

Te Poari ā-Rohe o Franklin
Te Rīpoata ā-Tau 2021/2022

Franklin Local Board

Annual Report 2021/2022



Volume
2.3

Mihi

Tēnā, kia hōea e au taku waka mā ngā tai mihi
o ata e uru ake ai au mā te awa o Tāmaki
ki te ūnga o Tainui waka i Ōtāhuhu.
I reira ka toia aku mihi ki te uru ki
te Pūkaki-Tapu-a-Poutūkeka,
i reira ko te Pā i Māngere.
E hoe aku mihi mā te Mānukanuka a Hoturoa
ki te kūrae o te Kūiti o Āwhitu.
I kona ka rere taku haere mā te ākau ki te
puaha o Waikato, te awa tukukiri o ngā tūpuna,
Waikato Taniwharau, he piko he taniwha.
Ka hīkoi anō aku mihi mā te taha whakararo mā
Maioro ki Waiuku ki Mātukureira
kei kona ko ngā Pā o Tahuna me Reretewhioi.
Ka aro whakarunga au kia tau atu ki Pukekohe.
Ka tahuri te haere a taku reo ki te ao
o te tonga e whāriki atu rā mā runga i ngā hiwi,
kia taka atu au ki Te Paina,
ki te Pou o Mangatāwhiri.
Ka titiro whakarunga ki te tāhuhu
o Hūnua kei reira ko Kohukohunui,
me tōna toronga, a Te Wairoa.
Mātika tonu aku mihi ki a koe Kaiāua te whākana atu rā ō
whatu mā
Tikapa Moana ki te maunga tapu o Moehau.
Ka kauhoetia e aku kōrero te moana ki Maraetai kia hoki
ake au ki uta ki Ōhūiarangi,
heteri mō Pakuranga.
I reira ka hoki whakaroto ake anō au
i te awa o Tāmaki ma te taha
whakarunga ki te Puke o Taramainuku,
kei kona ko Ōtara.
Katahi au ka toro atu ki te Manurewa a Tamapohore,
kia whakatau aku mihi mutunga
ki runga o Pukekiwiriki
kei raro ko Papakura ki kona au ka whakatau

Let this vessel that carries my greetings
travel by way of the Tāmaki River
to the landing place of Tainui canoe at Ōtāhuhu.
There, let my salutations be borne across
the isthmus to the Pūkaki lagoon
and the community of Māngere.
Paddling the Manukau Harbour,
we follow the Āwhitu Peninsula to the headland.
From there we fly down coast to the
Waikato river mouth,
sacred waters of our forebears.
Coming ashore on the Northern side at
Maioro we head inland to Waiuku and Mātukureira,
there too is the Pā at Tahuna and Reretewhioi.
Heading southward I come to Pukekohe.
My words turn to follow the ancient ridgelines
along the Southern boundary,
dropping down into Mercer and
Te Pou o Mangatāwhiri.
I look up to the massif of the Hūnua ranges,
locale of Kohukohunui and
its arterial river, Te Wairoa.
My greetings reach you at Kaiāua
who gaze across Tikapa Moana
to the sacred mountain, Moehau.
Taking to the sea, my remarks travel to Maraetai
and then to Ōhūiarangi,
sentinel to Pakuranga.
There we follow again
the Tāmaki River
to Te Puke o Taramainuku,
Ōtara resides there.
From here I reach for Manurewa
until my greetings come to rest on
Pukekiwiriki.
Below lies Papakura and there I rest.

On the cover:

Backing for Auckland Council's Out & About programme saw hundreds of kids take to the water to try out kayaking at Sandspit in Waiuku, and on the other coast at Maraetai.

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 Franklin 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 Franklin 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



▲ Thousands of volunteer hours across Franklin have contributed to supporting the local environment, adding native plants to walkways and particularly along waterways, to act as filters and help protect and enhance the area's streams.

