

Devonport-Takapuna
Te Rīpoata ā-Tau 2022/2023

Devonport-Takapuna Local Board

Annual Report 2022/2023



Volume
2.2

Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi.
 Kia mihi koutou ki ngā kupu whakareī
 a te hunga kua tīpokotia e te ringa
 o te wāhi ngaro.
 Rātou, e kaikini tonu nei i ngā mahara i te ao, i te pō.
 Ngā oha i mahue mai i tērā whakaturanga
 kia āpitihia e tātou ki ngā tūmanako
 o tēnei reanga,
 hei mouna waihotanga ki te ira whaimuri i a tātou.
 Koinā te tangi a Ngākau Māhaki,
 a Wairua Hihiri me 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 nei i runga i te puia moe
 o Takarunga –
 kāinga o te tini tāngata i tōna wā,
 puna wai e ora ai ngā iwi.
 Kei waho rā ko ngā tai piringa
 o Tīkapa Moana me Te Waitematā
 Ka rere whakarunga ngā kamo ki te
 Waiwharariki o mua,
 Takapuna kāinga,
 Takapuna tupuna.
 I reira ka heke iho ki te mātārae ki Ōperetū,
 kia taka ki tua ko Maungaūika
 te tū hēterī mai rā i te pūwaha o Tāmaki Makaurau,
 Tāmaki herehere waka.
 E koutou mā ka ea, kua ea.
 Kia ora huihui mai koutou katoa.

Welcome to you all.
 Let me greet you with the eloquent words
 of those, lost long ago to the unseen
 hand of eternity.
 Them, for whom we unendingly mourn.
 Let us enjoin the legacy they left
 to the hopes and aspirations
 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 upon the sleeping cone
 of Takarunga –
 home of many in its time
 spring of life for them all.
 Out there are the watery havens
 of Tīkapa Moana and Te Waitematā.
 My eyes gaze northward to
 former Waiwharariki,
 now Takapuna community,
 Takapuna the progenitor.
 Then from there, I glance to the foreland of Ōperetū
 beyond which stands Maungaūika
 sentinel of Tāmaki Makaurau
 and anchorage of many canoes.
 It is done.
 Greetings to you, one and all.

On the cover: Carver Patrick Pabalan Natanahira at the This is us: Race Unity Day at the Lakehouse Arts 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 Devonport-Takapuna Local Board area from 1 July 2022 to 30 June 2023.

You can read about our progress, expenditure, service performance and challenges faced in 2022/2023. 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 reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Devonport-Takapuna Local Board Agreement 2022/2023.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It 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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▲ Food stalls at the This is us: Race Unity Day at the Lakehouse Arts Centre

He kōrero mai i te heamana

From the chairperson

It has been another year of challenge and courage, community and growth, and amidst it all much has been achieved. I'm pleased to present the Devonport-Takapuna Local Board annual report for the 2022/2023 financial year.

Here is just a small snapshot of upgrades and achievements that we can all celebrate.

We've completed a fantastic and uplifting walkway through Patuone Reserve, upgrading an essential link in our greenways route between Devonport and Takapuna.

Bayswater Park has new fitness equipment, the sports field turf has been renovated and the sports lighting upgraded to LED. Our two community houses in Devonport and Sunnynook have also had lights replaced with LED fittings, making them more efficient and lasting.

We've refurbished the toilet block at the Hauraki end of Takapuna Beach and have installed a new toilet at Tonkin Park in Sunnynook, so families can stay and play for longer.

The Kings Store corner in Narrow Neck has had a much-needed upgrade and the lifted pavers have been removed, and planter boxes renewed. Also in Narrow Neck, tamariki will be happy to see their playcentre building get some love with repairs made to the cladding and deck, and a new coat of paint has freshened this gorgeous kura.

The tired old ship at Montgomery Reserve has a sparkling new pirate-themed playground, designed to



challenge and test small bodies and encourage creative play.

At the Devonport Domain, the cricket wickets were improved, and the turf was renewed at Dacre Park. Torpedo Bay Wharf is being refurbished and the electrical services at Allenby Scout Den have been brought to standard.

We were proud to deliver two beautiful Anzac Day services in Takapuna and Devonport, and we're so pleased to see the development of an ecological management plan for Te Uru Tapu at the northern end of Takapuna Beach.

