

Te Poari ā-Rohe o Upper Harbour
Te Rīpoata ā-Tau 2021/2022

Upper Harbour Local Board

Annual Report 2021/2022



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 Taikēhu.”
 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 Taikēhu.”
 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:
Pokapū ā-Hapori o Ōkahukura / Albany Community Hub

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 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 Upper Harbour 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



Capoeira – Brazilian street fight dancing. Meadowood Community House has had a makeover, with warm and inviting spaces available for community groups.

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 2021/2022.

Covid-19 has continued to impact the delivery of our work programme to some extent, but we have been able to deliver some welcomed renewals and improvements in our parks and playgrounds, and others are well along the delivery process with equipment ordered for installation this summer.



We are grateful for the contribution made by the many volunteers who serve our community in a myriad of ways, and are pleased that grant funding has in some small way enabled these outcomes to occur.

Our local board plan has the aspiration that our investment focuses on empowered, connected and resilient communities, contributes to an efficient and accessible travel network, supports healthy and active communities, and provides for a protected and

enhanced natural environment and a resilient economy.

Thanks as always to those who support our community in many ways, and partner with us to make a difference. We are definitely stronger together.

This year's highlights include the Scott Point Sustainable Sports Park construction work now being well underway, the delivery of Fernhill escarpment pathway, the renewal of the Hooten reserve skate bowl, the renewal of Greenhithe war memorial playground, and completion of the refurbishment of Meadowood community house, the Herald Island Hall and Fire station.

We continue to support positive community outcomes via funding to our community partners in Greenhithe, Hobsonville Point, Whenuapai and Albany, and have continued to support a wide range of community, sporting, and environmental groups through our annual grants programme.

Activities supported range from planting, pest control, waste minimisation programmes, facility and venue costs, activities aimed at generating more inclusive participation by our senior residents, and members of our ethnic community, activations in our parks to bring local neighbourhoods together, and many more activities and events that add value to the wider Upper Harbour community.

Lisa Whyte
Chairperson, Upper Harbour Local Board

Te Poari ā-Rohe o Upper Harbour

Upper Harbour Local Board



Your board

(L to R) Brian Neeson JP, Margaret Miles QSM JP (Deputy Chairperson), Anna Atkinson, Lisa Whyte (Chairperson), Nicholas Mayne, Uzra Casuri Balouch JP.



