

Devonport-Takapuna
Te Rīpoata ā-Tau 2021/2022

Devonport-Takapuna Local Board

Annual Report 2021/2022



Volume
2.2

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.
 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 hēteri 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.

He kōrero mō tēnei rīpoata About this report

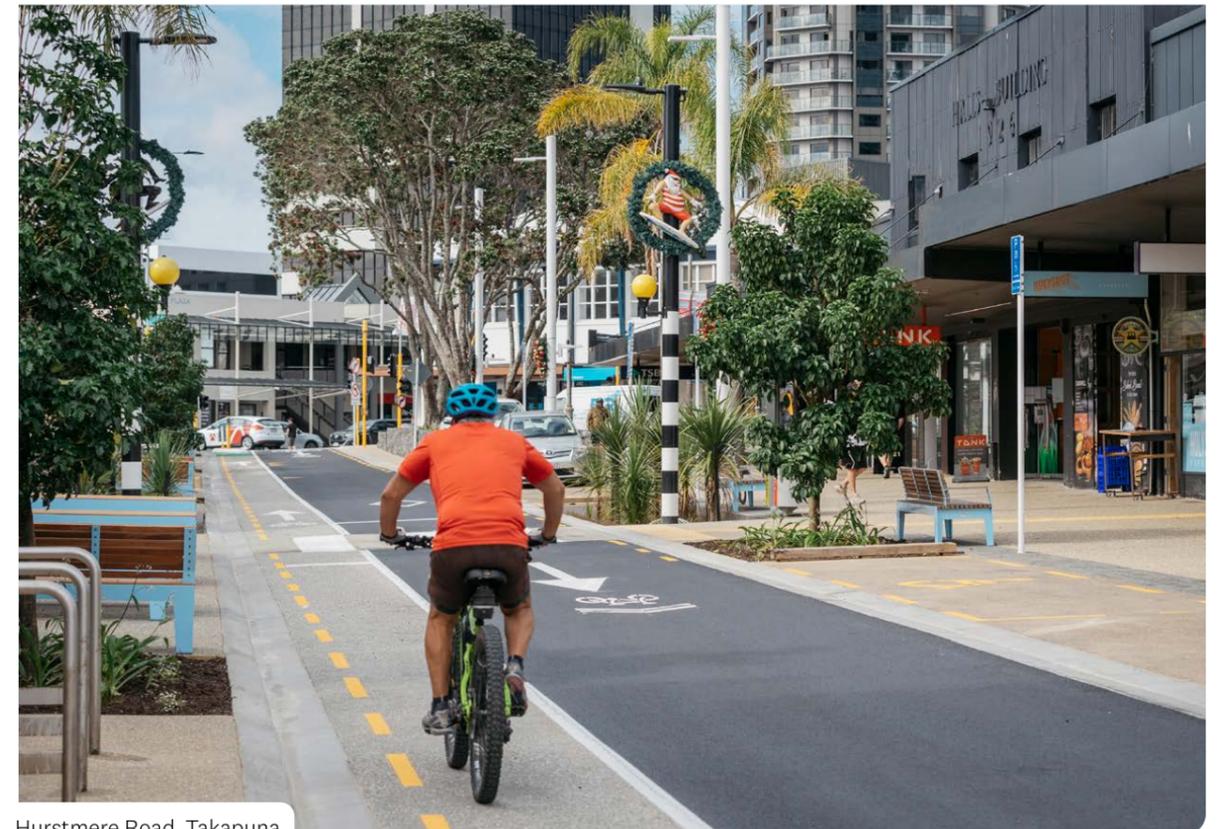
This annual report tells the story of how Auckland Council has performed in delivering services in the Devonport-Takapuna Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. 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 2021/2022.

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.**

CONTENTS

Mihi	2
About this report	3
From the chairperson	4
Our board	5
Our area	6
Performance report	8
Local flavour	15
Financial information	16



Hurstmere Road, Takapuna

He kōrero mai i te heamana

From the chairperson

I am pleased to present the Devonport-Takapuna Local Board annual report. The Devonport-Takapuna Local Board has again delivered a range of projects and activities which benefit our residents, despite the ongoing challenges of the pandemic.

