beginners, employment support and one on one mentoring courses
- PC & Wi-Fi use in our libraries have increased 12 per cent in the last year
- community events like weekly yoga class, beginners' ESOL class, and the Knitting Club have all proved popular for people connections
- use of our community facilities is steady, mainly due to improved processes, the introduction of online booking systems and enhanced awareness campaigns
- the Te Atatu South Community Centre was refurbished and reopened in December 2017.

### 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)



The target has not been updated enough to account for ease of access, speed and reliability of the Wi-Fi service and the number of customers with their own devices. The updated target didn't account for the expected growth.

### Number of visits to library facilities per capita



The number of visits remained fairly constant compared to last year, despite region wide trends, and substantially achieved the higher, aspirational target.

### Percentage of customers satisfied with the quality of library service delivery



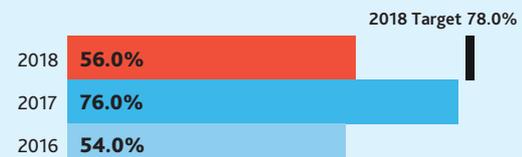
### Percentage of customers satisfied with the library environment



Most libraries are at or above target, except Waitakere Central, which is significantly below target. This is mainly due to the layout of the library and how the physical collections are distributed, with noise control and the lack of separation between potentially disruptive activities and other customers as secondary concerns.

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

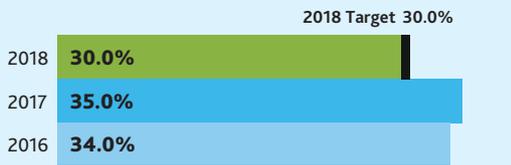
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



The fall in satisfaction identified in survey grant applications were information requirements and decision making time frames. These factors have not changed between the 2016/2017 and 2017/2018 financial years and may reflect that survey respondents were first time applicants. Issues with information requirements may be addressed by building applicant capacity and concerns regarding decision making timeframe considered when setting future funding round dates.

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

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



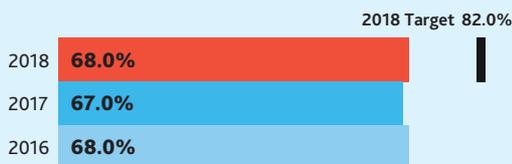
Percentage of attendees satisfied with council-delivered and funded local event



This measure aims to survey two events annually. The two events surveyed were Come Fly a Kite and Henderson Christmas Festival which scored 94% and 87% respectively.

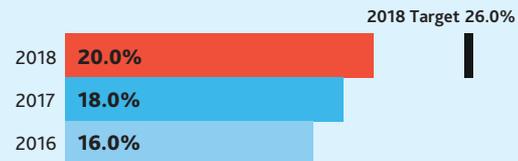
### Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to place-making and thriving communities

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



Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. Current concerns reflected in survey feedback include: homelessness and beggars around the town centres, youth behaviour, crime rates and a lack of community connectivity. The council undertakes projects and initiatives to improve perceptions of safety. The ongoing monitoring and review of the CCTV installation involves a strong liaison with police and guard providers. The Police Operation SAD focussed on reduced anti-social behaviours, youth intimidations, public safety, thefts and vehicle crimes within the Henderson town centre. Placemaking activities to engage youth included the installation of art works by the youth collective, street clean-ups and the Our Amazing Place celebration event in Ranui.

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



Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. Current concerns reflected in survey feedback include: homelessness and beggars, youth behaviour, poor street and transport hub lighting and crime rates. The council undertakes projects and initiatives to improve perceptions of safety including: the ongoing monitoring and review of the CCTV installation which involves a strong liaison with police and guard providers. The Police Operation SAD focussed on anti-social behaviours, youth intimidations, public safety, thefts and vehicle crimes within the Henderson town centre. Neighbourhood Support Waitakere, Waitakere Bluelight, Waitakere Pacific Wardens, McLaren Park, Swanson Ranui and Te Atatu Glendene Community Patrols have supported the police.

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



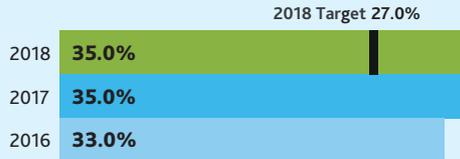
When targets were set in 2014, we had two facilities, Kelston Community Centre and Te Atatu South Community Centre, which continue to be popular. We have now added Te Atatu Peninsula which has increased capacity.

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



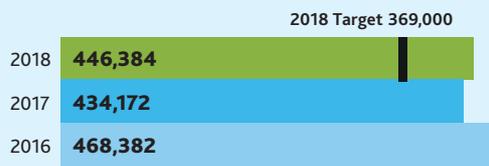
Off-peak utilisation has increased in the last two years. We have improved processes with the online booking system and further enhanced network-wide awareness campaigns.

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



Henderson Massey has exceeded target largely due to the Youth Facility Zeal whose programming is 100% wellbeing focused.

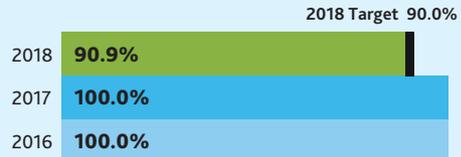
Number of visitors to community centres and venues for hire



We exceeded target as three extra facilities are now included.

### 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



### Local governance

There are no performance measures for this group of activities.

### Local planning and development

Highlights include:

- delivering the Young Enterprise Scheme kick start days.

### 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:

- delivering 10 out of 11 planned projects
- 24 tonnes of weeds were collected in 15 bins in the War on Weeds campaign completed in March 2018
- delivery of six HomeWise workshops.



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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		20,873	20,942	22,472
Targeted rates		93	93	82
Subsidies and grants for operating purposes		84	156	130
Fees and charges		5,360	5,294	5,945
Local authorities fuel tax, fines, infringement fees and other receipts		148	89	170
<b>Total operating funding</b>		<b>26,558</b>	<b>26,573</b>	<b>28,799</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	23,730	19,355	21,752
Finance costs		3,866	3,866	3,255
Internal charges and overheads applied		3,723	3,723	3,784
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>31,319</b>	<b>26,944</b>	<b>28,791</b>
<b>Surplus (deficit) of operating funding</b>		<b>(4,761)</b>	<b>(370)</b>	<b>8</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		87	-	9
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	40,218	37,757	36,274
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>40,305</b>	<b>37,757</b>	<b>36,283</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		29,881	30,316	28,969
- to improve the level of service		1,505	1,924	3,442
- to replace existing assets		4,158	5,147	3,880
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	3	<b>35,544</b>	<b>37,387</b>	<b>36,291</b>
<b>Surplus (deficit) of capital funding</b>		<b>4,761</b>	<b>370</b>	<b>(8)</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. Increase in debt is higher than anticipated due to maintenance being above budget, which resulted in an additional funding requirement.
3. Capital expenditure is lower than budget due to delay of the Ōpanuku link project. Resource consent is still under consideration.

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