

Te Poari ā-Rohe o Henderson-Massey
Te Rīpoata ā-Tau 2022/2023

Henderson-Massey Local Board

Annual Report 2022/2023



Volume
2.5

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 māriri o koutou wairua,
 kia hora te marino,
 tēnā koutou katoa.
 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 kōtiū,
 i āia ai te pūpūtara ki uta.
 Nāu nei te tono kia piki ake au
 i ngā tai whakatū a Kupe ki te Waonui a Tiriwhā
 me te Pae o te Rangī,
 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 tini whāioio kua whakakāinga ma.
 Kua kōhatu nei nga paparahi ki te whenua,
 i tangata whenuatia ai tātou katoa.
 I whaikiko ai te kōrero,
 “Ko te hapori te tauawhi i te taiao,
 he mea motuhake, rerenga kē.”
 Kia hiwa rā, kia hiwa rā.

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.
 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.
 So I look inland to Puketotara,
 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
 of the region, 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.

On the cover: Jack Pringle Playground opening

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 Henderson-Massey 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 Henderson-Massey 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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▲ Jack Pringle Playground opening

He kōrero mai i te heamana

From the chairperson

The past year has been a challenging time for West Aucklanders.

A series of storm events saw severe flooding and extensive damage to many homes in the Henderson-Massey Local Board area. Compounding this environmental challenge for our communities has been a significant Auckland Council budget crisis which ultimately saw a reduction in the Henderson-Massey Local Board budget. Despite the impact of floods, budget constraints and the need to rebuild damaged infrastructure, the Henderson-Massey Local Board has been able to make meaningful progress over the past year. Some significant achievements in our capital works programme include:

- Moire Park playspace and park furniture upgrade
- Fred Taylor Park upgrade of sports field and lighting to FIFA standards
- Corban Estate Arts Centre seismic strengthening of buildings
- Te Pae o Kura / Kelston Community Centre comprehensive renewal
- Jack Pringle Village Green and Taipari Strand playground upgrades



In addition to this capital works programme, we have continued to deliver popular community events including Snow in the Park, Come Fly a Kite and the Henderson Christmas Festival, while providing funding for community groups to deliver events including local Diwali and Holi festivals, and Matariki and Waitangi Day celebrations.

A top priority was maintaining levels of funding to our community organisations and partners, who deliver outstanding support and services to the local community.

We've also been able to maintain investment in environmental projects that focus on community resilience, such as the Bike Hub in Falls Park and the Climate Action Activator, who supports community-led delivery of our local Climate Action Plan. The local effects of climate change highlight the importance of supporting

recovery and increasing the resilience and capability of our local communities.

Hon Chris Carter, JP
Chairperson, Henderson-Massey Local Board

Te Poari ā-Rohe o Henderson-Massey

Henderson-Massey Local Board



Your local board

(L to R) Ingrid Papau, Dan Collins, Peter Chan, Brooke Loader (Deputy Chairperson), Hon Chris Carter (Chairperson), Will Flavell, Brenda Brady, Oscar Kightley



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Ngā kaupapa me ngā whakapaipai ake