The past year has seen new playgrounds built at Montgomery, Kawerau Oliver, Melrose, Lansdowne, Nile and Linwood Reserves, and a new community space by the Sunnynook Community Centre. Milford and Takapuna beachgoers now have new toilet and changing facilities. Takapuna also has a Changing Places facility for the disabled.



and legislation including new requirements on housing zones and intensification* and the Three Waters reforms. We provided input into council bylaws including property maintenance and nuisance, signs, freedom camping, animal management, and public trading, events and filming. We also contributed to plans including Auckland golf investment, speed management, and the Historic Heritage Schedule. We were delighted to support community-led initiatives which resulted in a wonderful new pump track

We collaborated with the Kaipātiki local board, residents' groups, the council's Healthy Waters team, and Watercare to focus on contamination in the Wairau catchment and our beaches. This project is now listed as a recipient of Water Quality Targeted Rate funding. Healthy Waters found multiple unconsented sewage connections into stormwater drains which have now been repaired, and the longstanding 'no-swim' black notice in the Wairau Estuary has been lifted.

at Woodall Park and thriving community garden at Seine Reserve. We thank these and many other community organisations and volunteers for their passion and commitment, and their valuable contributions to the place we all love to call home.

We invested in environmental initiatives including multiple council and community pest-free and restoration programmes.

Through our grants programme, we aided numerous community organisations and activities throughout the area, benefiting residents of all ages and stages.

We have also been strong advocates for our communities and residents on government policies

Ruth Jackson
Chairperson, Devonport-Takapuna Local Board

* National Policy Statement – Urban Development (NPS-UD), and Resource Management (Housing Supply and Other Matters) Amendment Act 2021.

Te Poari ā-Rohe o Devonport-Takapuna

Devonport-Takapuna Local Board



Your board

(L to R) Jan O'Connor (Deputy Chairperson), Aidan Bennett, George Wood, Ruth Jackson (Chairperson), Toni van Tonder, Trish Deans.



1 The Strand, Takapuna



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Open Monday-Friday, 8.30am-5pm
Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

