

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Hibiscus and Bays

# Hibiscus and Bays Local Board Annual Report 2017/2018



# Mihi

<p>E toko ake rā e te iti, whakatata mai rā e te rahi, kia mihi koutou ki ngā kupu whakarei a te hunga kua tīpokotia e te ringa o te wāhi ngaro, engari e kaikini tonu nei i ngā mahara i te ao, i te pō. Ngā ōha i mahue mai i tērā whakaturanga kia āpitihia e tatou ki nga tūmanako o tēnei reanga, hei mouna waihotanga iho ki te ira whaimuri i a tātou. Koinā te tangi a Ngākau Māhaki, a te wairua hihiri me te hinengaro tau. Oho mai rā tātou ki te whakatairanga i ngā mahi e ekeina ai te pae tawhiti ka tō mai ai ki te pae tata. Tēnei au te noho atu nei i te mātārae te titiro ki runga o Ōrewa, ki te one e rere atu ana ki Te Whangaparāoa ki te Kūiti o te Puarangi. Kei waho ko Tiritiri Mātangi, tomokanga ki te moana o te Waitematā. Ki uta ko te Whanga o Oho Mairangi, ūnga mai o Te Arawa waka. Ka rere whakarunga ngā kamo ki Takapuna kāinga, Takapuna tupuna. Kia taka ki tua ko Maungaūika te tū hēteri mai rā i te pūwaha o Tāmaki Makaurau, Tāmaki herehere waka. Ka ruruku atu tātou mā te waitai kia puta ake ki te Awataha ki ngā mihi a te Kaipātiki me te Te Raki Paewhenua ki te uru, i reira ka whakatau te haere. E koutou mā ka ea, kua ea, kia ora huihui mai koutou katoa.</p>	<p>Welcome to you all let me greet you with the eloquent words of those who have long since been taken by the unseen hand of the unknown, but for whom we still mourn. Let us enjoin the legacy they left to the hopes of this generation as our gift to those who will follow us. That is the pledge of the humble heart, the willing spirit and the inspired mind. Let us rise together and seek to do what is necessary to draw distant aspirations closer to realisation. Here I sit on the headland overlooking Ōrewa to the stretch of sand that runs to Whangaparāoa along the Hibiscus Coast. Off land lies Tiritiri Mātangi, gateway to the Waitematā. On land is Mairangi Bay landing of Te Arawa waka. Gazing southward lies Takapuna community, Takapuna the progenitor. Beyond stands Maungaūika sentinel of Tāmaki Makaurau, anchorage of many canoes. Taking to the tidal waters we emerge at Awataha to the greetings of Kaipātiki and West Harbour and there our journey ends. It is done, greetings to you all.</p>
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Te Ara Tahuna Estuary shared path

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**On the cover:** The new splashpad at Stanmore Bay

# Ngā kawekawenga

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Hibiscus and Bays 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 Hibiscus and Bays 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.



Fun at the Weiti festival

# He kōrero mai i te Heamana

## From the chairperson



On behalf of the Hibiscus and Bays Local Board, I am pleased to highlight some of our achievements for 2017/2018.

This financial year we allocated over \$350,000 in community grants to help fund a wide range of groups, events and projects that help make our area vibrant and enjoyable for our communities and visitors alike. Events such as local Christmas parades, the Birdman at Murrays Bay, the Hibiscus Rodders Festival at Orewa and Movies in Parks help bring a sense of community to our neighbourhoods.

It is through the continued efforts of our volunteers that we achieve so much, particularly in looking after our environment. We are thrilled that our ecological restoration volunteer network who meet bi-monthly (alternating between subdivisions) is growing in strength and diversity. The Pest-free Peninsula network is also growing and making good progress. We took the opportunity to celebrate and thank those who give their time and effort at our biennial volunteer awards recently where 19 individuals were recognised.

This year, the council reviewed its long-term plan. We successfully advocated for the Governing Body to set aside funding to enable seawall and protection works at Orewa Beach.

