

Te Poari ā-Rohe o Upper Harbour
Te Rīpoata ā-Tau 2022/2023

Upper Harbour Local Board

Annual Report 2022/2023



Volume
2.17

Mihi

Tēnā kia tīkina atu e au he mihi,
 he whakamānawa anō hoki
 mai i ngā iwi taketake o te rohe nei.
 Te toko ake i te rau aroha
 o te tini whāioio kua whakakāinga nei
 hei puru, hei takā mō tēnei tipua,
 a Tāmaki Makaurau,
 herehere tāngata, hereherenga tikanga.
 Kia ea ai te kōrero rā,
 “Kua hora te Waitematā
 i ngā waka kapi-tai o Taikahu.”
 Kia tere ko te tai tapu i te kauanga o te rangi,
 he au maunutanga-toroa,
 whai mai rā i ahau.
 Ko au tēnei i toko ake ki te muriwai o te Waitematā,
 tūtakinga o te wai tai
 me te wai māori ki Te Whenuapai.
 Kei kī mai koe, “He aha tōna pai?”
 tērā au te whakahoki atu,
 “He whenua taurikura hei kāinga tupunga uri.
 He kōpūtunga ngaru tāngata te whakaeke tonu mai,
 te whakaeke tonu mai.”
 Nau mai e taku rahi, nau mai e taku iti,
 ki ngā kapu o aku ringa koe atawhaitia ai.



Let me express greetings
 and send good wishes
 from the indigenous people of this place.
 These, coupled with blessings that beckon with love
 to all and sundry,
 the ‘stops’ and ‘lashings’ that have chosen to make
 Auckland home,
 uniting people and inculcating cultures.
 This gives meaning to the adage,
 “Waitematā is awash
 with all manner of vessel plying the tides of Taikahu.”
 Reaching like a sacred tide to heaven itself
 and like an albatross on a thermal wave,
 follow me if you can.
 Here I am in the backwaters of the Waitematā,
 where sea meets
 freshwater at Whenuapai.
 You might ask “What good does it offer?”
 I would answer,
 “It is a prosperous and peaceful place.
 Home to generations yet to come,
 like the foam on a rising tide, they will keep on coming.”
 Welcome both great and small,
 in the cup of my hands I will nurture you.

On the cover:
 Girls learning to skate at Collins Park in Greenhithe.

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 Upper Harbour 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 Upper Harbour 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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▲ Northern Interceptor Park

He kōrero mai i te heamana

From the chairperson

On behalf of the Upper Harbour Local Board, I am pleased to present our annual report for the financial year 2022/2023.

This year has had many challenging events notably the flooding in January 2023 and Cyclone Gabrielle. Many of our residents were badly affected and there were also impacts on local board assets. The wider council group is working hard to both rectify and to prevent issues in the future with much more work going into proactive maintenance, community emergency responsiveness planning and infrastructure planning.



Many significant projects are underway with Observation Green Playspace in Scott Point completion expected in quarter one of 2023/2024, Te Kori Scott Point stage 1a aiming for completion in quarter two of 2023/2024 and the Caribbean Drive sportsfields and new toilet aiming for completion by the end of 2023/2024.

Despite the rain, we enjoyed one Movies in Parks event, many fun outdoor activities as well as Anzac Day events. We have funded the digital upskilling of our senior

The local board has continued to support positive community outcomes through access to contestable grants, access to council owned facilities and approving new leases on council spaces. We have continued to fund our community partners in Albany, Whenuapai, Hobsonville and Greenhithe, and we continue to provide support to Business North Harbour.

The local board has invested in our environment including funding for the Upper Waitematā Ecology Network, volunteer planting, developing a Pest Free Strategy, and waste minimisation and education at new developments. We have supported organised sport, including renewing softball diamond skins and upgrading the lights at Bay City Park and Albany Domain. We have also renewed playspaces including Greenhithe War Memorial Park, Hobsonville War Memorial Park and Parkwood Reserve.

residents and activations for members of our ethnic communities. These alongside many more events add huge value to the wider Upper Harbour Community.

