

Te Poari ā-Rohe o Henderson-Massey  
Te Rīpoata ā-Tau 2021/2022

# Henderson-Massey Local Board

Annual Report 2021/2022



Volume  
**2.5**

## Mihi

E nga pītau whakarei o te waka,  
 e nga rau tītapu o te iwi,  
 e aku hei māpuna,  
 e taku iti e taku rahi, koutou kua mahue mai nei  
 hei toka piringa mōku i te ora,  
 hei ruruhau i nga hau āwhio o te wā.  
 E aku whakakai pounamu, e aku māpihi maurea,  
 kia oho te mauri, kia māriri o koutou wairua,  
 kia hora te marino,  
 tēnā koutou katoa.

Tēnei au te noho atu nei i te tihi o Te Pae o te Rangī,  
 i tīhorea ai te whenua kia kī ake au,  
 e koe e te hau o te uru te wawā rā,  
 me te kī mai, e kore au e ora i ngā hau kōtiū,  
 i āia ai te pūpūtara ki uta.

Nāu nei te tono kia piki ake au  
 i ngā tai whakatū a Kupe ki te Waonui a Tiriwhā  
 me te Pae o te Rangī,

Kia titiro whakaroto ahau ki te maunga o Puketōtara,  
 kei raro e rere ana ko te awa o Waitākere  
 kei tētahi taha ko Puke Whakataratara,  
 kei tua ko Te Whau.

Koinei rā te rohe kāinga o Te Au o Te Whenua  
 me te Te Kawerau a Maki,  
 ko rātou nei te whāriki  
 i āhei ai te nohoa o tēnei moka o  
 te rohe e tini whāioio kua whakakāinga ma.  
 Kua kōhatu nei nga paparahi ki te whenua,  
 i tangata whenuatia ai tātou katoa.

I whaikiko ai te kōrero,  
 “Ko te hāpori te tauawhi i te taiao,  
 he mea motuhake, rerenga kē.”  
 Kia hiwa rā, kia hiwa rā.

To all those who adorn the prow of this canoe,  
 to the revered leaders of the people,  
 to my treasured heirlooms,  
 the lesser and the greater parts of me,  
 you who are my refuge in life,  
 my shelter from the storms of time.  
 My objects of affection,  
 let your very being flourish, let your spirit be at peace,  
 let the calm be widespread,  
 I send greetings to you all.

Here I sit on the ridgeline of Te Pae o te Rangī,  
 where the land had been laid bare,  
 and the roaring wind of the west whispers,  
 that I would not survive the blast of the northerly wind,  
 that would drive the paper nautilus to shore.

It was you who commanded me to ascend from  
 the raised seas of Kupe, to the forest of Tiriwhā,  
 and Te Pae o te Rangī.

So I look inland to Puketotara,  
 at the foot of which runs the Waitākere river  
 on one side stands Massey  
 and on the other – Te Whau.  
 Home of Te Au o te Whenua  
 and Te Kawerau a Maki,  
 the original settlers,  
 they laid the way  
 for later travellers to make a home here.

They cast their footprints in stone upon these precincts  
 of the region, and so made settlers of us all.

Which gives substance to the adage,  
 “Communities connected to their natural  
 environment are unique and diverse.”  
 Let us grow with vigour.

On the cover:  
 Koupupaka Playground opening

## He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Henderson-Massey Local Board area from 1 July 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 Henderson-Massey 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



Henderson Bike Hub

# He kōrero mai i te heamana

## From the chairperson

Kia ora

I am extremely proud of the work that the Henderson-Massey Local Board and the many community groups, organisations and volunteers who support our ideas and initiatives are doing, despite the continuing financial challenges created by COVID-19.