He kōrero mai i te heamana From the chairperson

We have now completed the first year of delivery based on our Local Board Plan 2020.

Over the past year we and our communities continued to face challenges generated by the worldwide COVID-19 pandemic. With limited resources to respond to some big challenges, We continued partnering with our communities to deliver or facilitate services and facilities across our vast local board area at the edge of Auckland.

Our local economic broker continued working with local business interest groups on initiatives that will generate local economic opportunities. This year she has developed a Pukekohe Skills Hub initiative that has attracted support from Te Pūkenga (New Zealand Institute of Skills and Technology). She has developed a Franklin Film Prospectus to attract screen production activity and developed the 'Kai Franklin' initiative that supports local food producers to promote their produce market. We are very pleased with the progress of these initiatives and believe this programme will continue to deliver over the next few years.

Our emphasis on community-led pest management and water quality improvement projects continued as our communities continued to show strong support for this mahi. This year, the Waterways Protection fund expanded its scope to invite projects from across our area. This expanded scope reflects our ongoing commitment to improving both the Hauraki Gulf and Manukau Harbour as outlined in our Local Board Plan 2020.



Andy Baker
Chair, Franklin Local Board

We continued focusing on completing existing capital projects and the local facility renewals programme including three Waiuku playground renewals, improvements to Pukekohe sportsfields and the start of the Clevedon Showgrounds Connector Path (the "Warren Shaw" Path).

Transport options remain of high importance to Franklin communities. We continue to advocate to Auckland Transport and Waka Kotahi for investment in new and improved transport infrastructure and connections. Global supply issues, inflation

and the council budget restrictions mean that transport options and infrastructure will be an even tougher challenge in the coming years as urban and rural priorities compete for regional and national resources.

Despite another challenging year, and knowing the challenges ahead, the Franklin Local Board is proud of what it has achieved with the support of staff and through the continued commitment of our communities.

Te Poari ā-Rohe o Franklin Franklin Local Board



Your board

(L to R) Sharlene Druyven, Amanda Kinzett, Malcolm Bell, Andrew Baker (Chair), Alan Cole, Angela Fulljames (Deputy Chair), Logan Soole, Matthew Murphy.



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Ngā kaupapa me ngā whakapaipai ake