There are significant challenges for 2023/2024. We will continue to ensure our investment supports our diverse communities, protects and enhances our natural environment, encourages community participation, responds to growth and development and supports our economic development.

We thank everyone in our community who partner with us to make a difference.

Anna Atkinson
Chairperson, Upper Harbour Local Board

Te Poari ā-Rohe o Upper Harbour

Upper Harbour Local Board



Your local board

(L to R) Callum Blair, John McLean, Anna Atkinson (Chairperson), Kyle Parker, Uzra Casuri Balouch (Deputy Chairperson) and Sylvia Yang.



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Ngā kaupapa me ngā whakapaipai ake

Upper Harbour projects and improvements

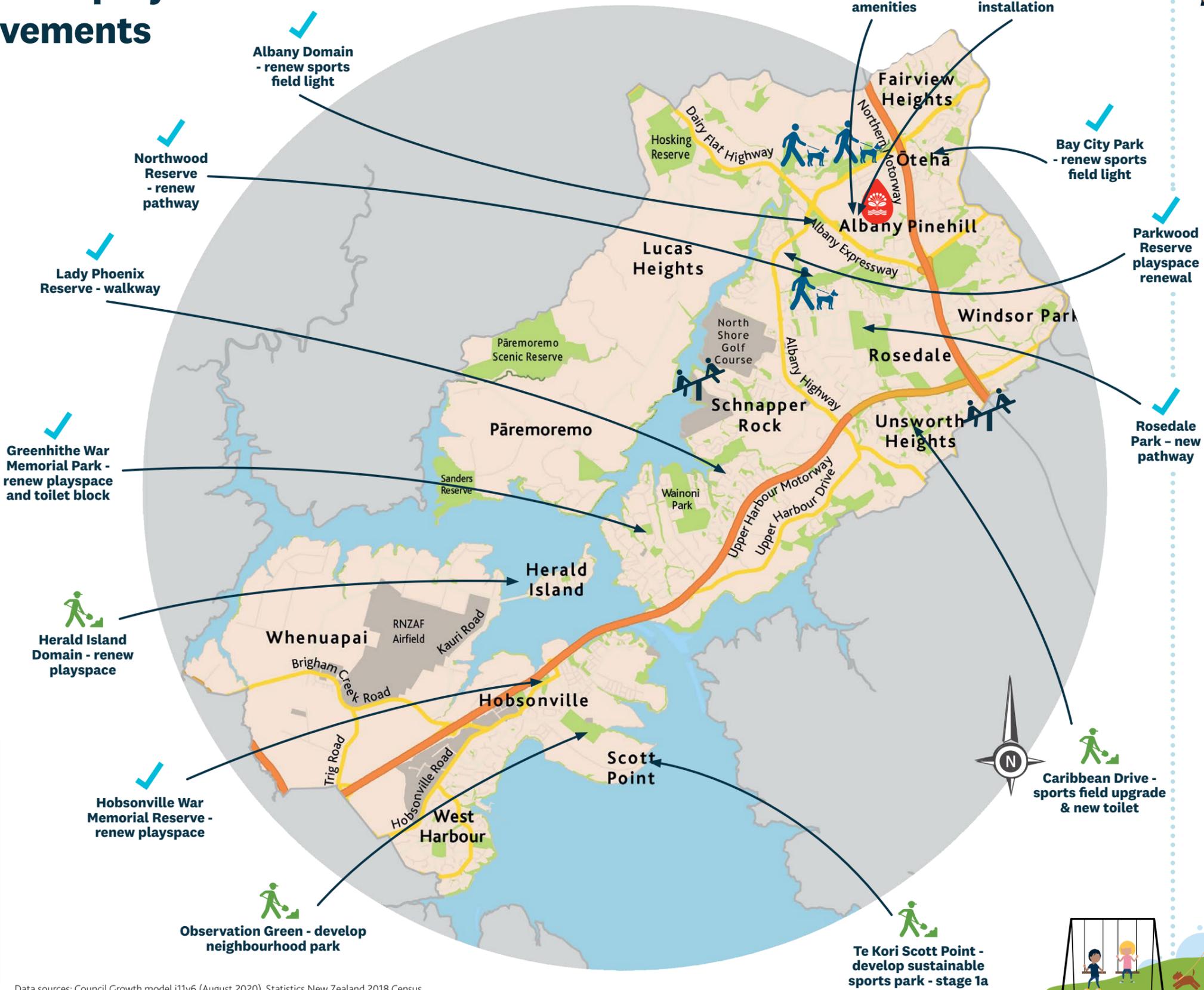
KEY TO CURRENT AND PLANNED PROJECTS

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

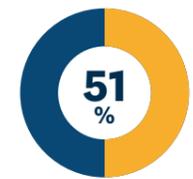
LEGEND

-  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.



Our population is expected to increase by **60%** from an estimated 67,716 in 2020 to more than **108,000** in 2041

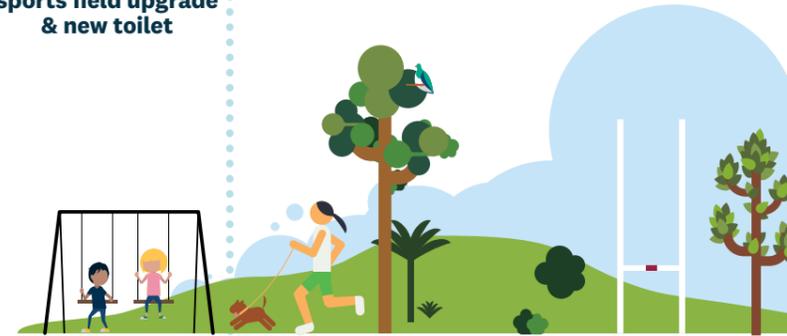


51% of residents were born overseas, many of whom have lived here for less than 10 years

The only local board area with an **operational Air Force base** (in Whenuapai)



We are home to more than **200 local** parks and sports fields, **1** library, **1** recreation centre and **3** community centres



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We continued with our extensive capital programme including the completion of renewals at Parkwood Reserve, Hobsonville War Memorial Park and Bay City Park. There was also significant progress on projects such as Observation Green park and playspace, Caribbean Drive and Te Kori Scott Point. At the Albany Pool, we successfully installed solar panels on the roof as a renewable energy source.

We continued to support placemaking activities in Albany, Greenhithe, Whenuapai and Hobsonville, and funded volunteer planting in our local parks.

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.

	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	●	∨	81%	67%	75%	79%	While the 2022/2023 result did not meet target, a majority of survey respondents did actively feel safe during the day. Comments referred to increased crime and antisocial or aggressive behaviour around transport links. Suggestions include more social services for youth. 13 percent of residents surveyed actively felt unsafe during the day.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	∨	43%	28%	48%	46%	The main deterrent to feeling safe at night was the perception that the rate of crime, such as robberies and burglaries, is increasing. More visible police presence was suggested as a way to improve the feeling of safety. 