Despite the ongoing financial impacts, your board has made some meaningful progress on some capital works over the past year, including:

- Renewals in the sauna and steam room, and lighting and ventilation renewal in the main pool hall at West Wave Aquatic Centre
- Comprehensive refurbishment of Te Pae o Kura / Kelston Community Centre
- Seismic strengthening of heritage buildings at Corban Estate Arts Centre
- Installation of new drinking fountains in Corban Reserve and Fred Taylor; Jack Colvin Park; Ramlea Park and Te Atatū ki te Tonga/Te Atatū South Park.
- Identifying sites and tree species for shade tree planting in parks and on berms as part of the Urban Ngahere Strategy.

We have targeted investment towards environmental projects such as the Orangihina



/ Harbourview community restoration plan and Ngā Puna Manaaki Inanga which is restoring and protecting inanga spawning habitats. But most importantly, we have been able to maintain levels of funding to our community organisations and partners. Their outstanding and consistent support, service, ingenuity and commitment contributes to improving the wellbeing of the people living in Henderson-Massey. The 'Westie Way' has never been more important as we continue to feel the financial impact of COVID-19 on our lives.

**Vanessa Neeson, JP**  
Chairperson, Henderson-Massey Local Board

# Te Poari ā-Rohe o Henderson-Massey

## Henderson-Massey Local Board



### Your board

(L to R) Matt Grey, Brooke Loader, Ingrid Papau, Hon Chris Carter, Peter Chan, Vanessa Neeson (Chairperson), Brenda Brady (Deputy Chairperson), Will Flavell.