Franklin projects and improvements

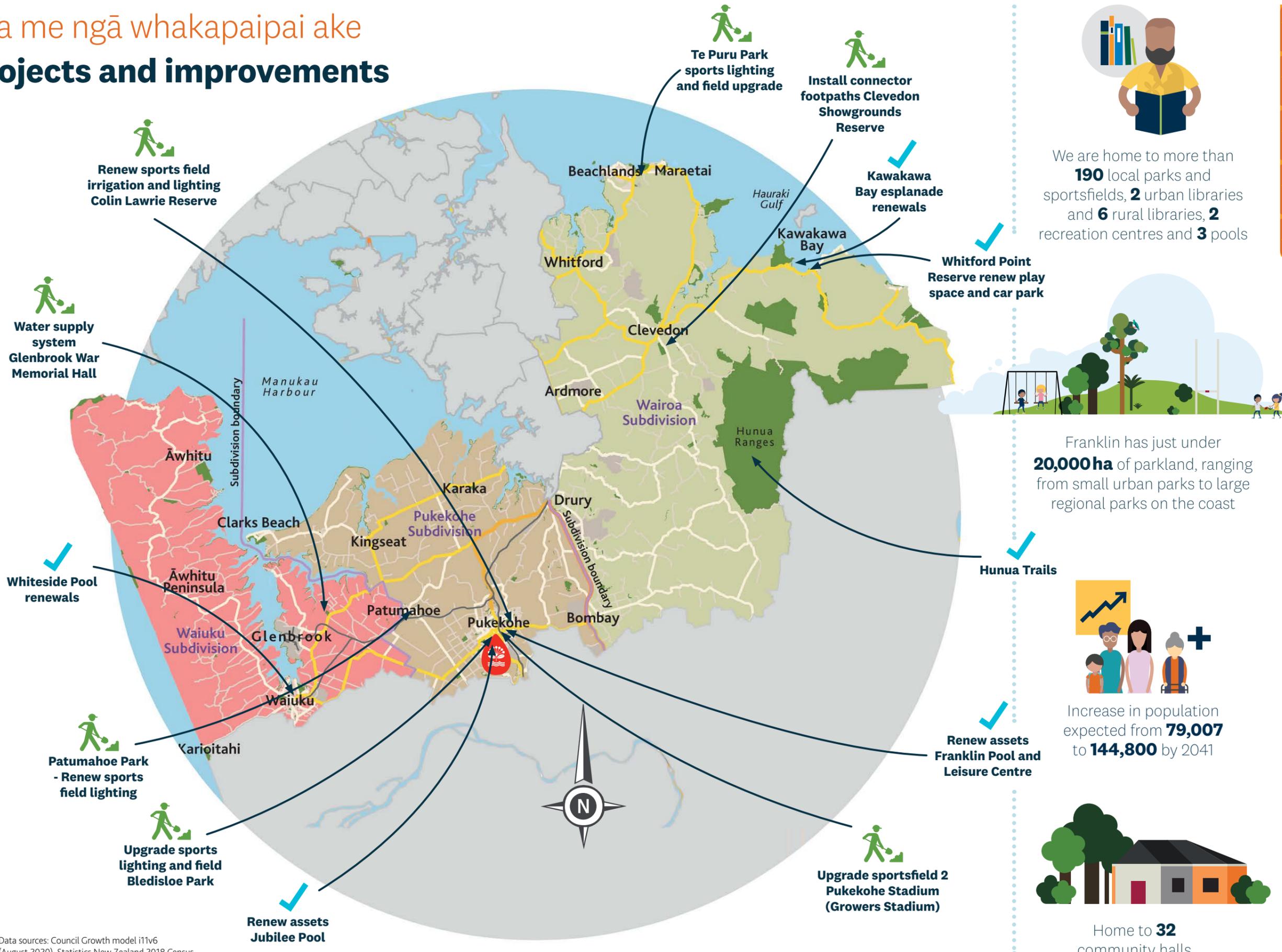
KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects
-  Current playground renewals
-  Current track renewals

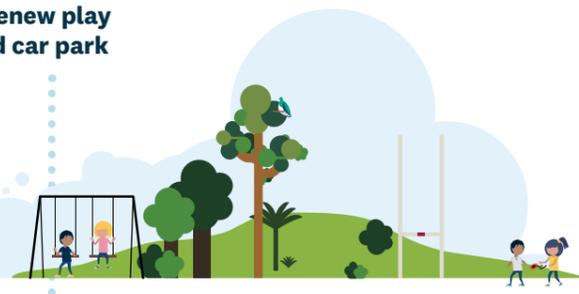
LEGEND

-  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.



We are home to more than **190** local parks and sportsfields, **2** urban libraries and **6** rural libraries, **2** recreation centres and **3** pools



Franklin has just under **20,000ha** of parkland, ranging from small urban parks to large regional parks on the coast



Increase in population expected from **79,007** to **144,800** by 2041



Home to **32** community halls

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We funded local arts, culture, events, grants, and sport and recreation activities. We continued funding a community arts broker who supports activities and community-led projects, including delivery of the Pukekohe Mural project. We allocated 10 per cent of our total place shaping funds to a contestable Community Partnership Fund, created to deliver wrap-around support for community groups. We approved 13 applicants for funding for 2021-2022 and the next two years.

