

Te Poari ā-Rohe o Hibiscus and Bays  
Te Rīpoata ā-Tau 2022/2023

# Hibiscus and Bays Local Board

Annual Report 2022/2023



Volume  
**2.6**

## Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi,  
 kia mihi koutou ki ngā kupu whakareia  
 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 whakatupuranga  
 kia āpitihiā e tatou ki nga tūmanako o tēnei reanga,  
 hei mounga 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 whakataua te haere.  
 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 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.

On the cover: A cafe in Browns Bay.

## 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 Hibiscus and Bays 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 Hibiscus and Bays 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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▲ Coley family at the pump track in Long Bay.

# He kōrero mai i te heamana

## From the chairperson

There have been so many challenges this year but to date we have been able to rise above them, adapt and still deliver results.

In Ōrewa, Kinloch Reserve was seriously affected during the Anniversary Day storms; the stream badly eroded. We needed to strengthen the banks of the stream, something we weren't anticipating doing. It is looking great now, but this means our coastal engineers have had to redesign the walkway route above the Ōrewa Seawall. Building back after events like this is happening in many places, but in the process we often end up having to change other plans. Building and development near the sea and waterways needs to be tough, and to be ready for changes.



kids' feedback on board, and now you can play "the floor is lava" there!

In our libraries, it is exciting to see the wonderful art by local artists, like the amazing ANZAC wreath in East Coast Bays Library. We gave the green light to a well overdue expansion to the Ōrewa Library as well, which will fix the leaking roof, and ideally have space to showcase local art as well.

We have given our feedback on the repairs needed to get Glenvar Road open again, and hopefully, by the start of

summer, this massive storm-damaged part of our area will be fixed and open.

Down in the East Coast Bays, we have fixed some old or damaged bridges and accesses. One of the best little secrets is the steps to Winstones Cove – a great place to take the kids. In Freyberg Park, Browns Bay, we replaced bridges and walkways, with the most well-known being Eel Bridge. We took special care to make sure that it's accessible for everyone to look down through the railings at the eels – or maybe it's so the eels can look up at you?

Children were involved in the design of the renewed playground in Stanmore Bay. At Whenua-roa / D'Oyly Reserve, you'll find a new playground where we took



**Gary Brown**  
Chairperson, Hibiscus and Bays Local Board

# Te Poari ā-Rohe o Hibiscus and Bays

## Hibiscus and Bays Local Board



### Your local board

(Standing L to R) Sam Mills, Gary Brown (Chairperson), Jake Law, Gregg Walden and Leanne Willis.  
(Sitting L to R) Alexis Poppelbaum, Julia Parfitt (Deputy Chairperson) and Victoria Short.



**Browns Bay**  
2 Glen Road, Browns Bay



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# Ngā kaupapa me ngā whakapaipai ake