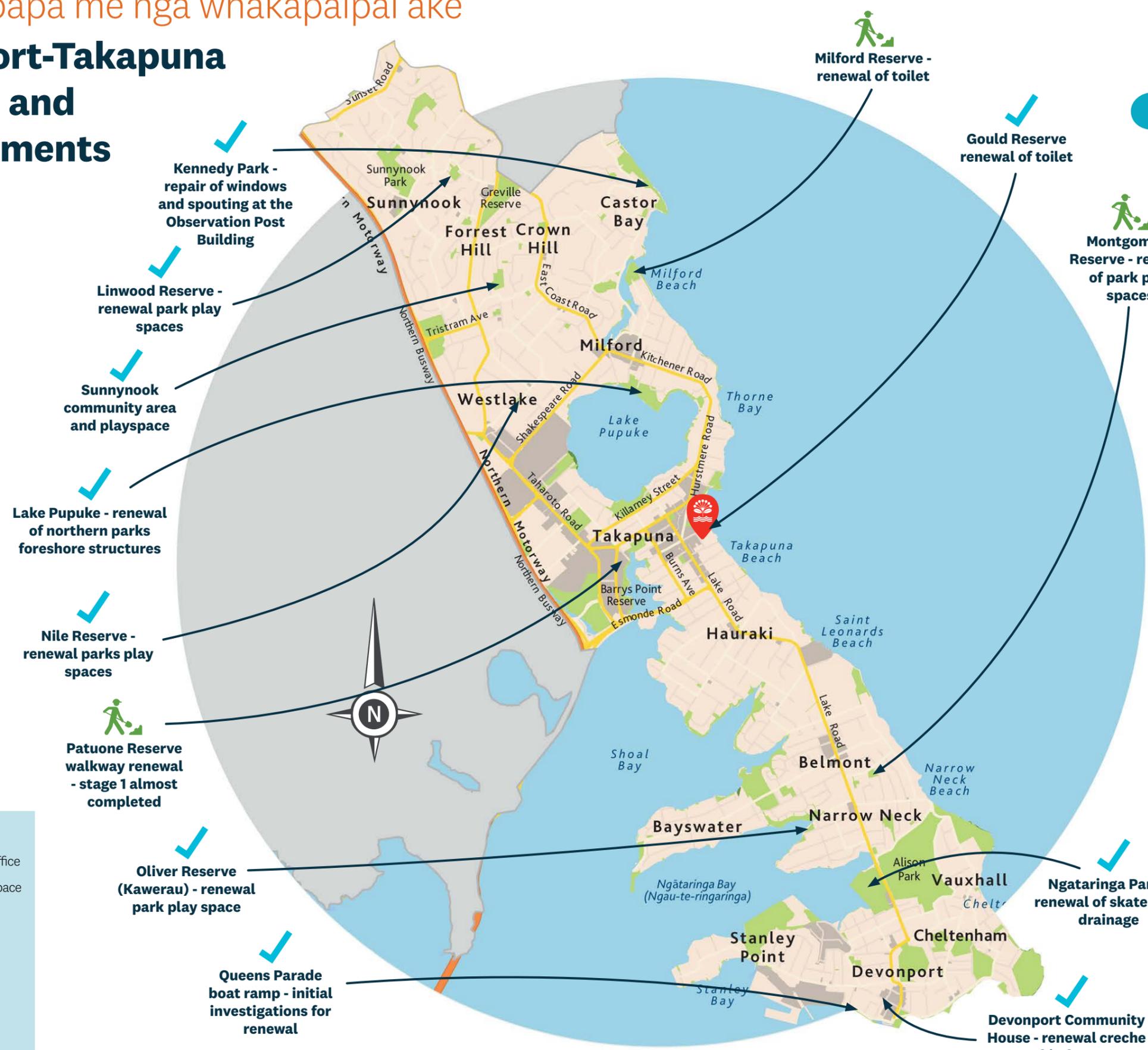
Devonport-Takapuna projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects

LEGEND

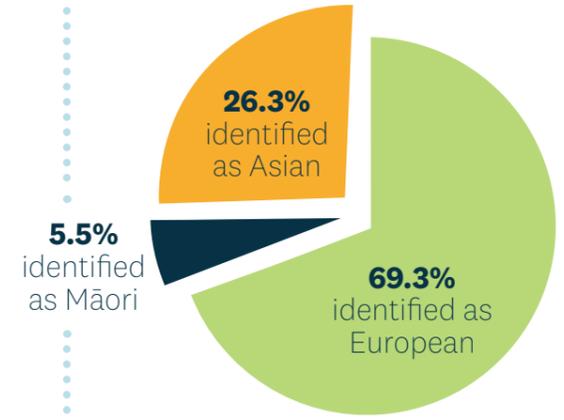
-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road



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 the delivery of community arts, culture, events, neighbourhood activities, projects and programmes by partnering with local organisers, including supporting the North Shore Brass Incorporated. During the year, we distributed about \$228,000 through our 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	