6 Henderson Valley Road  
Henderson



09 301 0101



Auckland Council  
Private Bag 92300, Auckland 1142



hendersonmasseyllocalboard  
@aucklandcouncil.govt.nz



aucklandcouncil.govt.nz/hendersonmassey

# Ngā kaupapa me ngā whakapaipai ake

## Henderson-Massey projects and improvements

### KEY TO CURRENT AND PLANNED PROJECTS

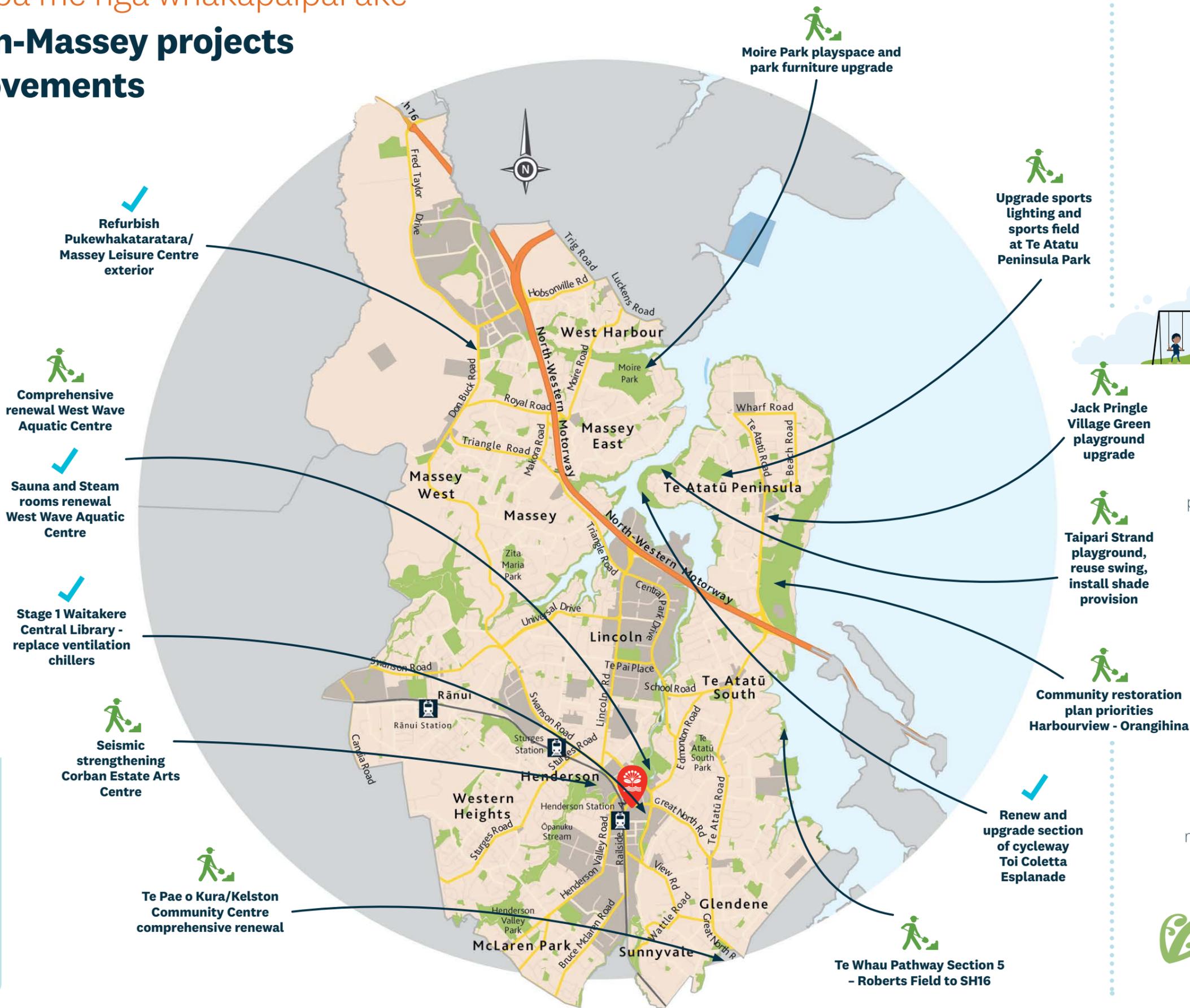
 **Delivered projects**

 **Current projects**

### LEGEND

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

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



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



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



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



# Tā mātou pūrongo whakahaere mahi

## Our performance report

### Local Community Services

We continue to fund the community arts broker who has worked with the creative community to deliver on several projects despite the COVID-19 delays. We provide grants and partner with local organisations to deliver community services such as the Tuhonohono Diversity project which included training sessions on the Te Tiriti o Waitangi for ethnic communities, and helping the Pasifika community to share knowledge around culture, employment, and entrepreneurship. We completed Toi Coletta Esplanade renewal and upgrade of this section of cycleway and exterior refurbishment of Pukewhakaratarā / Massey Leisure Centre.

<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	

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	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			75%	48%	53%	75%	The perception of safety in Henderson town centre is being influenced by more violent offending and antisocial behaviour or homelessness on the streets with respondents requesting more police patrol.
Percentage of Aucklanders that feel their local town centre is safe - night time			50%	19%	22%	22%	Residents commented that the perception of safety in the town centre at night time is being influenced by recent instances of violent offending shared on media platforms, along with antisocial behaviour or homelessness on the streets and issues such as poor lighting and a lack of police presence in Henderson.
<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			95%	97%	100%	99%	
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			66%	67%	60%*	69%	
<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			71%	53%*	61%*	84%	The council's budget restrictions meant that investment in playing surfaces in spring and autumn and general capital works were below past levels and community expectations. COVID-19 restrictions also meant reduced service standards and maintenance. However low use and resumption of maintenance meant they came through the winter better than a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres			15	16	22	14	While the target was exceeded by 1 point the score reduced from FY21 levels. Customer feedback related to ongoing service closures both related to staff illness and availability, alongside aging facilities requiring additional works. There was a significant outage in the facility relating to a power transformer failure over the busy summer period meaning that services could not be provided for a period of time.
The percentage of users who are satisfied with the overall quality of local parks			69%	55%*	61%*	78%	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			76%	84%	77%	86%	A result of 84% is relatively high and is consistent with the council's customer experience surveys that show high use of some local parks during COVID-19 restrictions. A visit to a local park was a key activity for many Aucklanders during lockdown, particularly when restrictions were in place. Local parks offered a place for exercise and to connect with nature.
<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			25%	26.1%	23.7%	27.8%	We exceeded target with the Māori Responsiveness and Community Waitakere work programme (capacity building) activities and Local and Quick Response grants being the main contributors to this result.