## Hibiscus and Bays projects and improvements

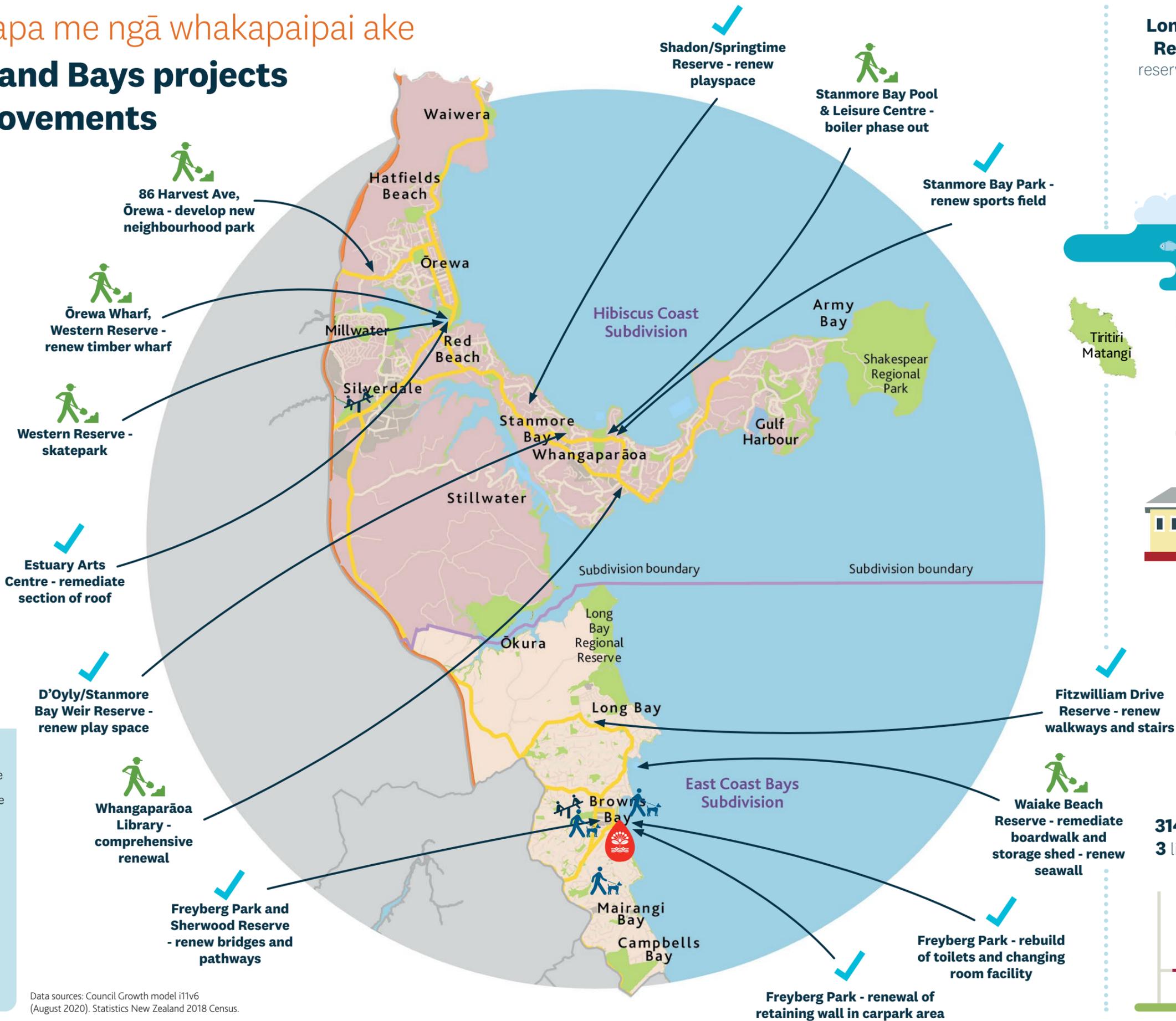
### KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playspace renewals**
-  **Current track renewals**

### LEGEND

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

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



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



Hibiscus and Bays has **155km** of coastline

**73%** of residents own their own home



We are home to **314** parks and sports fields, **3** libraries, **2** leisure centres and **2** arts centres



# Tā mātou pūrongo whakahaere mahi

## Our performance report

### Local Community Services

We continued to improve the quality of our local parks and reserves through ongoing support for our community, and volunteer ecological and environmental initiatives. These included funding to the Centennial Park Bush Society, and the local parks and ecological volunteers programmes.

We funded two community-led outdoor movie events, worked with local communities to plan and deliver programmes that connect communities, neighbourhoods and villages, and continued development of a resilient youth ecosystem in our local board area. We also continued our partnership with mana whenua to promote Auckland’s Māori identity.