42 percent of residents surveyed actively felt unsafe during the 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	●	∧	75%	96%	86%	78%	The Upper Harbour Local Board funds community partners such as Greenhithe Community Trust and Harbour Sport to deliver activities including community safety and environmental initiatives, ecology and emergency workshops, and community events.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	∨	38%	79%	86%	38%	Community groups deliver most of Upper Harbour's empowered communities activities, and have continued to focus on upskilling and building capacity and capability for local residents and communities, including digital literacy programming, suburban connectivity activations and building resilient neighbourhoods through a series of local events and classes.
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	●	∨	85%	59%	68%*	73%	Flooding and weather events have significantly impacted the maintenance and availability of sports fields. There has been higher presence of weeds on sportsfields due to the wet weather, such as at Rosedale Park. Weather has also delayed renewal work such as those in Windsor Park. These factors have impacted customer satisfaction.
The customers' Net Promoter Score for Pools and Leisure Centres	●	∨	45	24	48	49	Staffing shortages this year have resulted in reduced levels of service to maintain acceptable and safe staff to customer ratios at Albany Stadium Pool. There has also been several facility closures due to glass related safety incidents. These operational issues are planned to be addressed in 2023/2024 in order to continue delivering exceptional service for the community.
The percentage of users who are satisfied with the overall quality of local parks	●	∨	75%	67%	72%*	70%*	User satisfaction with local parks has reduced compared to prior years and is below target. This year's weather events have disrupted park maintenance and damaged local parks such as Kell Park and Hooton Reserve. Planned renewal works such as those in Sanders Reserve have also been deferred to assess the impact of storm damage. These factors have had an impact on local park satisfaction.
The percentage of residents who visited a local park in the last 12 months	●	∧	79%	87%	84%	83%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	∧	10%	7%	5%*	10%	The Upper Harbour Local Board primarily supports initiatives which contribute towards Māori outcomes through local grants and community-led initiatives. However as reporting methodology averages with arts and culture programmes, which Upper Harbour did not directly deliver any, the result was below target.