Henderson-Massey projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

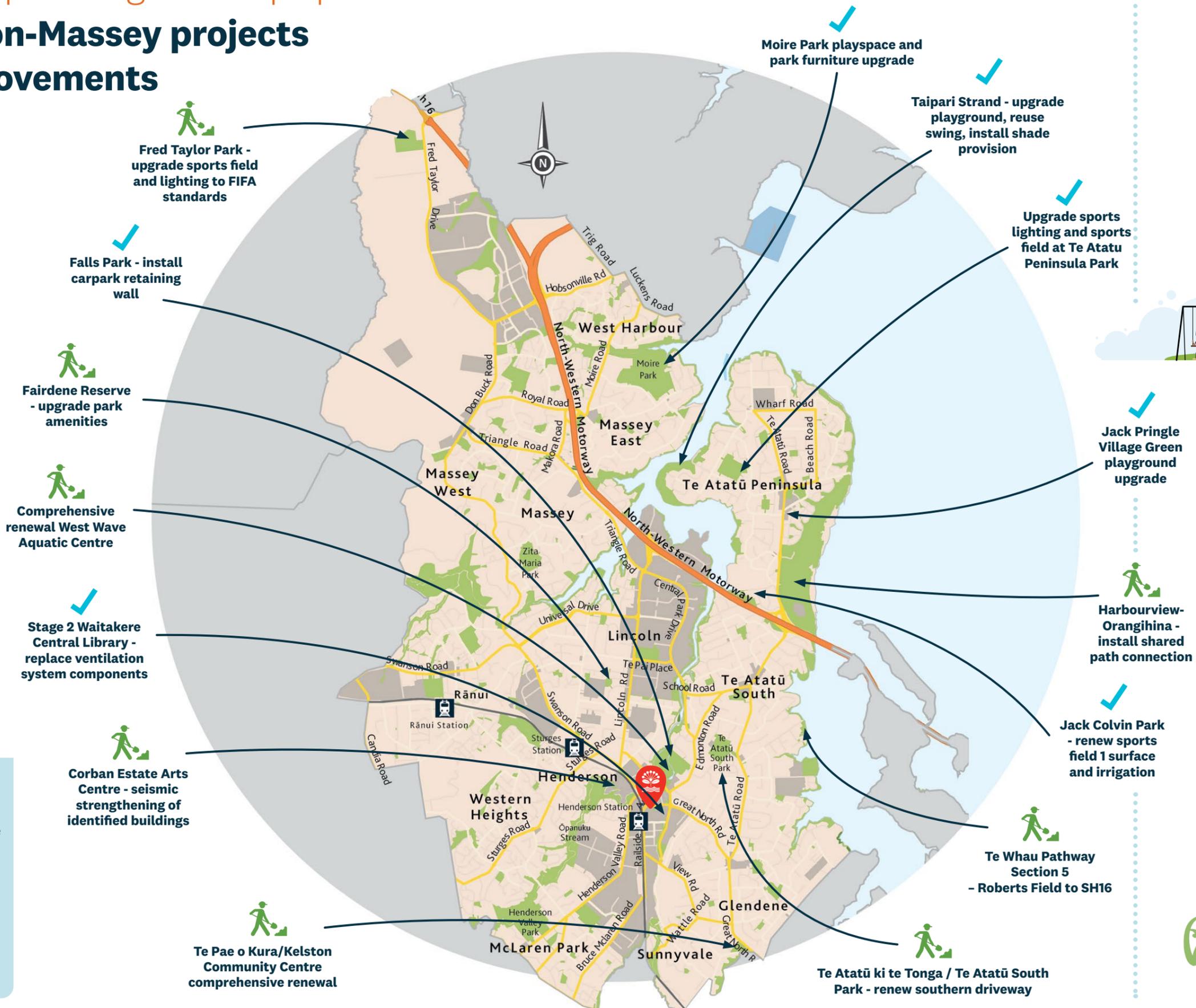
 **Delivered projects**

 **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.



A young population with **36%** of Rānui residents under **24**



We are home to more than **150** local parks and sportsfields, **4** libraries, **1** youth centre, **9** community centres, **2** leisure centres and **1** pool



17% of residents identify as **Māori**, **11** mana whenua iwi/hapū have an interest in Henderson-Massey



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We support strong, diverse, and vibrant communities through libraries, arts and culture, parks, sport and recreation and events. Highlights include the completion of five parks accessibility assessments for People’s Choice Parks, and completion of Te Kete Rukuruku tranche 2 (Māori naming of parks and places). Nineteen recommendations from the Te Manawa operational review have been completed, with key implementation changes to venue-for-hire charges and improving external signage. We funded successful events such as Snow in the Park and Come Fly a Kite. We have completed work on an upgrade of the playspace and park furniture at Moire Park, a playground upgrade at Jack Pringle Village Green, and renewal of a sports field at Jack Colvin Park.