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	82%	83%	92%	Day time safety in Devonport-Takapuna is below target this year and last year due to an increase in criminal activities around Auckland, however comments in the residents survey noted that respondents generally feel safe during the day.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	60%	50%	58%	59%	Night time safety in Devonport-Takapuna fell below prior year results and target. Comments in the residents survey included that respondents do not feel as safe as they used to, there is not enough street lights, residents know people who have been assaulted in 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	●	▲	80%	94%	86%	65%	We exceeded target through successful partnerships with Devonport Peninsula Trust and Takapuna North Community Trust. While COVID-19 restrictions limited most activities, the Trusts pivoted well and responded to local community needs. Strong community-led initiatives also came through the local board grants programme with several new organisations building momentum.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▼	70%	65%	69%*	51%	
We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often¹							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▲	77%	77%	70%*	80%	
The customers' Net Promoter Score for Pools and Leisure Centres	●	▼	19	33	40	27	This is an excellent result despite the challenges of operating during the pandemic. The key reasons for customer satisfaction include value for money, ease of parking, cleanliness and helpful staff.
The percentage of users who are satisfied with the overall quality of local parks	●	▲	79%	75%	72%*	77%	Despite the continued investment in existing local parks facilities and the delivery of park programmes and services, COVID-19 restrictions, which included playground closures, impacted satisfaction levels.
The percentage of residents who visited a local park in the last 12 months	●	▲	85%	88%	86%	93%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	13%	26.4%	21.9%	12.5%	The local board put great emphasis and direction on supporting and delivering arts and culture activities and local grants contributing to Māori outcomes, which is reflected in the high results achieved this year. Matariki programming was delivered by Restoring Takarunga Hauraki.
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)	●	▼	209,900	100,080*	214,766*	255,891*	Internet sessions were below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside the libraries was removed, and during the Red setting, they operated at reduced levels. They returned to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Computer availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not Measured	New measure	New measure	

Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
The percentage of arts, and culture programmes, grants and activities that are community led	●	▲	90%	100%	100%	100%	All arts and culture programmes were community-led, and were delivered by independent community partners who are supported by funding from the local board. All programmes delivered have responded to the vision and goals of Toi Whitiki – the Arts and Culture Strategic Action Plan.
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 ²	Not Measured	New measure	New measure	
The number of attendees at council-led community events			0 ³	0	0	Not measured	The board has not funded council-led events in recent years.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	308,656	139,412*	267,837*	293,434*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, and participant levels have slowly increased each month. However, increased safety measures, vaccination pass requirements, and increased caution from the public meant participation levels were below plan and were 35 per cent under the previous year's average. The community-led Lake House Arts, PumpHouse Theatre and Sunnynook Community Centre facilities contribute the most participants.
The number of visits to library facilities	●	▼	520,800	255,766*	464,264*	506,014*	Physical visits to libraries were impacted by COVID-19 restrictions and were below target. In response to COVID-19 risks, Auckland Libraries offered alternative services such as e-collections, online resources, Click and Collect, virtual programming and use of phone and email for research and information services. These alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline ²	Not Measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	Not measured*	86%	Satisfaction surveys require physical engagement with event attendees. Physical distancing meant we could not run surveys this year. This was the same as in 2020/2021.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	94%	97%	97%	Our libraries continue to exceed the customer satisfaction target, despite the COVID-19 challenges.

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

3. The local board did not fund a council-led community event this year as the local board felt the funds were more appropriately allocated to other community initiatives.

Local Planning and Development

The local board topped up the funding for the three business associations being Devonport, Milford and Takapuna Beach who planned and facilitated events that brought people to town centres with a focus on post COVID-19 lockdown business recovery initiatives. Additional grants were provided to purchase retail spend information for year ended 30 June 2022.

Auckland Chamber of Commerce delivered the Young Enterprise Scheme whereby three schools in the local area were able to develop creative ideas into actual businesses and experience real profit and loss.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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 business associations within our local board area complied with their BID policy obligations.

Local Environmental Management

The local board has nearly doubled the funding towards Pupuke Birdsong and Restoring Takarunga Hauraki to enable greater animal and plant pest management and improvement to the natural habitats on our parks and reserves.

The Wairau Industrial Pollution Prevention Programme completed with the target of 30 site visits. The local board worked alongside local business owners on the potential environmental impacts of waste and contaminants to the Wairau Catchment and local beaches.

Volunteers carried out planting and maintenance initiatives on parks and reserves through Wairau Estuary Enhancement Plan.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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 change¹							
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes ²			80%	100%	New measure	New measure	We successfully delivered all of the planned water quality and natural environment projects in this financial year. These projects include weeding and planting programmes, pest control and raising awareness in our community to protect local waterways and natural environments. These projects contributed towards the environmental outcomes in our local board plan 2020.