The most important achievement, however, has been the growing strength and resilience that we have seen in our community as people united in their response to the weather events early this year. We back the community and are proud to be working alongside you all, making the Devonport-Takapuna Local Board area a great place to live, work and play.

Toni van Tonder
Chairperson, Devonport-Takapuna Local Board

Te Poari ā-Rohe o Devonport-Takapuna

Devonport-Takapuna Local Board



Your local board

(L to R) Gavin Busch, Melissa Powell, Terence Harpur (Deputy Chairperson), Toni van Tonder (Chairperson), George Wood, Peter Allen.



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By appointment



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Ngā kaupapa me ngā whakapaipai ake

Devonport-Takapuna projects and improvements

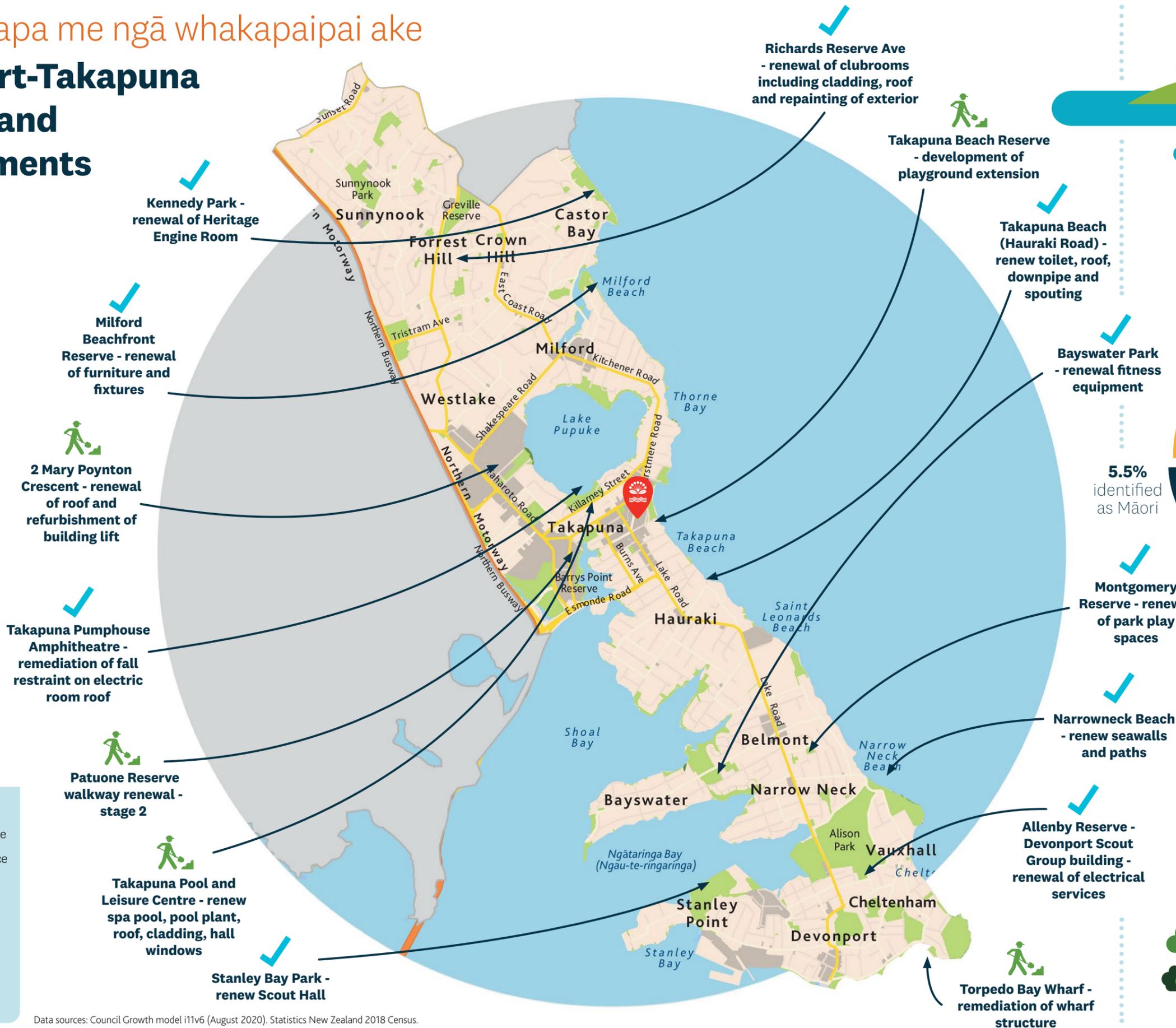
KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects

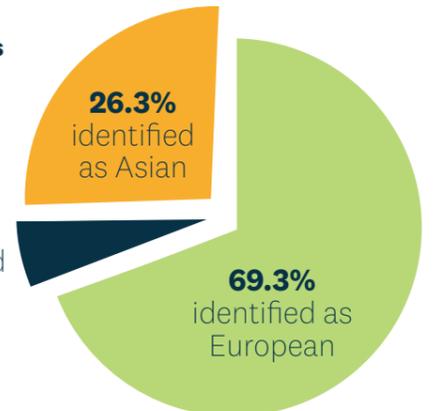
LEGEND

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

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census.



Devonport-Takapuna has more than **110** local parks and sports fields



2 libraries, **1** leisure centre, **2** community centres and **6** arts and culture facilities



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We supported strong, diverse, and vibrant communities through libraries and literacy, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. This included the development of New Zealand's first ever Korean garden by the Korean Garden Trust, which holds a community lease at Barry's Point Reserve, and the distribution of \$236,000 through the local board's community grants programme.

- **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

For more information on our service performance judgements and assumptions please refer to page 171 of Volume 1 of the annual report.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	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	●	▲	92%	85%	82%	83%	The residents of Devonport-Takapuna report that they generally feel safe during the day in their town centre. However, a recent ram raid that occurred during daylight hours has caused some residents to worry about their safety.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	60%	45%	50%	58%	The residents of Devonport-Takapuna feel that with so many empty shops, the lighting in the night is not enough. There are increasing number of young people hanging around the water front area and they are cautious about being outdoors at night.
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	●	▼	80%	89%	94%	86%	The local board exceeded target as the community groups continued to deliver significant programming across the local board area through placemaking and community events like Matariki. Auckland North Community and Development (ANCAD) also continued to lead the way with their focus on providing support and organisational development for other community groups, social services and the voluntary sector, running many successful programmes and workshops.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	70%	85%	65%	69%*	The local board's investment into a diverse group of community led projects has contributed to this significant increase. Communities were empowered to meet their own needs through funding to Digital Seniors for one to one digital literacy support, engagement with Ethnic communities in development of the Ethnic Plan and through emergency resilience community groups.
We provide safe and accessible parks, reserves, beaches, 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	●	▼	77%	67%	77%	70%*	This has been a challenging year after a wet summer season, flooding and a number of weather events where sports fields were closed for field maintenance. Aeration renovation was done on playing surfaces including Vauxhall sports fields to support drainage and improve surface conditions in the future. Closures and surface quality have impacted on the satisfaction standards of the grounds.
The customers' Net Promoter Score for Pools and Leisure Centres	●	▼	19	23	33	40	The centre in this local board area exceeded the target albeit a 10-point drop on last financial year. Reasons for the drop based on customer feedback include the spa pool that has been out of commission for some time, general maintenance, and programme specific improvement suggestions related to Learn to Swim. In general though, a good result where customers rate the staff at the centre highly.
The percentage of users who are satisfied with the overall quality of local parks	●	▼	79%	70%	75%	72%*	The satisfaction level decreased compared to target and prior year due to the challenges caused by continuous wet weather and weather events. These events caused disruptions to mowing schedules and challenges to mowing green spaces, especially large green areas such as Lake Pupuke. The focus was given to providing a tidy appearance such as edging around paths, litterbins and playgrounds.
The percentage of residents who visited a local park in the last 12 months	●	▼	85%	87%	88%	86%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	15%	26.0%	26.4%	21.9%	The investment made by the local board in programmes, grants and activities responds directly to Māori aspirations, which is above target. This performance reflects the strong focus on whanaungatanga Rangatira ki te Rangatira with mana whenua and mātawaka in the community delivery space, especially through arts, culture and community empowerment.