We know that Penlink is included as one of the projects that will be built from funds raised through the Regional Fuel Tax and we will continue advocating for its earliest delivery. It was also pleasing to see that the upgrade of Glenvar Road and realignment on East Coast Road of Lonely Track and Glenvar Roads was included.

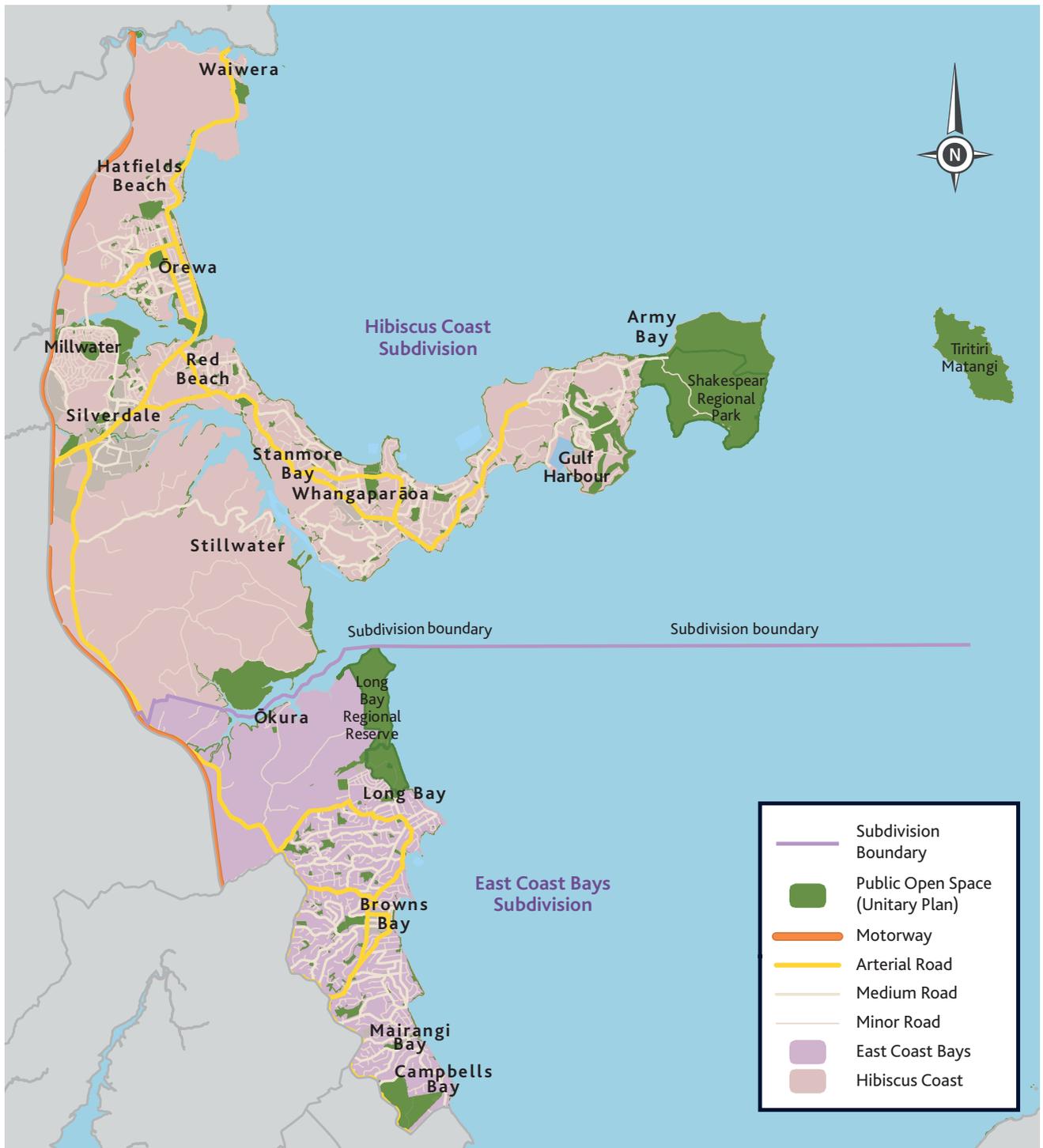
After extensive consultation with our community, we adopted our local board plan to guide our funding priorities for the next three years. We look forward to working with you to make progress throughout 2018/2019 and beyond.