 <b>Achieved</b> Target has been met or exceeded	 <b>Substantially achieved</b> Target has not been met by a slim margin (+/-2%)	 <b>Not achieved</b> Target not achieved	<b>* Impacted by COVID-19</b> Measures favourably/unfavourably impacted by COVID-19
 <b>Progress made</b> Result improved from prior-year result	 <b>No change</b> No change from prior-year result	 <b>No improvements</b> 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	
<b>Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities</b>							
Percentage of Aucklanders that feel their local town centre is safe - day time			87%	75%	84%	85%	While the 2022/2023 result did not meet target, the majority of comments noted people felt safe during the day. Crime and antisocial behaviour has been observed in local areas and appears to have contributed to the lower score. 12 percent of residents surveyed actively felt unsafe during the day with the remainder of residents feeling neutral or without a view.
Percentage of Aucklanders that feel their local town centre is safe - night time			52%	34%	47%	41%	A general increase in crime and aggressive behaviour has deterred residents from going out in the dark. Suggestions to improve night time safety included increased lighting and cameras, and more visible police and security presence. 40 percent of residents surveyed actively felt unsafe in their local town centre with the remainder of residents feeling neutral or without a view.
<b>Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities</b>							
The percentage of Empowered Communities activities that are community led			65%	71%	92%	90%	Community-led empowered communities activities again formed the majority of activities delivered. Hibiscus and Bays has a strong community led focus and has created new opportunities across the community. However, the new opportunities require a level of capacity building to ensure that the community has the capability to fully lead, therefore result has dipped compared to the prior year.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			70%	93%	88%*	60%	The percentage of Hibiscus and Bays Local Board activities that build capacity and capability greatly exceeded their target. The investment in capacity and capability has been an essential tool to strengthen the community, particularly after the storms and floods and COVID-19. The board has focused on offering activities for building strength and resilience and collaborations.
<b>We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often</b>							
The percentage of park visitors who are satisfied with the overall quality of sportsfields			75%	71%	67%*	72%*	Visitor satisfaction for sportsfields was below target, although there was a slight improvement from the previous year. Flooding and weather events have significantly impacted maintenance and availability of sportsfields such as Stanmore Bay Park and Deep Creek Reserve. Playing surfaces have also been impacted by dogs that pit and dig the ground. This creates a safety hazard for players and requires repair work. All of these factors have impacted on satisfaction with service’s standards of grounds.
The customers' Net Promoter Score for Pools and Leisure Centres			52	46	51	63	While the result did not meet target, customers were generally satisfied with the services in both Stanmore Bay and East Coast Bays centres, and customer feedback has been positive. An area to improve on for next year is to increase the availability of the centres, as a challenge this year was keeping centres open due to staffing shortages.
The percentage of users who are satisfied with the overall quality of local parks			75%	63%	66%*	72%	Weather events have caused significant damage and closures to parks, walkways, and paths, which has impacted the availability and quality of local parks, such as at Cranston and Bayside Coastal Reserve. There was also significant coastal damage at Murray's Bay and Ōrewa Beach resulting in closures. These factors have impacted on the satisfaction of local park visitors.
The percentage of residents who visited a local park in the last 12 months			88%	88%	81%	80%	

Local Community Services measures Cont'd over

## Local Community Services cont'd

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We showcase Auckland's Māori identity and vibrant Māori culture</b>							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	14%	18%	12%	17.4%	The percentage of local programmes, grants and activities that respond to Māori aspirations exceeded the target. This was largely driven by the high proportion of local grants which contribute to Māori outcomes, reflecting the understanding and desire of the local community.
<b>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</b>							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▲	150,000	149,921	71,174*	148,677*	The number of internet sessions at Hibiscus and Bays local board libraries were on target. This year there were minimal COVID-19 disruptions to library services compared to previous years, and the usage of internet services at libraries has recovered.
The percentage of local community services, programmes and facilities that are community led	●		Set baseline <sup>1</sup>	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	●	▬	89%	89%	89%	89%	
The number of participants for local community services, programmes, and facilities	●		Set baseline <sup>1</sup>	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events	●	▬	0	0	0	281	Hibiscus and Bays Local Board did not fund any council-led community events therefore there is no result for this measure. However the board funded two community-led movie events, and funded various other community-led events through their Event Partnership Fund.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	234,000	230,433	119,726*	185,597*	The total number of participants for this financial year is the highest compared to the totals from the last three financial years before. Facilities were able to operate without COVID-19 disruptions, which helped increase participant numbers.
The number of visits to library facilities	●	▲	660,000	580,437	344,370*	513,514*	Although physical visitation at our three libraries has seen some recovery, it is not yet at the pre-COVID-19 level, and is slower than expected. East Coast Bays was the highest used library.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	●		Set baseline <sup>1</sup>	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured	Not measured*	Not measured*	The Okura Forest Festival, held in February 2023, was the nominated event, however a physical survey was not organised as there was a high likelihood of the event being postponed due to poor weather and site conditions.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	97%	94%	96%	Our three libraries continued to exceed the customer satisfaction target in line with prior year expectations. Customers were especially satisfied with the service provided by our frontline library staff.

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.

## Local Planning and Development

We supported the successful establishment of a Business Improvement District programme for the Silverdale Business Association in 2022/2023. We also continued to support and engage with all five business associations within the Hibiscus and Bays Local Board area.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We help attract investment, businesses and a skilled workforce to Auckland</b>							
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations			100%	100%	100%	100%	All BIDs in the Hibiscus and Bays Local Board complied with the BID Policy 2022.

## Local Environmental Management

We supported 10 local environmental initiatives, including reducing the amount of waste going to landfill from the Browns Bay catchment through the Trash Free Taiaotea programme, educating local businesses in Silverdale on reducing pollution, and continuing with the survey and restoration of inanga spawning sites

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change</b>							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			75%	100%	100%	New measure	We successfully delivered the Eco Neighbourhoods and Ko te wai he taonga projects, which contribute towards low carbon and sustainability.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes			85%	83%	100%	New measure	We successfully delivered five of six water quality and natural environment improvement projects in 2022/2023. The pest plans on private land Ōkura project had some delays in delivery and is expected to be complete in quarter one 2023/2024.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			75%	100%	100%	New measure	We delivered two projects this year focusing on waste minimisation.