 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			80%	69%	76%	85%	Residents say they felt unsafe during the day due to a lack of police presence, lack of modern CCTV, a recent shop raid, youth not in school and roaming the precinct, and higher alertness by the public when shopping or walking to cars.
Percentage of Aucklanders that feel their local town centre is safe – night time			25%	26%	37%	34%	Residents say they felt unsafe during the night due to a lack of police or security presence, the police station being closed in the evening and the nearest response to a call for help being 30 minutes away in Papakura. They also mentioned lack of adequate lighting in some walkways. They also felt CCTV should be increased and upgraded. Anti-social behaviour of youth in groups roaming the main streets is also increasing public nervousness.
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			70%	70%	81%	72%	
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			65%	70%	59%	67%	There was an ongoing focus in the Franklin local board on building community capability and capacity, which is aligned with council's thriving communities strategy. These activities are also more evenly spread across the whole work programme than in 2020/2021. This has led to an increase in the percentage of activities in local board work programme that focussed on building community capacity and capability.
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 sports fields			74%	65%	64%*	75%	The impact of the council's recovery budget limited investment in playing surfaces in spring and autumn, along with general capital works, so activity did not meet community expectations. COVID-19 restrictions meant reduced service standards, leaving grounds without regular maintenance. However, lower use meant the surfaces, once maintenance resumed, came through the winter better than in typical years.
The customers' Net Promoter Score for Pool and Leisure Centres			10	-45	-13	-37	In the financial year 2021/2022 only 9% of survey respondents were promoters and 55% were detractors (with 36% passive). Due to the impact of COVID-19, the sample size for Franklin was low and this has had a potential impact on the outcome for Franklin's overall results with those more disengaged users responding to the survey. This resulted in an adjusted weighted NPS score of -45 for the financial year. The lowest performing attributes as rated by customers included communication, supportive staff and cleanliness.
The percentage of users who are satisfied with the overall quality of local parks			71%	63%*	61%*	72%	Similar to last year, COVID-19 restrictions such as playground closures, affected satisfaction levels. Continued renewal and upgrade investment in existing local parks facilities and planned delivery of park programmes and services should see an upwards trend.
The percentage of residents who visited a local park in the last 12 months			76%	76%	81%	73%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations			25%	29%	24%	19.3%	We exceeded target thanks to the high number of local and quick response grants that responded to Māori aspirations following active promotion and ongoing focus on Māori outcomes. Despite delivering fewer programmes because of COVID-19 restrictions, arts and culture performances increased 11 percentage points especially in the Franklin Arts Centre which is informed by the local board plan and Toi Whīiki – the Arts and Culture Strategic Action Plan.

Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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)	●	▼	110,000	62,411*	112,868*	122,300*	COVID-19 restricted significantly affected internet sessions. WiFi availability outside the library was removed at alert levels 3 and 4, and reduced during the Red setting. WiFi is now back to normal. but PC availability is still reduced to allow safe use and will return to normal at the Green setting. Assuming the COVID-19 outbreak eases next year, internet sessions should slowly recover as all restrictions are lifted and visitors return.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▲	47%	33%	11%	38%	Most programmes for this board were delivered by the Franklin Art Centre, a council-led arts facility. The local board funds a community arts broker which is 100 per cent community led. Ongoing support of the arts broker will help increase community-led activities and initiatives in the future. The arts broker would have been able to deliver more, but FAC was closed for several months more than expected (it's inside the library complex) and attendance number were restricted post shutdowns.
The percentage of art facilities, community centres and hire venues network that is community led	●	▼	68%	67%	68%	68%	One community-led facility has been removed from the data this year leading to the 1% decrease. Buckland Community Centre is closed due to seismic issues.
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	●	—	1,200	0*	0*	1,200*	Movies in Parks was not delivered due to COVID-19 restrictions.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	245,000	135,083*	186,645*	212,861*	COVID-19 disruptions greatly affected operating hours and participant numbers. Many facilities were either closed or had greatly reduced hours for about four months. However, when they could operate, participant caution, vaccination passes and other precautionary measures continued to affect bookings and participants. Since December, there has been progress towards participant numbers reaching results achieved last year.
The number of visits to library facilities	●	▼	252,200	142,625*	223,027*	240,368*	COVID-19 has significantly impacted visits this year. However, Auckland Libraries has offered alternative ways access such as e-collections, online resources, Click and Collect, WiFi outside our facilities, research and information services via phone and email, and as virtual programming. Assuming the COVID-19 outbreak eases next year, the ongoing benefit campaign and fine amnesty, visits should slowly recover.
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			75%	Not measured*	Not measured*	57%	Not measured - satisfaction surveys not carried out during the year due to COVID-19 impacts.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	94%	96%	97%	Our libraries continued to exceed the customer satisfaction target, despite COVID-19 challenges, reflecting our commitment to ensuring we provide the best experience at all times.