## Local Community Services cont'd

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
<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)	●	▼	375,800	222,945*	434,626*	450,631*	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. 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 <sup>2</sup>	Not measured	New measure	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 independent and community-led partners who are supported with council funding. All programmes delivered respond to the vision and goals of Toi Whīkiki – the Arts and Culture Strategic Action Plan.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	71%	71%	71%	77%	
The number of participants for local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The number of attendees at council-led community events <sup>3</sup>	●	▼	10,700	4,000*	14,380	2,800	Only one scheduled event - Snow in the Park - was delivered with others cancelled due to COVID-19 restriction.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	588,830	327,504*	600,889	516,454*	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 reaching levels close to last year by year end.
The number of visits to library facilities	●	▼	597,500	327,761*	558,276*	653,560*	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 <sup>2</sup>	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured*	97%	Satisfaction surveys require physical engagement with event attendees. Physical distancing meant we couldn't run surveys this year. This was the same as in 2020/2021.
Percentage of customers satisfied with the quality of library service delivery	●	▼	90%	95%	97%	95%	

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. Council-led events are where we fund the majority (excluding sponsorship) and staff plan or deliver the event. Attendance is counted by the Council staff at the event if the event is suitable for a count (that is, event attendance in one location and low turnover in attendance). The staff member that calculated the attendance provides a report to the delivery lead for the event and attendance is then recorded on a spreadsheet against the event name and date.

## Local Planning and Development

The Small Business Mentoring service provided confidential assistance for small business owners who want to grow or need help to solve specific business challenges. It was launched in October 2021 and was full by year-end.

Resourcing issues meant we couldn't progress the Te Atatu South Centre Gateways and Street Improvements Framework programme to achieve objectives in the Te Atatu South Plan. This has been postponed until the 2023/2024 financial year.

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	The Te Atatū Peninsula Business Association complied with its BID Policy obligations.

## Local Environmental Management

Highlights included funding a climate action activator to drive implementation of the Henderson-Massey Local Climate Action Plan. They connected with 15 organisations in the last quarter and held a series of online hui with community stakeholders to progress specific climate actions. We established the Ope Hauāuru partnership programme to support new Enviroschools. Implementation of priorities in the Harbourview-Orangihina Community Restoration Plan is underway and the restoration plan public consultation phase and subsequent finalisation of plan content is completed.

	Results against target	Year-on-year change	2022 Target	2022 Result	2021	2020	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 water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			80%	100%	New measure	New measure	We successfully delivered four natural environment and Healthy Waters projects.
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			70%	90%	New measure	New measure	We delivered nine of ten sustainability initiative projects for Henderson-Massey in the financial year 2021/2022. These projects have contributed towards the board's environmental outcomes as described in its local board plan. The Ope Hauāuru: Building Sustainable Community project was not fully completed due to COVID-19 (the project required face to face engagement). A carry forward for this budget of this project has been requested.

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 began work on the Ōrangihina restoration project in late 2021. Pest plant control continues in northern parts of the reserve. We are creating a network of 40 māātātā observation stations and a local community group will conduct two annual monitoring sessions.