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
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 life¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▲	49,100	55,740	22,289*	54,131	Internet usage has bounced back extremely well at the Albany Village Library, exceeding the target for the year. Almost 90% of internet usage was through the WIFI network.
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%	0%	0%	100%	The Upper Harbour Local Board did not directly deliver any arts and culture programmes this year. Upper Harbour does not have an arts facility within the local board area, therefore opportunities to directly deliver arts and culture initiatives are limited.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	75%	100%	100%	75%	In 2021/2022 the Upper Harbour Local Board awarded Harbour Sport the management of Albany Community Hub. All four community places in our network are now community led.
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	●	▲	2,200	2,500	0*	0	We successfully delivered a council-led Movies in Parks event at Rosedale Park, the first in three years, and the turnout exceeded expectations.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	72,700	186,446	83,423*	155,545	Under the community-led model, participant numbers at Sunderland Lounge, Albany Community Hub, Hobsonville HQ and Meadowood Community House have greatly exceeded historical results, driven by high levels of community activation and events. The local board has revised its target for the upcoming year 2023/2024 to reflect the new pattern of usage.
The number of visits to library facilities	●	▲	170,600	132,614	91,593*	151,406	Although physical visitation at the Albany Village Library has seen some recovery, it is not yet at the pre-COVID-19 level, and is recovering slower than expected.
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%	93%	Not measured*	Not measured*	The Shore to Shore event was surveyed this year, and attendee satisfaction exceeded the target.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	97%	95%	96%	The Albany Village Library 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.

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

We supported local businesses with opportunities to access business mentoring, and supported students from local schools to take part in the Young Enterprise Scheme 2023. Unfortunately the business emergency preparedness workshop, planned for the second half of 2022/2023, was postponed due to the adverse weather events. We also continued our ongoing support and engagement with Business North Harbour.

	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%	Business North Harbour met their BID programme obligations.