Kell Drive, Albany



09 301 0101



Auckland Council
Private Bag 92300, Auckland 1142



upperharbourlocalboard
@aucklandcouncil.govt.nz



aucklandcouncil.govt.nz/upperharbour

Ngā kaupapa me ngā whakapaipai ake

Upper Harbour projects and improvements

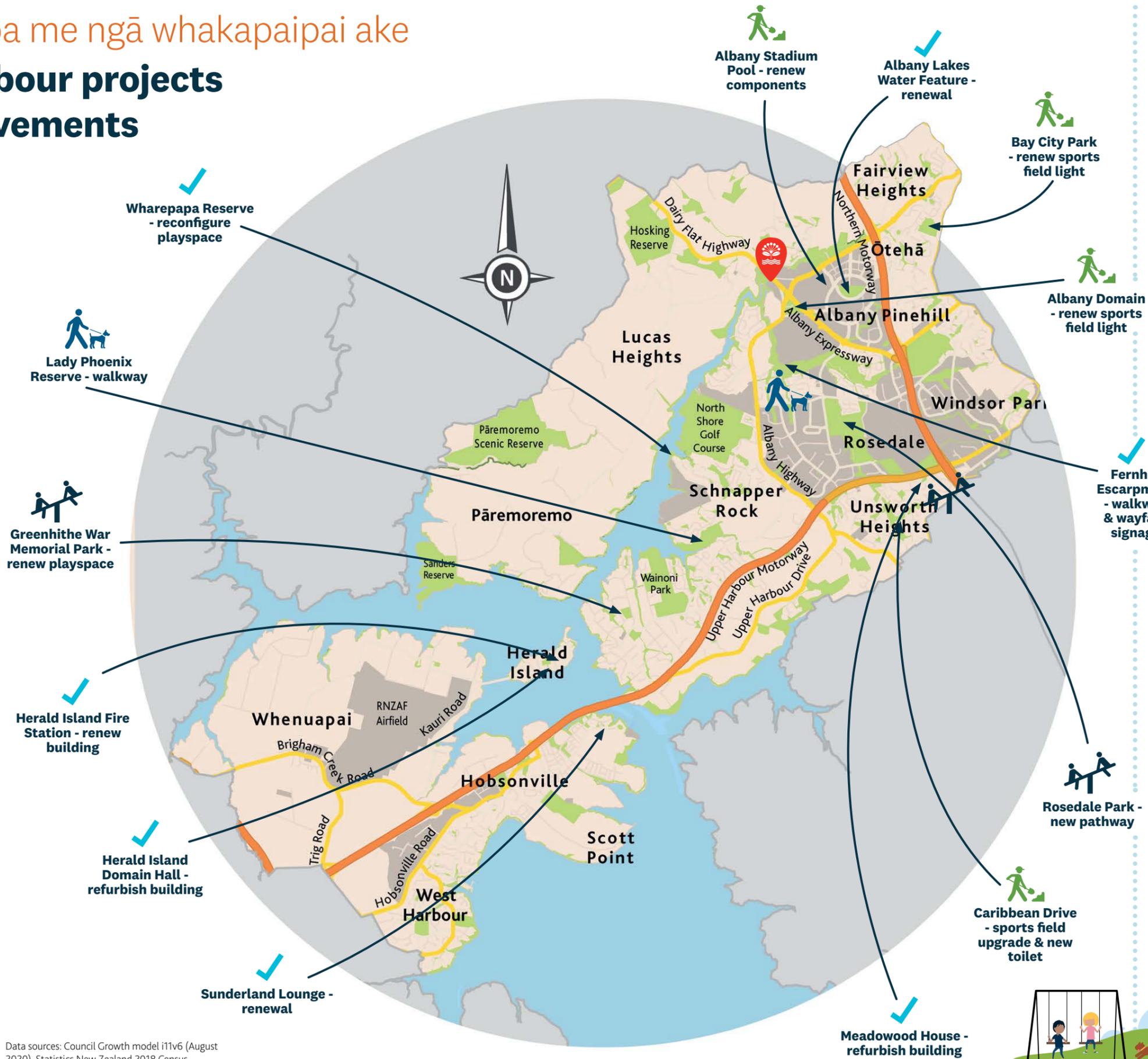
KEY TO CURRENT AND PLANNED PROJECTS

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

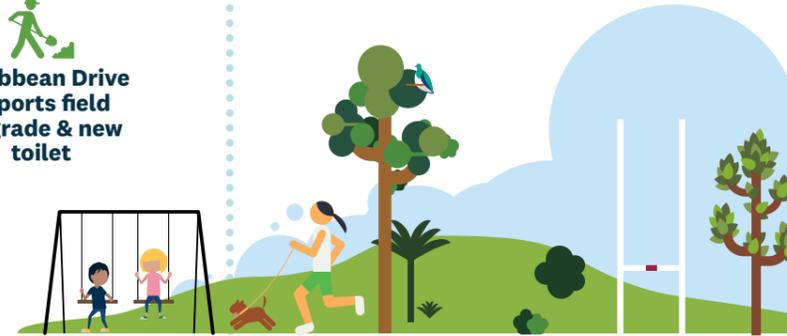


51% of residents were born overseas, many of whom have lived here for less than 10 years

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

Highlights included the progression of the playspace renewal at Greenhithe War Memorial Park, completion of the building refurbishment at Meadowood House, as well as the provision of Placemaking and neighbourhood engagement at Albany, Greenhithe, Whenuapai and Hobsonville. We allocated \$144,000 to local community groups through our local grants programme and allocated \$150,000 for an indoor court investigation to plug network gaps. The local board also provided discretionary funding to enable ecological volunteer work in our parks, as well as an increased level of service for parks reserve maintenance.