1. The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.
2. New local environmental services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

We support a number of community organisations through contract funding. The Takapuna North Community Trust and the Devonport Peninsula Trust delivered events, community meetings and programmes that gave residents opportunities to connect, relax and learn. These included pre-school play sessions, school holiday programmes, networking events for seniors, and opportunities to learn more about living sustainably and taking advantage of what is on offer in the area.

Auckland North Community and Development (ANCAD) provided professional support and organisational development for local community groups through capability-building workshops for social service agencies, and co-ordinated advocacy opportunities for the wider community sector.

Some of the youth initiatives included building the leadership skills of a group of young people in YOUnite, supporting young creatives through Youth Week Initiatives, and supporting the operational costs of Shore Junction which is a youth innovation hub in the heart of Takapuna.

Our pest-free environmental coordinators at Pupuke Birdsong Project and Restoring Takarunga Hauraki provided technical advice and practical support to private landowners, community groups, schools, businesses, iwi and hapū to protect and enhance native biodiversity. As a result, pest control efforts have increased in these areas.

Implementation of the Wairau Estuary Enhancement Plan was completed on schedule. This included planting days for native trees and plants, weed management and community clean-ups. Site inspections were completed for the Wairau Creek industrial pollution prevention programme and we are preparing reports to provide businesses with recommendations for improvements on managing pollutants. The findings aim to educate and inform local businesses about how their activities may affect local waterways.



Milford Reserve fun day



"Beacon" by Lang Ea, Milford Beach

Te āhuatanga ā-rohe

Local flavour

Popular community house gets some love

North Shore locals have welcomed recent upgrades to the Devonport Community House, made possible with funding from the Devonport-Takapuna Local Board.

The much-loved space on Devonport's Clarence Street has been a popular community hub since it opened its doors in 1995, but repairs and refreshments to the space were long overdue and further delayed by COVID-19 lockdowns.

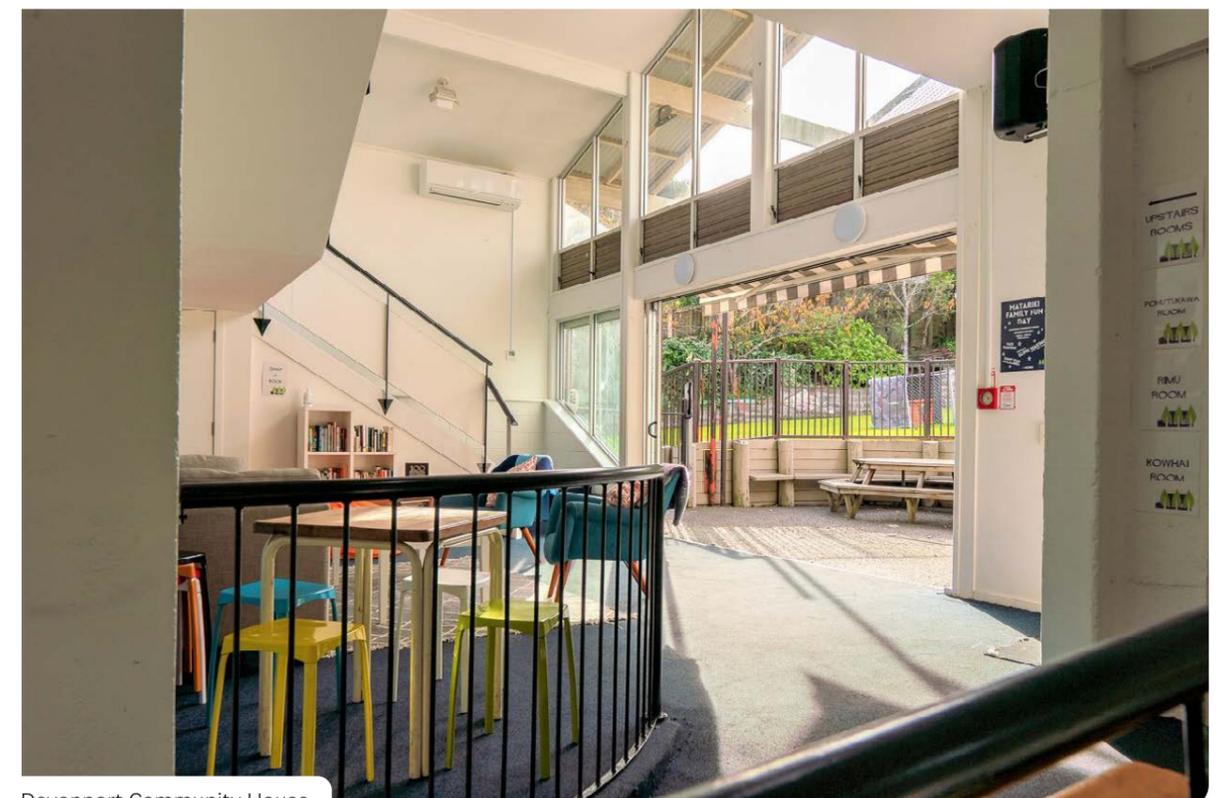
We granted funding to upgrade the Community House in July 2021. The work was completed in June 2022 and included refreshments to physical spaces, improved heating and a new lounge in the mezzanine space.