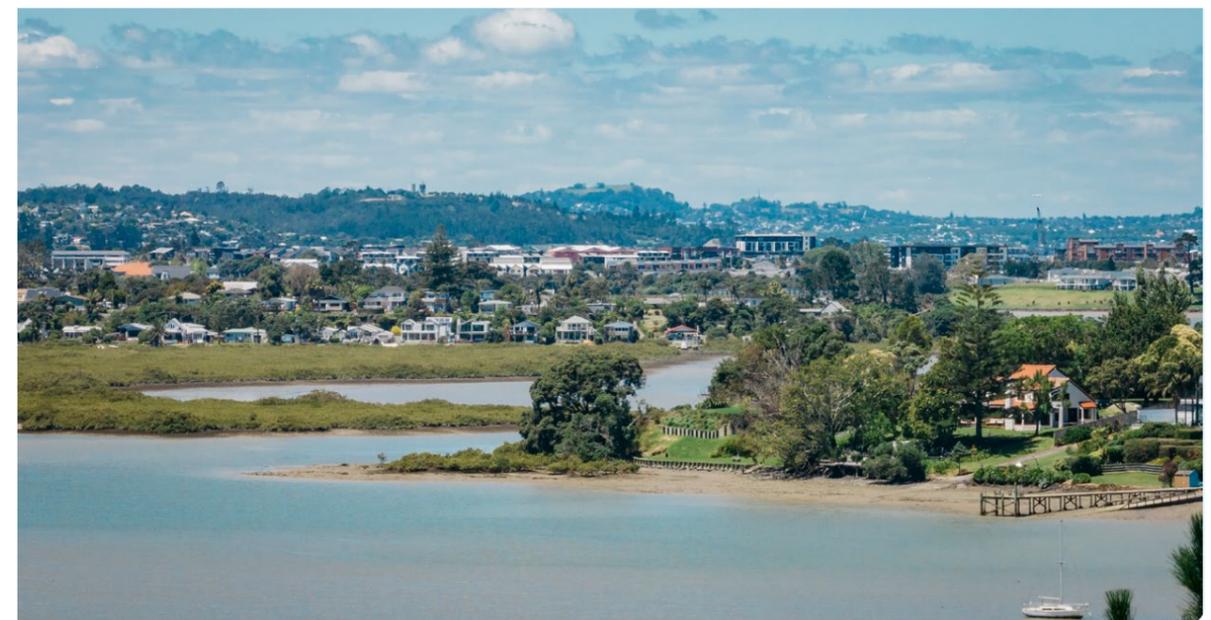
Local Environmental Management

We continued to closely support local environmental initiatives, including the Upper Harbour Ecology Initiatives Assistance programme, construction waste education and enforcement, and the Sustainable Schools project. Our Pest-Free Upper Harbour Strategy is underway and will be delivered in early 2023/2024.

	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 low carbon or sustainability projects that have successfully contributed towards local board plan outcomes	●		75%	100%	New measure	New measure	We successfully delivered the Sustainable schools project - Our Local Streams this year.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	●	▼	85%	75%	100%	New measure	We successfully delivered three of our four local water quality and natural environment improvement projects this year. Our Upper Harbour pest free strategy document is under way and is intended to be completed in 2023/2024.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes ²	●	—	75%	100%	100%	New measure	We successfully delivered our construction waste education and leadership project, in an effort to minimise illegal dumping of construction waste in Upper Harbour.



▲ Christmas Beach playground, Herald Island



▲ Whenuapai

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Upper Harbour Local Board is a strong supporter of community-led places, funding local community groups to manage and activate our four community places: Hobsonville Headquarters, Sunderland Lounge, Meadowood Community House and Albany Community Hub.

This year, our community-led places have achieved historical usage levels, with over 180,000 participants and over 17,000 booked hours. This is due to the effort and hard work that our community groups have put into events, programmes and initiatives, ensuring our shared community spaces are used to the fullest.

Hobsonville Headquarters has seen an increase in activities, including business networking events and community group gatherings. It was also a collection point for the Hawkes Bay Relief Drive, a two day donation event involving a team effort by more than 20 local volunteers, staff and local board members.

Sunderland Lounge had the most participants and visitors on site this year, hosting our new local board's inauguration ceremony, as well as local markets and the Bling on Point Diwali event. Sunderland Lounge hall, which has capacity for over 200 people, is often booked for larger-sized community events.

The newly refurbished Meadowood Community House in Unsworth Heights has been well used by local community groups: playgroups, fitness, religious, special interest, after-school and new-migrant groups all use the facility. In May, the community house partnered with the Get Messy Playgroup to host a pink ribbon fundraising morning tea, with a great turnout of children and parents.

The Albany Community Hub regularly hosts community events, such as community meals and community workshops, family fun days, and even temporarily became a civil defence centre in May. Rooms at the hub are often booked for different activities, including after-school programmes, fitness classes and youth development programmes. This year, the space outside the hub started hosting Saturday community markets, held once a month, with over 80 stallholders taking part.