A handwritten signature in black ink that reads "Julia Parfitt". The signature is fluid and cursive.

**Julia Parfitt**

Chairperson, Hibiscus and Bays Local Board

# Te Rohe ā-Poari o Hibiscus and Bays Hibiscus and Bays Local Board area





We have a population of

**104,500**

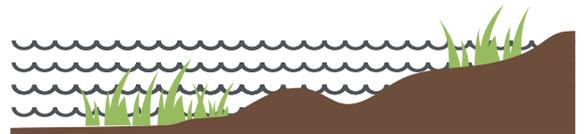
**74 %**

of residents own their home.



**4** town centres – Ōrewa, Silverdale, Whangaparāoa and Browns Bay.

**155km** of coastline



**94%**

of residents agree that our local area is a great place to live.

Long Bay – Ōkura Marine Reserve is the only marine reserve in Auckland's urban area.



We are home to:

**314**



parks and sports fields

**3**



libraries

**2**



leisure centres

**2**



arts centres

Data sources: Statistics New Zealand Population Estimates (2017), Statistics New Zealand 2013 Census and Quality of Life Survey 2016.

# Te mahere ā-rohe O Hibiscus and Bays Local Board

## Hibiscus and Bays Local Board



Your board (L to R): Gary Holmes, Christina Bettany, Mike Williamson, Janet Fitzgerald, JP (Deputy chairperson), Vicki Watson, Julia Parfitt, JP (Chairperson), Caitlin Watson, David Cooper

### Office

Orewa  
50 Centreway Road  
Orewa

Open Monday-Friday 8am-5pm  
Closed Saturday, Sunday and public holidays

Browns Bay  
2 Glen Road  
Browns Bay

Open Tuesday and Thursday 8.30am-5pm  
Closed Friday-Monday, Wednesday and  
public holidays

### Postal address

Auckland Council  
Private Bag 92300  
Auckland 1142

### Phone

09 301 0101 (Orewa)  
09 478 4160 (Browns Bay)

### Email

hibiscusandbayslocalboard  
@aucklandcouncil.govt.nz

### More information about Hibiscus and Bays Local Board

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

# Te āhuatanga ā-rohe

## Local flavour



Hibiscus and Bays Local Board Volunteer Awards

### Celebrating our unsung heroes

Volunteers were honoured and their community contributions recognised at the Hibiscus and Bays Local Board volunteer awards held at the start of National Volunteer Week.

Hibiscus and Bays Local Board Chair Julia Parfitt thanked volunteers for their contributions to communities in East Coast Bays and on the Hibiscus Coast.

“Volunteers are our unsung heroes. Their hard work helps others and they do whatever it takes to get the job done.

“We thank them for the many hours they devote to our communities, and also thank their families, who support their efforts.”

Each volunteer group nominated a representative for the award, and the 19 volunteers came from a range of sectors, including arts, environment, residents and ratepayer groups and education.

Among those honoured was Gwenda Holster-Dowler who serves on the Orewa Sea Scout committee and fundraises tirelessly for the group. Bill Ellis’ involvement with the Torbay community spans decades, serving on the Torbay Community Centre Committee and the Torbay Historical Society.