Local Community Services cont'd

Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform	
We fund, enable, and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▲	209,900	196,789	100,080*	214,766*	The number of internet sessions at libraries recovered significantly from the impact of COVID-19 closures after March 2023. However this was later than expected and had a greater impact than expected.
The percentage of local community services, programmes and facilities that are community led	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▬	90%	100%	100%	100%	All arts and culture programmes were delivered by funded partners, resulting in 100 per cent of the programmes being community-led.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	79%	79%	79%	79%	
The number of participants for local community services, programmes, and facilities	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The number of participants in activities at art facilities, community centres and hire venues	●	▲	308,656	259,997	139,412*	267,837*	There has been a substantial recovery in participant numbers at the local art facilities, community centres and hire venues as these facilities were able to operate without COVID-19 disruptions.
The number of visits to library facilities	●	▲	473,750	416,174	255,766*	464,264*	Library visits were expected to recover immediately after the COVID-19 restrictions ended but did not until March 2023. In addition, Auckland Libraries moved to an improved system of counting visitor numbers in this financial year, leading to more accurate but lower results.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event	●		70%	57%	Not Measured*	Not Measured*	While the surveyed event indicated that 57% of attendees were satisfied with the event overall, a further 28% were neither satisfied nor dissatisfied. This compares to an average level of neutral satisfaction for all events surveyed of 10% and may indicate a higher number of incidental attendees due to the event being held in a local shopping centre.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	97%	94%	97%	Devonport-Takapuna Local Board Libraries continue to exceed the customer satisfaction target. This shows the dedication and commitment of our frontline library staff to ensuring our customers receive the best experience at all times, as shown by the high level of customer satisfaction.

1. Better measures on overall participation, satisfaction and enabling more community-led community services were the original intent when these measures were included in the 2021-2031 Long-term Plan, signalling a shift in our approach and scope in delivering community services. We explored different methodologies but data gaps in some services mean a consolidated measure across community services is difficult to measure, while the scope of council-led community services are expected to change. Further work will be on hold until future options for community services are considered as part of the 2024-2034 Long-term Plan.



▲ Table tennis at the Devonport Community House

Local Planning and Development

Our local board supported local town centres and communities to thrive through Business Improvement Districts (BIDs), and events that attract visitors to these areas to enjoy everything they have to offer. The BID areas supported are Devonport, Milford and Takapuna Beach. Auckland Business Chamber successfully held an event in February 2023 for the Young Enterprise Scheme which attracted high school students including Westlake Girls High School and Rosmini College.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	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%	All BIDs in the Devonport-Takapuna Local Board complied with the BID Policy 2022.

Local Environmental Management

We supported healthy ecosystems and sustainability through local board-funded initiatives such as planting, pest control, stream and water quality enhancements. These projects were mainly delivered through Pupuke Birdsong and Restoring Takarunga Hauraki who are the key environmental coordinators in this area.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change							
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes			85%	100%	100%	New measure	We successfully delivered three Natural Environment (Environmental Services) and Healthy Waters projects for Devonport-Takapuna in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Takapuna Pool and Leisure Centre has experienced a strong recovery since COVID-19 closures despite staff shortages and an inability to fill vacancies. Challenges in staff shortages have led to a reduction in the Learn to Swim Programme and occasional centre closures, especially in the final quarter of the 2022/2023 financial year.

The consistently higher-than-average rainfall since October 2022 and several severe weather events have caused significant challenges to mowing the lawns at parks and sport fields in the local board area. Mowing in very wet conditions can cause damage to saturated soils and turf roof systems. Tracks around many reserves, including Ngataringa Park, were washed out and had to be topped up with gravel. Weather events have also affected playgrounds with flooded play surfaces and damaged equipment. This has affected people’s satisfaction with, and the number of visitors to our local sports fields and parks.

Takapuna North Community Trust delivered the Summer Fun Pre-school Play Programme in the first and second quarters of the year. A new event, Pupukemoana Environment Day, was also delivered to raise awareness of the ecology and threats to Lake Pupuke. Devonport Peninsula Trust successfully delivered the Bayswater Halloween Train, Folk in the Park, Kids Athletics Series and Mid-Winter Dip. These trusts have faced labour challenges and some other events had to be cancelled due to severe weather conditions.