Achieved
Target has been met or exceeded

Progress made
Result improved from prior-year result

Substantially achieved
Target has not been met by a slim margin (+/-2%)

No change
No change from prior-year result

Not achieved
Target not achieved

No improvements
Not improved from prior-year result

*** Impacted by COVID-19**
Measures favourably/unfavourably impacted by COVID-19

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

	Results against target	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	●	▲	75%	56%	48%	53%	Although the result is above prior years, residents’ safety concerns have been influenced by media reports on ram raids and youth offending with an apparent lack of consequences.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	50%	17%	19%	22%	Residents’ comment’s are similar to last year. Residents generally feel safer in the town centre during the day but a lack of security patrols, police presence and anti social behaviour means that people stay away from the town centre 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	●	▲	95%	100%	97%	100%	The community empowerment activities that were community led achieved 100 per cent. This local board consistently performs well in this area thanks to the focused efforts on community led initiatives in Henderson Massey, including new groups such as The Massey Community Trust that organised the Safety Net Project.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	66%	77%	67%	60*	There has been a noticeable increase of focus on community activities that encourage resilience, sustainability and capability among ongoing economic and environmental concerns. Massey Matters, Community Waitakere, RAP and MPHS Community Trust are particularly active in Henderson-Massey, leading initiatives that support community groups to grow and strengthen their capacity and capabilities.
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	●	▲	71%	65%	53%*	61%*	A particularly wet summer season, flooding, and weather events have meant postponed or rescheduled maintenance along with renovation delays. This has impacted on satisfaction with service’s standards of grounds. Despite this Henderson-Massey has seen a significant (12 percentage points) increase in satisfaction relating to the quality of sports fields. Upgrades, such as Jack Colvin sports field, have been completed and were received very positively by the club and community.
The customers' Net Promoter Score for Pools and Leisure Centres	●	▼	15	-7	16	22	The significant decrease in score for Henderson Massey Local Board area is largely attributable to West Wave Pool and Leisure Centre. West Wave suffered significant damage in the flood event in January 2023 and this has led to the ongoing closure of services within the facility whilst remediation work takes place. We expect there to be ongoing negative sentiment from the community for the first quarter of the new financial year whilst services remain closed. We look forward to reopening the full facility in quarter two of financial year '24.
The percentage of users who are satisfied with the overall quality of local parks	●	▲	69%	60%	55%*	61%*	The impact of weather events have caused significant damage and closures to parks, walkways, and paths with reserves like Dawnhaven Esplanade and Henderson Park paths damaged with sections closed to the public due to safety concerns. Contractors have worked to make these spaces safe and where required carry out further repairs. These damages and closures have impacted on the satisfaction of local park visitors. Playspace upgrades and renewals at Jack Pringle Village Green and Te Pai Skate Park have been received positively by the community and work to increase user satisfaction of the quality of local parks.
The percentage of residents who visited a local park in the last 12 months	●	▼	76%	79%	84%	77%	

Local Community Services measures cont'd over

Local Community Services cont'd

	Results against target	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	25%	38.0%	26.1%	23.7%	This target has been exceeded because Corban Estate Arts Centre, Waitākere Central Community Arts Council, and Pacifica Arts Centre, not only delivered more programmes as a group, they also greatly increased their collective proportion of programmes that respond to Māori aspirations. Additionally, there was significant work with mana whenua in the community and a high number of community grants delivering on Māori outcomes.
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)	●	▲	375,800	406,068	222,945*	434,626*	Library internet sessions were expected to recover after the pandemic, but didn't until March 2023. However, when internet sessions in Henderson-Massey did increase again in March, the increase in use was higher than expected and exceeded the target. All libraries contributed to this increase, but especially Te Atatu Library and Te Manawa Library.
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	●	▬	71%	71%	71%	71%	
The number of participants for local community services, programmes, and facilities	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events ²	●	▲	9,200	9,500	4,000*	14,380	This target has been achieved because of the five events planned and delivered for the year, Christmas Festival, Snow in the Park, Come Fly a Kite, Movies In the Parks and Brass at the Falls. All had good levels of community attendance.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	588,830	486,939	327,504*	600,889	The total number of participants for this financial year is the second-highest compared to the totals from the last three financial years before. Facilities were able to operate without COVID-19 disruptions, which likely helped with this year's progression in participant numbers. Corban's Estate Art Centre has had a number of areas of the facility closed for six months for building and seismic strengthening work, which has affected participant numbers there (with a decrease of 3 per cent this year).
The number of visits to library facilities	●	▲	597,500	552,832	327,761*	558,276*	Library visits were expected to recover after the pandemic, but didn't 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. If Henderson-Massey performed throughout the year as it did after March, it would've reached the target.
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	●		75%	87%	Not measured*	Not measured*	The Waitangi Day at Waititi event was surveyed. The attendance satisfaction was at the upper level of the range compared to other nominated events.
Percentage of customers satisfied with the quality of library service delivery	●	▲	90%	97%	95%	97%	Henderson-Massey 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. Staff surveys also show a high level of staff 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.

2. Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover

Local Planning and Development

Highlights included support of the Young Enterprise Scheme (YES), funding participation of local youth in the Kick Start Days in February 2023 which gave students the opportunity to participate in interactive workshops and brainstorm potential business ideas. The event was well attended.

	Results against target	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 Henderson-Massey Local Board complied with the BID Policy 2022.

Local Environmental Management

Highlights included support of Te Wai o Pareira community group to engage with the wider community and work on water quality improvement initiatives such as weed control of the restoration planting at Tawa Reserve. We support monitoring, restoring, and protecting inanga spawning habitat in the local board area. Following the flooding events, assessments were undertaken, and most of the vegetation has remained intact. We continue to provide funding support for the Henderson Bike Hub at The Falls carpark with well attended patronage and positive feedback from the community.

	Results against target	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 ²			85%	100%	100%	New measure	We successfully delivered five Natural Environment (Environmental Services) and Healthy Waters projects for Henderson-Massey in the 2022/2023 financial year. These projects are the Industrial Pollution Prevention, Ngā Puna Manaaki Īnanga, Whakapiki te mauri o pukearuhe, Pest Free Te Atatū Coordinator and Te wai O Pareira. These projects have contributed towards the board's environmental outcomes as described in its local board plan.
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes			75%	90%	90%	New measure	We successfully delivered nine of ten planned sustainability initiative projects for Henderson-Massey in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan. The Ope Hauāuru: Building Sustainable Community project had delivery issues and its budget was refocused on acquiring equipment to support the programme.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

Henderson-Massey Local Board supported and funded numerous council-led events, including the highly successful Snow in the Park, held at Royal Reserve in Massey in June 2023. Approximately 4,000 people attended the event, enjoying the snow slide, snowplay and other family friendly free activities on offer. The Come Fly a Kite event was also successful, going ahead in March 2023 after being delayed due to bad weather. The event took place in near perfect conditions, attracting around 2,500 visitors throughout the day.

The board’s commitment to programmes, grants and activities that respond to Māori aspirations is shown through Te Kete Rukuruku Programme, which during the year gifted a Māori name to local Te Poi / Starling Park. Te Poi was named by local iwi Te Kawerau ā Maki, mana whenua of Hikorangi (West Auckland). A full suite of bilingual signage has now been installed throughout the park. Signs in other parks in Henderson-Massey that have been selected for dual naming are being updated over time.

West Wave Aquatic Facility’s comprehensive renewals programme, combined with the significant damage caused to the facility during flooding early in 2023, has led to ongoing closures of the facility while remediation work takes place. Understandably, this has impacted on visitor experience, and we expect there to be ongoing negative sentiment from the community until the facility reopens in the second quarter of the next financial year.



▲ Starling Park / Te Poi naming event

Local environment

The board continues to fund and support programmes and positions that contribute to our environmental outcomes, such as the pest free coordinator, Te Wai O Pareira and the climate action activator.

During the year, our climate action activator organised a Programming Māori and Pasifika Potential Initiative to be delivered to a group of rangatahi from Te Kura Kaupapa Māori o Te Kōtuku, in conjunction with The Western Initiative.