● 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	●	▼	81%	75%	79%	77%	While the result came in below target, most respondents to the residents survey generally felt safe during the day. Very few respondents to the survey actively felt unsafe, although there were comments requesting a greater police presence in town centres.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▲	43%	48%	46%	38%	While the result came in above target, comments in the residents survey noted that respondents felt unsafe at night due to a number of factors, including poor quality of street lighting in town centres and common walking connections, and a lack of police presence. Respondents noted that they would like a range of crime prevention methods looked at to improve safety.
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%	86%	78%	73%	Albany Community Hub has moved from the council to being community-led, delivering more community identified and led activities.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	66%	86%	38%	66%	Capacity and capability building in Scotts Point and Whenuapai communities has moved from the assessing and planning phase to delivery phase this year, resulting in more activities being delivered.
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	●	▼	85%	68%*	73%	87%	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 a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▼	45	48	49	41	
The percentage of users who are satisfied with the overall quality of local parks	●	▲	75%	72%*	70%*	73%	The majority of respondents noted that parks were generally nice and well maintained, and were good for sports and recreation. Some park facilities such as playgrounds were not accessible to the public during the COVID-19 lockdowns and this could have had a negative impact on satisfaction levels. Areas for improvement include a greater provision of toilets and more sun shades in play spaces.
The percentage of residents who visited a local park in the last 12 months	●	▲	79%	84%	83%	70%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	10%	5%*	10%	7%	Mana whenua groups and engagement with the local board contestable grants process are limited in Upper Harbour. The impact of COVID-19 on smaller Māori organisations might account for low engagement with the grants process. However, these groups have been supported through non contestable grants and community led activities whenever possible.

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)	●	▼	49,100	22,289*	54,131*	55,382*	The number of internet sessions was 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 libraries was removed, and during the Red setting they operated at reduced levels, returning back 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. 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	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▼	90%	0%	100%	100%	Auckland Council does not directly deliver local arts programmes in this local board area and the board has no budget allocations or projects focused on arts and culture. We supported the delivery of a sculpture by Ngati Manuhiri which has been delayed, but is expected to be delivered next year.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	75%	100%	75%	75%	With Harbour Sport taking over the management of Albany Community Hub, all four facilities in our network are now community led.
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	●	—	2,200	0*	0	Not measured	Events scheduled for the year were not delivered due to COVID-19 impacts. Scheduled events were not delivered due to COVID-19 restrictions.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	72,720	83,423*	155,545	94,026*	COVID-19 restrictions negatively impacted participation. However, Upper Harbour facilities surprisingly continued to exceed their target for three consecutive years despite COVID-19 and the closure of Meadowbank Community House for refurbishment this year. Headquarters has had a quick return to previous year levels since January which helped mitigate the overall decline. Other facilities show a slow recovery. The board may look at revising this target in future years to align to actual participant levels.
The number of visits to library facilities	●	▼	170,600	91,593*	151,406*	148,838*	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			75%	Not Measured*	Not Measured*	Not measured	Satisfaction surveys require physical engagement with event attendees but physical distancing meant we could not run surveys this year.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	95%	96%	96%	Our library continued to exceed the customer satisfaction target, despite COVID-19 challenges. This shows the dedication and commitment of our frontline library staff in ensuring our customers receive 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

We supported projects such as the Young Enterprise Scheme, local small business mentors programme, community and business resilience programmes, and ongoing support and engagement with Business North Harbour.

	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%	Business North Harbour has complied with their BID Policy obligations.

Local Environmental Management

Highlights during the year were progress on the ecology initiatives assistance programme, Inanga spawning sites, Waiarohia Stream restoration, sediment related water quality testing and the Sustainable Schools local streams project. We also funded the New Kiwis Zero Waste Education programme, Construction Waste enforcement and finished the pest free and ecological connectivity strategy.

	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 five natural environment and water quality projects this year.
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 two waste minimisation projects this year.

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 environment 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 community services

This past year, we increased our focus on partnering with our communities for placemaking activities to build stronger connections at a street and neighbourhood level. The board also provided funding to Harbour Sport Trust via a Community Centre Management Agreement to undertake wider community development in Albany from Pokapū ā-Hapori o Ōkahukura / Albany Community Hub.

We resolved to offer Harbour Sport the management contract for community-led management of the hub after an extensive expressions of interest process was completed. This work will deliver community connectedness and resilience outcomes in Albany and will also include work centered on safety which will look to improve results across a range of performance measures going forward. Safer Cities was funded to assess the distribution of CCTV cameras in the Albany town centre. This assessment will support stakeholders to collaborate on ensuring security coverage is fit for purpose.