# He whakamārama mō ā mātou mahi whakahaere

## Our performance explained

### Local community services

Having a protected and enhanced environment is one of our local board plan outcomes.

This year, Hibiscus and Bays Local Board provided over \$120,000 in funding for four sustainability and waste minimisation projects.

The Ko te Wai he Taonga: Water is a Treasure Project delivers interactive educational sessions to students, teachers and whānau. Led by the Mountains to Sea Conservation Trust, five local schools and early childhood centres participated in sessions that focussed on the importance of water to life, water conservation, stormwater pollution in urban settings, and visits to local streams.

Eco-Neighbourhoods is another project supported by the local board, with the objective of encouraging local neighbourhood groups to adopt sustainable, low-carbon living habits. Expert facilitator guidance is provided to develop an action plan for each neighbourhood group, consisting of six or more different households. This year, there were up to 15 neighbourhood groups participating from all over Hibiscus and Bays, from Mairangi Bay all the way up to Hatfields Beach.

The Eco Early Childhood Education Programme (previously known as Zero Waste) connects trained facilitators with local early childhood centres to work through a 10-step waste minimisation plan. Advice and guidance is provided every step of the way, along with workshops and waste audits. One of the key outcomes of this programme is to set up successful systems to divert food waste from landfills – an outcome that was achieved in many centres this year.

Trash Free Taiaotea is a project in Browns Bay that brings residents and businesses together to reduce the amount

of waste going to landfill. The board increased its financial support for the project this year, enabling it to get more done, such as organising clean-up events for Browns Bay beach, running zero-waste workshops and raising awareness with local residents. The team at Trash Free Taiaotea also continued to engage and work with local businesses to generate a brand image for Taiaotea / Browns Bay that focuses on it being a zero-waste destination.

2022/2023 has been another year where we successfully delivered all our planned local sustainability and waste minimisation projects, contributing towards our protected and enhanced environment.



▲ Silverdale War Memorial Park playground



► Shared path next to Hibiscus Coast Highway, Ōrewa

# Te āhuatanga ā-rohe

## Local flavour

### Supporting young people in Hibiscus and Bays

Helping young people make positive changes in their lives and have a choice in decisions that impact them is a priority for the Hibiscus and Bays Local Board.

In Browns Bay, in response to community concern around Youth violence and bullying, a hui was held bringing together community members, agencies and businesses to understand each others perspective and what was really going on, and from that meeting Bays in Action emerged. It is a collective that promotes greater wellbeing for all – with a intentional focus on Youth development.

A partnership between Heart of the Bays and Auckland North Community Development (ANCAD) is supported by the Ministry of Social Development and the local board, has enabled Bays in Action to deliver Youth-orientated activities and events as well as the regular network meetings.