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.

Local Planning and Development

Our investment in an economic broker has been successful and we are keen to maintain this role to help to support local prosperity and employment. The Pukekohe Skills Hub and the Wairoa work experience programmes have both improved access to skills and training, and provided local opportunities for young people through two pilot programmes and ongoing coaching.

	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%	Both business associations within the Franklin Local Board area complied with their BID policy obligations.

Local Environmental Management

We funded EcoQuest to work in partnership with Predator Free Franklin to find new populations of critically endangered pekapeka tou roa / long-tailed bats and this project has produced activity maps over a wider range of Franklin than first expected. Waiuku Zero Waste recycling hub continues to be successful and is a model for other local boards wanting to create similar centres. The extensive programme for coastal renewals including seawalls, boat ramps, wharves and waterfront erosion will continue.

	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 low carbon or sustainability projects that have successfully contributed towards local board plan outcomes ²	●		70%	0%	New measure	New Measure	We did not fund any sustainability initiatives through the work programmes in this activity in 2021/2022.
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 eight natural environment and Healthy Waters projects which contributed towards the environmental outcomes described in our local board plan.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes ²	●		70%	100%	New measure	New Measure	We successfully delivered one Waste Solutions project. This project contributed to the board's environmental outcomes as described in its local board plan.

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

Local Planning and Development

Our local board plan anticipates rapid changes to our local economy and communities. We set goals to create local job opportunities and prosperity by harnessing and promoting local strengths – and appointed Auckland’s first local economic development broker to help make it happen. We funded the role through our Tātaki Auckland Unlimited work programme. The role focuses on facilitating local economic opportunity and connecting local businesses and initiatives with regional resources. In the past year, our broker has:

- initiated a Pukekohe Skills Hub programme that will enable local youth to access tertiary training locally
- initiated a Kai Franklin programme that enables local food producers to highlight and promote locally grown produce to the market

- developed a Film Franklin Prospectus to promote Franklin as a location for screen production
- contracted the Clevedon Community and Business Association as manager of the Hūnua Traverse, a new visitor attraction and platform for local economic development that will leverage local economic benefit from the Hūnua Ranges Regional Park.

The broker’s mahi will also intersect with local tourism opportunities, including the innovative agritourism concept. The board and community feel that due to the location and unique horticultural advantages of Franklin, other Aucklanders could see this area as a new tourist destination that could be explored closer to home, saving travelling and accommodation costs.



▲ Pukekohe North School kids got to see the debut of Citycare Property’s latest technology, a robot that marked out the school’s sports fields. They even named the robot, now Bob the Spraybot.

Te āhuatanga ā-rohe

Local flavour

Sometimes it’s not the major infrastructure projects that seem the most significant.

When a dawn blessing was held ahead of building the Warren Shaw Path in Clevedon’s A & P Showgrounds, it was a ceremony that broke ground and recognised Shaw’s community contribution.

The path will create a link between the village, sportsfields, and equestrian area - home to the Farmers’ Market.

Franklin Local Board Chair Andy Baker says few in Clevedon would be unaware of Shaw’s passion for his home.

Deputy Chair and Wairoa subdivision member Angela Fulljames says the board originally provided \$85,000, much of that spent in planning and consenting.