We also provided funding and support for community placemaking activities in Whenuapai, Greenhithe and Hobsonville. Community Waitākere staff supported the community to plan and deliver an Easter event and are working with Living Whenuapai to plan a series of community safety and cohesion events. Greenhithe Community Trust facilitated the collection and distribution of 2000 trees from Paremoro Prison and 1000 trees from Signature Nurseries as well as a planting day with Greenhithe School at Wainoni Park. Observation Green has been successfully activated, with Easter themed events, kite making, plushies' picnic, and a silent disco exercise class.



▲ Pokapū ā-Hapori o Ōkahukura / Albany Community Hub is being managed by Harbour Sport.

Te āhuatanga ā-rohe Local flavour

Scott Point Sustainable Sports Park first stage kicks off

Work has begun on the Scott Point Sustainable Sports Park in Hobsonville.

Funded by the Upper Harbour Local Board and Auckland Council, the first stage will deliver two football fields, a baseball diamond, car park, paths, toilets and changing facilities, and new roads at Joshua Carder Drive and Craigs Way.

The 16ha park is being developed over several years as funds become available, and is sustainable both in the way it is being built and how it will operate after construction.

As New Zealand's first fully sustainable sports park, it also has a large conservation area listed as a Significant Ecological Area in the Auckland Unitary Plan.

HEB Construction spokesman David Simpson says the company is delighted to be partnering from design to delivery with the council and others on the project.

“Scott Point will lead the way in environmentally conscious design, delivery and operations.”

The park has already received a Leading Infrastructure Sustainability Design Rating from the Infrastructure Sustainability Council for stage 1.

Auckland Council parks head Mark Bowater says the project will use that to guide and measure sustainability throughout the build.

“Well before site clearing, ecological activities involved catching and relocating skinks, transplanting 33 trailerloads of native Epilobium plants and potting up hundreds of the critically threatened plants for ecological groups to replant in other areas.”

Mulch from felled trees is stockpiled for landscaping, while building materials are shared with community groups, recycled, reused within the park, or at other sites. Recycled crushed concrete forms the sub-base for the shared path connection through the park to Squadron Drive.

Scott Point students are supervised by parents and teachers to walk through the construction site to school. This temporary student access, available before and after school, enables a more direct route and cuts down on school traffic.

Upper Harbour Local Board Chair Lisa Whyte says the large park will serve a huge catchment area, is going to be the heart and lungs of a fast-changing area, and benefit locals and the regional sporting community.



▲ Inspecting the Joshua Carder Drive extension under construction at Scott Point Sustainable Sports Park.