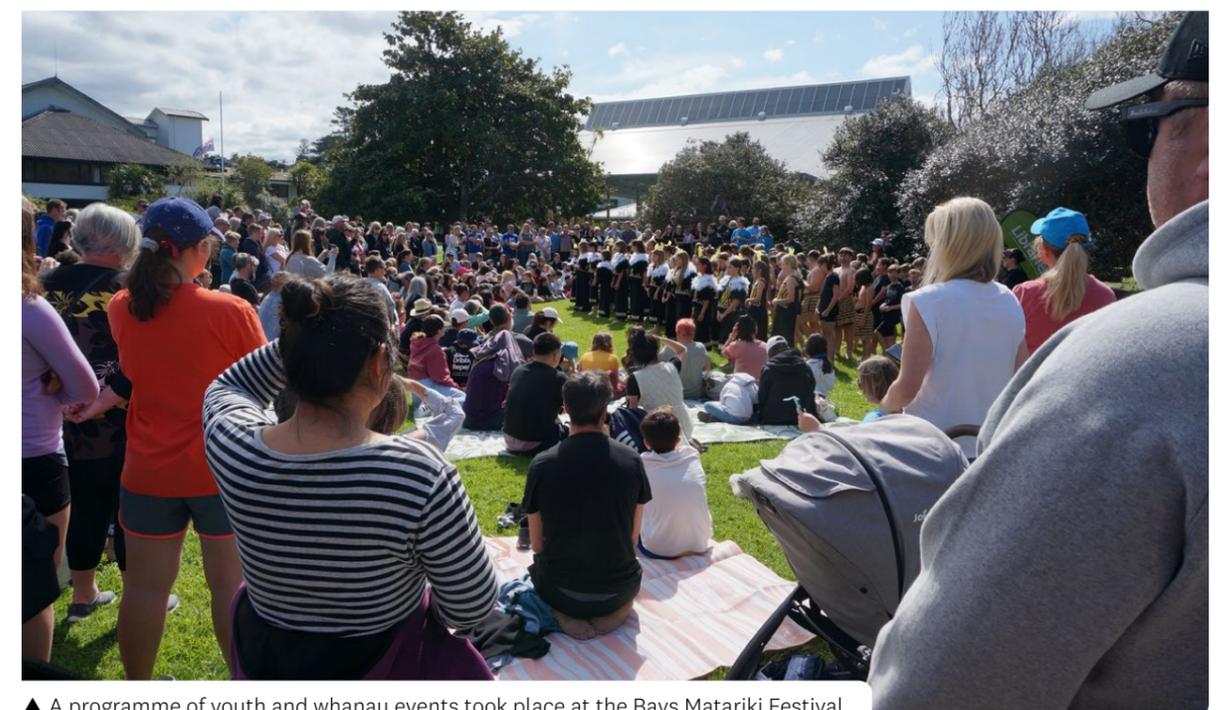
Youth is at the heart of everything they do, and the whakataukī/Māori proverb says it best: *“Nāku te rourou nāu te rourou ka ora ai te iwi / with your basket and my basket, we will sustain everyone.”*

The Hibiscus Coast Youth Haoura Network started in response to similar community concerns with Youth violence but has a focus on supporting Youth wellbeing first by connecting, strengthening and enabling the organisations, groups and clubs across the ecosystem that are already doing great work with young people.

The local board has enabled this by supporting the facilitation, using Heart of the Bays as the umbrella organisation, and while it is still new network, it has already achieved some great successes.

In July the Network was accepted into the Ember Innovations: Flourishing Rangatangi/Youth in North Auckland challenge and as a collective of over 20 organisations. It is working together with mentors, industry experts and supporters to develop ways to increase their impact focusing on what they can achieve as a collective, that the individual organisations can not.

Youth wellbeing is at the heart of everything they do and the whakataukī / Māori proverb says it best: *“ehara taku toa i te toa takitahi engari he toa takitini / my strength is not that of one by of many (the collective).”*



▲ A programme of youth and whanau events took place at the Bays Matariki Festival.

# 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*
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		19,444	19,444	19,969
Targeted rates		493	514	496
Subsidies and grants for operating purposes		478	638	585
Fees and charges		2,863	3,168	2,876
Local authorities fuel tax, fines, infringement fees and other receipts		148	127	74
<b>Total operating funding</b>		<b>23,426</b>	<b>23,891</b>	<b>24,000</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	1	20,566	18,934	19,358
Finance costs		1,516	1,516	1,155
Internal charges and overheads applied		3,133	3,133	3,402
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>25,216</b>	<b>23,583</b>	<b>23,915</b>
<b>Surplus (deficit) of operating funding</b>		<b>(1,790)</b>	<b>308</b>	<b>85</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	9,284	18,770	7,585
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
<b>Total sources of capital funding</b>		<b>9,284</b>	<b>18,770</b>	<b>7,585</b>
<b>Application of capital funding:</b>				
Capital expenditure:	3			
- to meet additional demand		85	644	86
- to improve the level of service		217	291	96
- to replace existing assets		7,192	18,144	7,488
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>		<b>7,494</b>	<b>19,078</b>	<b>7,670</b>
<b>Surplus (deficit) of capital funding</b>		<b>1,790</b>	<b>(308)</b>	<b>(85)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

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

1. Payments to staff and suppliers were above plan due to several adverse weather events over January and February 2023, which had significantly impacted and damaged local assets in Hibiscus and Bays. In addition, contractors have increased the level of general maintenance this year with the focus on streetscape and building cleaning.
2. Whilst partly offset by higher than planned payments to staff and suppliers, capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than was planned.
3. Capital expenditure was below plan due to the deferral to future years of both the physical works for the Ōrewa’s northern seawall renewal project and the development of a new neighbourhood park at 86 Harvest Avenue, Ōrewa.

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

► Awaruku Predator Project’s Community Catchment Activator Simon van den Berg monitors a bait station.





▲ Browns Bay boardwalk.

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