Our facilities are well enjoyed by a wide range of people in our community, and this is reflected in their significant usage this year, well exceeding anticipated usage and reaching a three year high for the number of participants.



▲ Buses head into Constellation Station.

Te āhuatanga ā-rohe Local flavour

Get planting in Upper Harbour

Winter was the time for planting thousands of native plants in local parks across the Upper Harbour Local Board area.

Every year locals are invited to help out, with many hands required for planting during a short season that spans three months.

Volunteers and council parks staff appreciate the extra help because while wintertime is ideal for planting, it is a busy time, and some parks have large areas to plant.

Greenhithe Community Trust Eco Facilitator Nicola Robertson plays a key role encouraging locals to volunteer at planting days.

“Planting benefits native wildlife and biodiversity and helps with forest regeneration and sediment reduction.”

“A planting day is a tangible contribution you can make to your community, providing you with the opportunity to connect with other local residents, while caring for the environment.”

Every year, the local board funds public planting days across Upper Harbour. Planting days have taken place at Nimrod Reserve, East Sutherland Bridge and Pahiki Reserve in the west, and The Landing, Sanders Reserve, Oratau Reserve and Wainoni Park in the east.

Locals who signed up for the community planting day at Te Kori Scott Point got a sneak peek at the new park being developed at Scott Point. The special planting day was timed to welcome Matariki and volunteers helped place some of the many plants that will provide life to the park.

Students often lead the way and volunteer in parks near their schools. School planting sites included Bluebird Reserve, Hosking Reserve, Rosedale Park, Wainoni Park and William Gamble Reserve.

Upper Harbour Local Board Chairperson Anna Atkinson is grateful that locals love to volunteer and look after the environment.

“They are generous with their time and willing to give back to their community.”



▲ Friends of William Gamble, Greenhithe Community Trust and college students planting and weeding at William Gamble Reserve.

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		12,060	12,060	11,759
Targeted rates		702	732	726
Subsidies and grants for operating purposes		28	28	28
Fees and charges	1	2,859	3,431	3,226
Local authorities fuel tax, fines, infringement fees and other receipts		413	117	101
Total operating funding		16,061	16,368	15,840
Applications of operating funding:				
Payments to staff and suppliers	2	15,388	13,420	13,100
Finance costs		656	656	422
Internal charges and overheads applied		2,148	2,148	2,260
Other operating funding applications		0	0	0
Total applications of operating funding		18,192	16,224	15,782
Surplus (deficit) of operating funding		(2,131)	144	58
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	18,130	12,650	10,625
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		18,130	12,650	10,625
Application of capital funding:				
Capital expenditure:	4			
- to meet additional demand		10,799	1,795	4,508
- to improve the level of service		2,293	7,373	1,548
- to replace existing assets		2,907	3,627	4,628
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		15,999	12,794	10,683
Surplus (deficit) of capital funding		2,131	(144)	(58)
Funding balance		0	0	0

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

1. Fees and charges revenue is primarily from patronage of services at the Albany Stadium Pool, such as pool, gym and learn to swim programmes. Post COVID-19 recovery of patronage revenue was slower than anticipated, resulting in lower revenue than planned.
2. Payments to staff and suppliers were above planned expenditure due to adverse weather conditions and Cyclone Gabrielle damaging open spaces and tracks. In addition, contractors have increased the level of general maintenance this year to raise the standards for local open spaces and facilities, as reflected in higher average audit scores for the year.
3. Capital expenditure and payments to staff and suppliers were above plan, and fees and charges were less than planned. This resulted in a funding deficit which meant that more debt funding was required than was planned.
4. Capital expenditure was higher than planned due to deferred and additional work on the Te Kori Scott Point sustainable sports park. This was partly offset by the deferral of expenditure on a replacement library in the Upper Harbour area, which is still in the investigation phase.

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

Amelia Song jumps on the obstacle course at Hobsonville Point Park. ►





▲ People walking in Sanders Reserve, Paremoremo

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