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

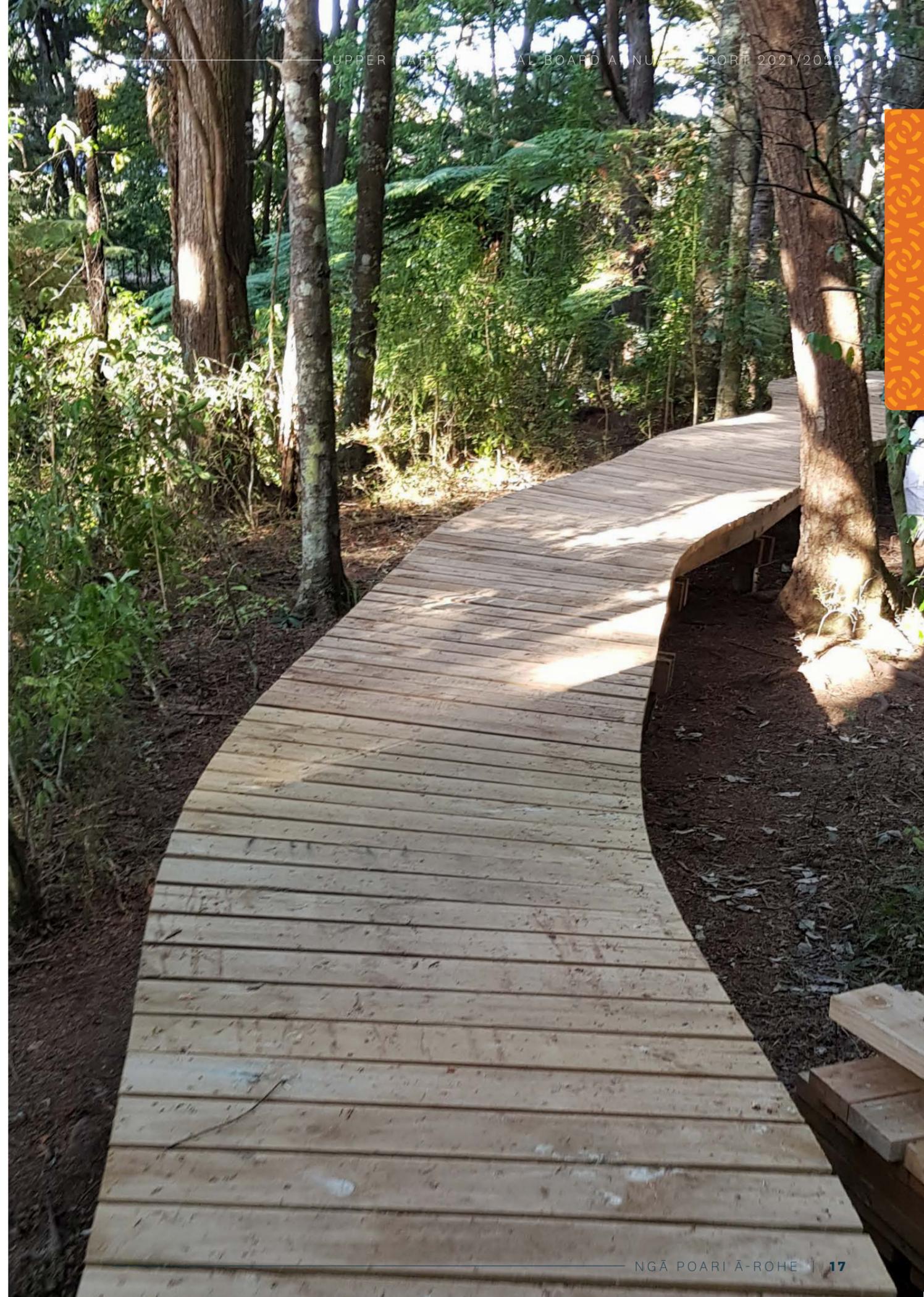
\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		11,759	11,759	11,561
Targeted rates		697	726	665
Subsidies and grants for operating purposes		3	28	14
Fees and charges	1	1,483	3,226	2,817
Local authorities fuel tax, fines, infringement fees and other receipts		95	101	71
Total operating funding		14,037	15,840	15,128
Applications of operating funding:				
Payments to staff and suppliers		12,636	13,100	12,644
Finance costs		426	422	343
Internal charges and overheads applied		2,324	2,260	1,626
Other operating funding applications		0	0	0
Total applications of operating funding		15,385	15,782	14,613
Surplus (deficit) of operating funding		(1,348)	58	515
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt	2	9,804	10,625	664
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		9,804	10,625	664
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		4,835	4,508	179
- to improve the level of service		558	1,548	469
- to replace existing assets		3,063	4,628	531
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	8,456	10,683	1,179
Surplus (deficit) of capital funding		1,348	(58)	(515)
Funding balance		0	0	0

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 decreasing membership fees and visits at council facilities. The Albany Stadium Pool was particularly impacted with a significant decline in fitness and aquatic activity visits, although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage was slow to return as entry numbers were restricted in all centres, and the public remained cautious of COVID-19.
2. Capital expenditure was lower than planned. This resulted in a funding surplus which was partially absorbed by lower than planned fees and charges. The overall funding surplus meant that less debt funding was required than planned.
3. Capital expenditure was below plan due to the deferral of the Scott Point Sustainable Sports Park field upgrade project because of challenges getting materials and labour. This is a multi-year project and it is still expected that both planned spend and completion will be in line with plan. This was partly offset by a higher than planned spend on walkways and path renewal projects. These projects were brought forward because of the deferrals of other projects across the organisation.

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

Fernhill Escarpment Reserve Walkway ►





Planting trees at Hosking Reserve for the Million Trees programme

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 2624-2133 (Print)
ISSN 2624-2141 (PDF)