“Our partners at the Clevedon Community Business Association did some outstanding work and were major contributors in terms of championing the cause. Like many projects, funding became an issue but we were able to reallocate funding from a project not ready to go ahead, to ensure the path can be completed.”

Fellow Wairoa subdivision member Malcolm Bell says having Shaw and his wife Ann at the blessing conducted by Ngaati Whanaunga kaumatua was moving.

“Warren is well-known in Clevedon and has championed this walkway for almost 20 years. His vision for a pathway to connect the park’s different areas on into the village has never wavered.”

Having started the McNicol Road quarry, been a member of the park’s user group, and lived on the showground’s edge, his connections mean current quarry operators Stevensons are also heavily involved, offering discounted labour and materials.

When completed, the path will allow better pedestrian access to all areas of the park for visitors and families to move to and from the Farmers’ Market to the village.

Development in the area has made the showgrounds an even more important asset to the area, Bell says. “It’s great we won’t be chasing projects that should have been completed before Clevedon’s population, and hence the use of the area, increases.”



▲ Clevedon identity Warren Shaw broke ground on a path being built in the A & P Showgrounds that will carry his name to recognise his contribution to the community.

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		16,308	16,308	14,720
Targeted rates		569	593	592
Subsidies and grants for operating purposes		3	11	6
Fees and charges		250	317	233
Local authorities fuel tax, fines, infringement fees and other receipts	1	150	999	775
Total operating funding		17,281	18,228	16,326
Applications of operating funding:				
Payments to staff and suppliers	2	13,270	14,850	14,274
Finance costs		792	789	866
Internal charges and overheads applied		2,629	2,559	1,175
Other operating funding applications		0	0	0
Total applications of operating funding		16,690	18,198	16,315
Surplus (deficit) of operating funding		591	30	11
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	5,107	8,587	5,771
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		5,107	8,587	5,771
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		1,934	1,359	541
- to improve the level of service		277	541	712
- to replace existing assets		3,487	6,718	4,528
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	5,698	8,617	5,782
Surplus (deficit) of capital funding		(591)	(30)	(11)
Funding balance		0	(0)	0

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

- Local authorities fuel tax, fines, infringement fees and other receipts were below plan. The plan included revenue from a commercial lease with Watercare Services Limited, however, when earned, this revenue was not recorded in the Franklin Local Board financials, but within regional commercial leases as the contract does not fall within the Franklin Local Board's scope of authority. Future planning has been updated to reflect this.
- Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of maintenance on council facilities during the COVID-19 lockdown period. Although COVID-19 lockdown restrictions eased in the second half of the financial year, facilities required less maintenance due to lower patronage with the ongoing presence of COVID-19 in the community. Vacancies within facilities also resulted in staff costs being lower than planned.
- Capital expenditure and payments to staff and suppliers were lower than planned. This resulted in a capital funding surplus which meant that less debt funding was required than planned.
- Capital expenditure was below plan largely due to COVID-19 lockdowns and alert level restrictions, as well as challenges with the supply and shipping of imported materials, and shortages of local materials and labour. Large underspends arose from:
 - Pukekohe War Memorial Town Hall heritage asset refurbishment which was delayed due to asbestos, seismic and weather-tightness issues requiring further investigation and scoping. Work is expected to recommence in the next financial year and is expected to be completed in the 2023/2024 financial year.
 - Waiuku War Memorial Town Hall interior refurbishment and roof replacement were delayed due to asbestos issues requiring further investigation and scoping. The refurbishment is expected to be completed in the next financial year.
 - Play space, park and extensive toilet facility renewals were delayed due to supply issues. They are mostly expected to be completed in the next financial year.
Additional budget has been allocated to both the Pukekohe and Waiuku War Memorial Town Hall projects to ensure they're completed in future years.

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

Hīkoi for Harmony ►





Maketu Falls is a hidden Franklin gem.

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