"I feel as you walk into the house you now have a totally different feel. It's just such a lovely space to be in," says Devonport Community House Treasurer Lynnette Collings.

Updated security and booking systems, and promotion on noticeboards and in local media have also helped to improve use and awareness of the rejuvenated house in the Devonport community.

Popular new initiatives include ukulele classes, baby-sitting workshops, a creative drop-in series, and a recycled clothing swap day that was attended by over 200 people that will continue in 2023.

Local Board Chair Ruth Jackson is "incredibly impressed" with what the community house has done for the benefit of their community. "They have managed some very clever things to the space with the funding over such a short period. And their ongoing commitment to their staff, volunteers and the many different groups who use the community house is amazing."



Devonport Community House

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		15,452	15,452	15,557
Targeted rates		692	721	710
Subsidies and grants for operating purposes		317	299	306
Fees and charges	1	553	1,021	879
Local authorities fuel tax, fines, infringement fees and other receipts		378	459	463
Total operating funding		17,391	17,952	17,915
Applications of operating funding:				
Payments to staff and suppliers	2	11,309	13,715	13,645
Finance costs		1,899	1,896	2,420
Internal charges and overheads applied		2,336	2,272	1,245
Other operating funding applications		0	0	0
Total applications of operating funding		15,544	17,883	17,310
Surplus (deficit) of operating funding		1,847	69	605
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		5,381	5,581	4,318
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		5,381	5,581	4,318
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		18	35	501
- to improve the level of service		1,316	981	401
- to replace existing assets		5,894	4,634	4,021
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	7,228	5,650	4,923
Surplus (deficit) of capital funding		(1,847)	(69)	(605)
Funding balance		0	(0)	0

Variance explanation Actual 2021/2022 to Annual Plan 2021/2022*

- Fees and charges were below plan predominantly due to closure of the Takapuna Pool and Leisure Centre during the COVID-19 lockdown period. Although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage levels remained at half of that planned as entry numbers continued to be restricted, and the public remained cautious of COVID-19.
- Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of full facility maintenance, utilities and arboriculture services during the COVID-19 restrictions. As lockdown restrictions were eased in the second half of the financial year, expenditure increased to planned levels.
- Capital expenditure was above plan due to materials and labour cost increases being experienced across the market, as well the renewals programme being brought forward. Overspends include:
 - The Patuone Reserve Walkway and Cycleway project which was brought forward into the current financial year 2021/2022 and is expected to be completed in the next financial year.
 - The renewal of the toilets and changing rooms at Gould Reserve which was planned to be completed in the next financial year, however, this was completed ahead of schedule in the current financial year 2021/2022.

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

Victoria Road, Devonport ►





Devonport fire station

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