Recipients were:

- Philip Crow, Estuary Arts Centre
- Gwenda Holster-Dowler, Orewa Sea Scout Committee
- Bill Ellis, Torbay Community Centre Committee and Torbay Historical Society
- Josie Adriaansen, Murrays Bay Residents and Ratepayers Association
- Laurie Rands, Orewa Lions and Eaves Bush Appreciation Group
- David Gray, Deep Creek Restoration Society
- Jocelyn Sanders, Rothesay Bay Ratepayers and Residents Association and Forest & Bird North Shore
- Vern Rule, Flexman Reserve Restoration Group
- Vanessa Smith, Bays Youth Community Trust
- Mark Johnston, Orewa Surf Lifesaving Club
- Mary Stewart, Friends of Long Bay
- Robin Grover, Silverdale and Districts Historical Society
- Ab Goubitz, Friends of Okura Bush
- CAB stalwarts Peter G Taylor, North Shore, and Mary Cavell, Hibiscus Coast
- Julie Parbhu, Mairangi Arts Centre
- Graham Sandy, North Shore Riding for the Disabled
- Jenny Chamberlain, Centennial Park Bush Society
- Peter Townend, Long Bay Okura Great Park Society.

# Te pūrongo mō ngā mahi whakahaere

## Performance report

### Local parks, sport and recreation

Highlights include:

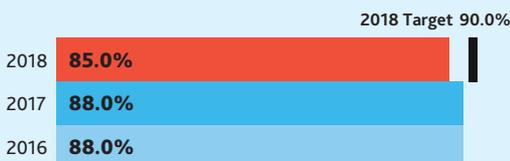
- a new splashpad built at Stanmore Bay in partnership with ANZ
- a new play space as well as significant track realignment at Long Bay Park
- sports fields works completed at Stanmore Bay Park, Metropark East, Red Beach Park and Deep Creek Reserve.

#### 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



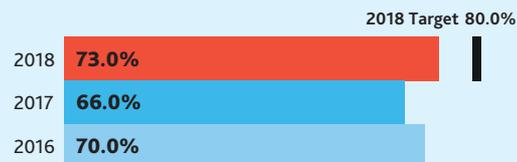
Percentage of residents who visited a local park or reserve in the last 12 months



Although this target was not achieved, the proportion of residents who visited local parks in this area remained above the regional average and is consistent with prior years. No significant insights could be drawn from the survey, however we'll increase promotion of our parks and facilities to help increase visitors to 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



All active sporting needs are met in this area, so the low result could relate to the condition and quality of the fields. We will review the existing facilities to identify what caused this result.

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

Customers Net Promoter Score for Pool and Leisure Centres



This year has seen continued strong performance of centres, with staff, value for money and the range of activities contributing to the good experience. There are opportunities to improve changing rooms and communication with members and visitors.

### Local community services

Highlights include:

- funding community development and capacity building initiatives in East Coast Bays and Whangaparāoa, as well as working with youth and older people across the local board area

LEGEND



- invested considerably into local community groups with our local community grants and local events partnership funding
- local libraries continue as thriving community hubs providing free Wi-Fi, programmes, space for people to connect and upskill.

**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 updated target was less than both of the previous year's results, and therefore did not account for the expected growth. It doesn't account for the ease of access, speed and reliability of the Wi-Fi service and the number of customers with their own devices.

Number of visits to library facilities per capita



The FY18 target was substantially achieved. However, the number of visits and use at Whangaparāoa Library has declined at a rate higher than the trend we have seen across other libraries. This is due to the changing tenancy at the nearby Coast Plaza shopping precinct. Many long-term retailers have ended their leases and moved to the new shopping centre in Silverdale. Typically, people would combine a visit to the shopping centre and library.

Percentage of customers satisfied with the quality of library service delivery



Percentage of customers satisfied with the library environment



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

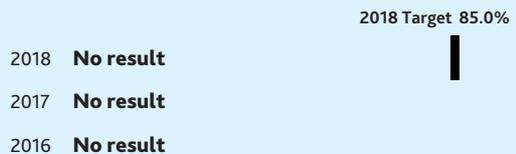
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



We're improving the website and application form.

**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



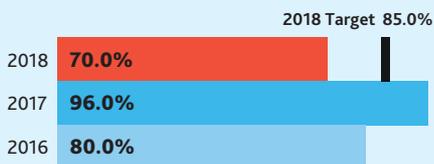
All local arts activities in this local board area are community led.