The local board successfully delivered environmental projects, including enhancement planting in Wairau Estuary, and funding support for the Restoring Takarunga Hauraki’s environmental coordinator in Devonport and the Pupuke Birdsong

Project’s environmental coordinator in Takapuna. Activities included planting days, trapping, removing plant and animal pests, and some very significant community clean-up events following the floods at the beginning of the year. Projects such as these rely heavily on staff coordination and engagement with the many fantastic volunteers across the local board area in order to be a success.



▲ Chinese New Year celebrations at the Sunnynook Community Centre

Te āhuatanga ā-rohe

Local flavour

Seniors get digital savvy thanks to Devonport-Takapuna Local Board

North Shore seniors have been building their digital confidence with free, one-on-one technology support sessions offered through the Digital Seniors pilot programme.

Devonport-Takapuna Local Board part-funded the pilot which offers regular weekly drop-in sessions for older people at hubs across the North Shore. Seniors can ask questions and receive practical support from trained volunteers in a safe, friendly environment.

“Digital Seniors is an incredibly important programme,” says Local Board Chair Toni van Tonder.

“Building confidence with technology can have far-reaching benefits for seniors and helps them to connect with others who are also feeling left behind by rapid technology changes.”

Since the soft launch of the pilot in late 2022, over 200 people have received one-on-one support sessions, averaging 45 minutes, across North Shore hubs in the Devonport Community House, and the Takapuna, Birkenhead, Glenfield and East Coast Bays libraries.

The North Shore pilot is run in conjunction with Auckland Council’s Connected Communities team who provided \$60,000, with an additional \$10,000 each coming from the Devonport-Takapuna and Upper Harbour local boards.

Digital Seniors differs from most digital literacy classes in that participants can drop in without committing to a course – getting the help they need, when they need it. The pilot is supported by an advisory group of representatives from local aged care service providers and community organisations. By linking with the wider aged care ecosystem, Digital Seniors can provide individualised digital support while increasing awareness of, and access to, wraparound aged care services and support.

Feedback from the sessions has been overwhelmingly positive.

“You make the hub a safe space where we feel valued and not ashamed that we don’t get it immediately. The funding better not get cut to another service like this just as it gets going; we need to know we have somewhere to go,” one participant said.



▲ The Digital Seniors Programme in action at Glenfield Library

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2023

\$000s	Notes	Actual 2022/2023	Annual Plan 2022/2023	Annual Plan 2021/2022*
Sources of operating funding:				
General rates, UAGCs, rates penalties		15,071	15,071	15,452
Targeted rates		701	731	721
Subsidies and grants for operating purposes		409	326	299
Fees and charges		1,136	1,122	1,021
Local authorities fuel tax, fines, infringement fees and other receipts	1	400	516	459
Total operating funding		17,717	17,766	17,952
Applications of operating funding:				
Payments to staff and suppliers		13,802	13,718	13,715
Finance costs		2,142	2,142	1,896
Internal charges and overheads applied		1,519	1,519	2,272
Other operating funding applications		0	0	0
Total applications of operating funding		17,463	17,379	17,883
Surplus (deficit) of operating funding		254	387	69
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	4,418	4,548	5,581
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		4,418	4,548	5,581
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		46	7	35
- to improve the level of service		304	105	981
- to replace existing assets		4,322	4,824	4,634
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		4,672	4,935	5,650
Surplus (deficit) of capital funding		(254)	(387)	(69)
Funding balance		0	0	0

Variance explanation Actual 2022/2023 to Annual Plan 2022/2023

- The reduction in revenue was mainly due to a vacancy of several months in a leased residential building on King Edward Parade, Devonport, as the building was not habitable and required significant work. Other reductions included decreased revenue in Takapuna Early Childhood Education Centre and removal of overdue fines at the libraries.
- Whilst partly offset by lower than planned local authorities fuel tax, fines, infringement fees and other receipts, capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than planned.
- The variance below annual plan this year is due to the early delivery of upgrades at Gould and Patuone Reserves in 2021/2022. This was partly offset by earlier delivery in 2022/2023 of parks coastal asset renewals planned for 2023/2024, mainly remediation of Narrowneck Beach seawalls and Torpedo Bay Wharf.

* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

Patuone Walkway in Takapuna ►





▲ The Takapuna Presidents cricket team in action at Sunnynook Park

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