Funding through a partner organisation enabled seven organisations to celebrate Matariki and the environment. In Massey, Rongoā Practitioner Kathie Pryor (Ngati Awa / Tuhoë led a Matariki Rongoā Workshop where the group planted a variety of native and medicinal plants. Funding was also awarded to Te Atatū Peninsula's Matipō Primary School, where over 200 students, staff and whānau gathered under the stars to enjoy a Matariki Breakfast. Native trees were also planted as a climate action to remember those who had passed on during the year. The three other events were a Matariki Market showcasing local, sustainable products, a zero-waste school hangi feast at Freyberg Community School, and a gardening workshop at Triangle Teaching Garden about the maramataka (Māori lunar calendar). Kakano Youth Arts Collective has a new gallery in Henderson town centre which opened on 31 March 2022. We approved an additional \$10,000 for the group at the start of the year. After two months the group is developing its customer base and beginning to sell artwork. Engagement through social media with people outside Auckland is high. Several initiatives are underway to increase patronage including Kakako coffee, and free monthly art workshops.



Oratia stream cycleway



Te Manawa Library

## Te āhuatanga ā-rohe

### Local flavour

#### From disappointment to delight: Community diving benefits from COVID-19 cancellations

Auckland diving has been given a boost following the decision to fund the purchase of specialist diving training equipment at West Wave dive pool.

The unexpended funding decision came about because of the cancellation of some events due to COVID-19, leaving us with unspent budget.

The funds will cover the purchase of a harness and camera system which will be installed and maintained by Auckland Diving.

Auckland Diving Head Coach, Steve Gladding, says it is an amazing opportunity.

“There is only one other dive pool in New Zealand that has the harness equipment, meaning we will really stand out as a centre of excellence for diving at West Wave,” he says.

“Having this equipment will make us a safer, more user-friendly environment that people can engage with. We already do a lot of work with schools and community organisations, and this will allow us to do even more.

“The camera system will offer us instant replays of dives to analyse technique immediately, but will also have benefits for water polo, synchronised swimming and other water-based sports.

“The ongoing support from the local board over a number of years has really helped us to evolve and grow, and this is another fabulous opportunity, so big thanks to them for that.”



# 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
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		28,505	28,505	26,169
Targeted rates		482	502	502
Subsidies and grants for operating purposes		58	87	64
Fees and charges	1	2,843	4,991	4,451
Local authorities fuel tax, fines, infringement fees and other receipts		194	402	427
<b>Total operating funding</b>		<b>32,081</b>	<b>34,487</b>	<b>31,613</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	2	25,723	27,957	26,964
Finance costs		1,276	1,272	934
Internal charges and overheads applied		5,134	4,988	3,320
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>32,133</b>	<b>34,217</b>	<b>31,218</b>
<b>Surplus (deficit) of operating funding</b>		<b>(52)</b>	<b>270</b>	<b>395</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	3	7,262	13,065	6,908
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>7,262</b>	<b>13,065</b>	<b>6,908</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		377	7,799	353
- to improve the level of service		2,163	390	268
- to replace existing assets		4,670	5,146	6,682
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>	4	<b>7,210</b>	<b>13,335</b>	<b>7,303</b>
<b>Surplus (deficit) of capital funding</b>		<b>52</b>	<b>(270)</b>	<b>(395)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions impacting on membership fees and visits to facilities. West Wave Pool and Leisure Centre were particularly affected, with the most noticeable decline in visits relating to fitness and aquatic activities with a 42% reduction in visits compared to the previous financial year. Although active visits were below plan during the first three quarters of the financial year from COVID-19 restrictions, the centre experienced an 8% increase in memberships in the final quarter of the financial year.
2. Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of maintenance and utilities for community assets including community buildings, parks, open spaces, West Wave Aquatic Centre and community-leased assets during the COVID-19 lockdown period.
3. Capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than was planned.
4. Capital expenditure was below plan mainly due to the Te Whau Pathway project which experienced design changes stemming from a cost escalation of reinforced concrete, as well as increased lead time on aluminium. This resulted in a large quantity of materials not being procured as early as planned, delaying the project and associated spend.

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

Henderson Train Station ►





Snow in the Park

Auckland Council disclaims any liability whatsoever in connection with any action taken in reliance of this document for any error, deficiency, flaw or omission contained in it.

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