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



The council undertakes projects and initiatives, to improve perceptions of safety. Council worked with Future Whangaparāoa to create a community hub which was opened in March 2018. The business network has focused on the concept designs for the town centre, including a placemaking project outside the library, a Have Your Say event and the hosting of a variety of upskilling and enterprise sharing events in the Hibiscus Coast area. Such local events and initiatives lead to more connected communities and neighbourhoods. This is reflected in the positive survey feedback and improved result.

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



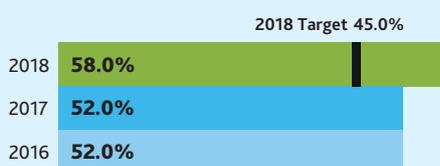
This measure aims to survey two events annually. The 85% satisfaction target is a high benchmark for events. One event this year achieved a very good result of 90% (Sir Peter Blake Regatta). The other event, Orewa Lions Big Dig, achieved a score of 54%. Feedback suggests satisfaction could have scored higher with a wider variety of food stalls, the programme keeping to schedule and better management of prize expectations. This feedback will be used to inform future events.

**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



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



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



The first quarter was higher due to elections being held at Orewa Community Centre.

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

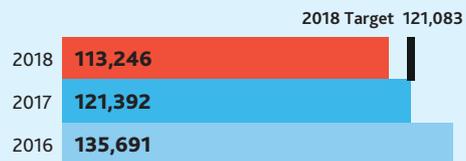


Percentage of community facilities bookings used for health and wellbeing related activity



St Anne’s Hall has a high proportion of activities in relation to health and wellbeing.

Number of visitors to community centres and venues for hire



As reporting through our booking system has become more accurate, previous years’ reported visitation figures look to be over-reported. The targets for this measure will be corrected accordingly for reporting in future years.

Local planning and development

Highlights include:

- completing phase one of a strategy for eco-tourism with phase two planned for next financial year

- all BIDs in this local board area met their obligations for this financial year.

### 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



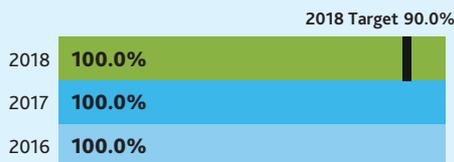
### Local environmental management

Highlights include:

- industrial pollution prevention programme in Browns Bay
- water sensitive design project for schools
- increased awareness and action around the North-West Wildlink.

### 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 three successful environmental projects.

### 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		14,486	14,534	16,553
Targeted rates		446	446	428
Subsidies and grants for operating purposes		374	522	380
Fees and charges		2,857	2,490	2,879
Local authorities fuel tax, fines, infringement fees and other receipts		90	25	24
<b>Total operating funding</b>		<b>18,253</b>	<b>18,016</b>	<b>20,263</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	16,090	13,785	15,619
Finance costs		1,433	1,433	1,863
Internal charges and overheads applied		2,675	2,675	2,709
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>20,198</b>	<b>17,894</b>	<b>20,191</b>
<b>Surplus (deficit) of operating funding</b>		<b>(1,945)</b>	<b>122</b>	<b>72</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure	2	1,148	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt		6,957	6,658	9,454
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>8,105</b>	<b>6,658</b>	<b>9,454</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		3,609	1,646	3,039
- to improve the level of service		121	549	1,534
- to replace existing assets		2,430	4,586	4,953
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	3	<b>6,160</b>	<b>6,781</b>	<b>9,525</b>
<b>Surplus (deficit) of capital funding</b>		<b>1,945</b>	<b>(122)</b>	<b>(72)</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. A grant was received from ANZ Bank Limited and has gone towards the construction of splashpads at Stanmore Bay.
3. There has been less works than planned in the following asset renewal areas: community leases, coastal assets, sports fields and Locally Driven Initiatives. This has been partially offset by greater than anticipated works being completed on playscape developments across the local board area.

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