The activator also supported Te Kura Kaupapa Māori o Te Kōtuku to make a successful application for an Auckland Climate Grant. The \$3,000 grant will be used to support a meat-free-Friday initiative, an Āhuarangi Wānanga climate project presentation day, and a Kotahi Mano Rākau community orchard hui, as part of an initiative to plant 1,000 fruit and rongoa trees at whānau homes.



◀ Henderson Christmas Festival 2022

Te āhuatanga ā-rohe

Local flavour

Grant helps grow kids’ love for nature

Interest in nature is growing at Edmonton Primary School with an environmental initiative thanks to the Love Your Neighbourhood grant.

The school used the grant money to buy a raised garden bed, known as a veggie pod, so students could experience growing their own plants. Not only has it sparked the students’ interest in environmental activities, it’s also making nature more accessible.

The Love Your Neighbourhood grant is funded by the Henderson-Massey, Whau, Waitākere Ranges and Maungakiekie-Tāmaki local boards and administered by the EcoMatters Environment Trust.

This grant enables local groups to get environmental and volunteer-driven initiatives underway quickly and easily. Grants can be used to help run a clean-up of a local stream or park, community plantings, weeding bees, or for starting gardens, rainwater harvesting or composting systems in community spaces.

“The pod is very important because it means students who are in wheelchairs have access to

the raised garden bed, because they can reach the plants,” says Margaret Samson, Edmonton School Principal.

She says that the simple activity of growing brought different groups of students in the school together in new ways.

“The kids love it – they are now thinking of starting a nature club or getting the juniors involved too.”

Up to \$500 is available for local environmental projects in the Henderson-Massey, Maungakiekie-Tāmaki, Whau or Waitākere Ranges local board areas.

“Making nature accessible through activities and as a part of daily life is a great way for kids to understand the importance of our natural world,” says Henderson-Massey Local Board chairperson Chris Carter, a former Conservation and Education Minister under the Clark Government.

“I’m pleased that as a board we’re able to support it along with other local boards in Auckland.”

▼ Edmonton Primary students growing plants on campus



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		27,340	27,340	28,505
Targeted rates		483	504	502
Subsidies and grants for operating purposes		99	92	87
Fees and charges	1	4,121	5,850	4,991
Local authorities fuel tax, fines, infringement fees and other receipts		206	476	402
Total operating funding		32,248	34,262	34,487
Applications of operating funding:				
Payments to staff and suppliers	2	27,557	28,518	27,957
Finance costs		1,734	1,734	1,272
Internal charges and overheads applied		3,529	3,529	4,988
Other operating funding applications		0	0	0
Total applications of operating funding		32,819	33,781	34,217
Surplus (deficit) of operating funding		(571)	481	270
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	3	13,271	13,892	13,065
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		13,271	13,892	13,065
Application of capital funding:				
Capital expenditure:	4			
- to meet additional demand		383	771	7,799
- to improve the level of service		3,124	6,205	390
- to replace existing assets		9,193	7,396	5,146
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		12,700	14,373	13,335
Surplus (deficit) of capital funding		571	(481)	(270)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to reduced entrance and membership fees from the closure of West Wave Pool and Leisure Centre following the January and February 2023 weather events which caused significant damage. Prior to that West Wave saw an increase in visits - a 43 per cent increase for the month of January 2023 compared to same month in the prior year. Despite these challenges membership increased by approximately 10 per cent compared to the prior year.
2. Payments to staff and suppliers were below plan as normal maintenance and repairs for community assets including community buildings, parks and open spaces ceased due to adverse weather conditions causing contractors to be diverted to assess storm damage and undertake recovery works.
3. Whilst partly offset by lower than planned fees and charges, capital expenditure and payments to staff and suppliers were lower than planned. This resulted in a funding surplus which meant that less debt funding was required than was planned.
4. Capital expenditure was below plan mainly due to the Te Whau Pathway project which was paused while alternative funding and design options were investigated.

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

Jack Pringle Playground opening ▶





▲ Local residents at Snow in the Park

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ISSN 2624-1897 (Print)
ISSN 2624-1900 (PDF)