

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

Whau Local Board

Annual Report 2021/2022



Volume
2.21

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 ruru hau i nga hau āwhio o te wā.
 E aku whakakai pounamu, e aku māpihi maurea,
 kia oho te mauri, kia māiri 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 kōtiu, 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 Tiriwa 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 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 whaikōi ai te kōrero,
 “Ko te hapori 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 Tiriwa, 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:
EcoMatters Bike Hub (Photo credit: EcoMatters Environment Trust)

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 Whau 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 Whau 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.**

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Shadbolt Park

He kōrero mai i te heamana

From the chairperson

Kia ora,

This Whau Local Board Annual Report reflects on our achievements over a challenging 2021/2022 year. Due to dedicated efforts by our community, council staff and others, we have had success.

I marveled that we managed to reopen the treasured Kurt Brehmer walkway; refurbish the Brains Park pontoon; renewed sportsfield irrigation, lighting, goal posts and skate park surfaces; and budgeted for playground upgrades and signage. We contributed toward and were delighted with the recently opened New Lynn to Avondale shared path.



We continued to support our business improvement districts in Avondale, Blockhouse Bay, New Lynn and Rosebank, and were pleased to provide a base for the Māori wardens to contribute to the Rosebank Crime Prevention Initiative.

We worked with Hoani Waititi Marae and with the Taumata Whau in Kelston. Opportunities to learn Te Reo, and to participate in a range of initiatives celebrating Te Ao Māori increased through our libraries, community places, and community-led hubs and houses.

We continued funding for Manukau Harbour Forum and environmental partnerships such as EcoMatters, Whau Wildlink, and the Whau River Catchment Trust, as well as Whau's Urban Ngahere Strategy. We advocated around legislation for increased tree protection.

The community was engaged in planning for the Avondale multi-purpose facility. Library hours are extended for another year through additional board funding, and community hubs in the Glenavon, New Windsor, Kelston and Rosebank are funded to benefit their communities.

While many social events faltered, Whau managed to commemorate Anzac Day. Our Community Arts Brokers interacted on- and off-line, and the Matariki public holiday saw bigger and better celebrations locally. The Whau Pasifika Komiti succeeded with Whau Pacific Arts Festival and Whau Youth Talanoa.

Challenges for the year ahead

Financial and social issues will continue to be present in the coming year, and we will advocate to keep the Whau Aquatic and Recreational Facility as a future project. We will also continue advocating for a park and ride facility in New Lynn.

Kay Thomas
Chairperson, Whau Local Board

Te Poari ā-Rohe o Whau

Whau Local Board



Your board

(L to R) Fasitua Amosa (Deputy Chairperson), Susan Zhu, Te'eva Matafai, Kay Thomas (Chairperson), Catherine Farmer, Jessica Rose, Warren Piper.



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Ngā kaupapa me ngā whakapaipai ake

Whau projects and improvements

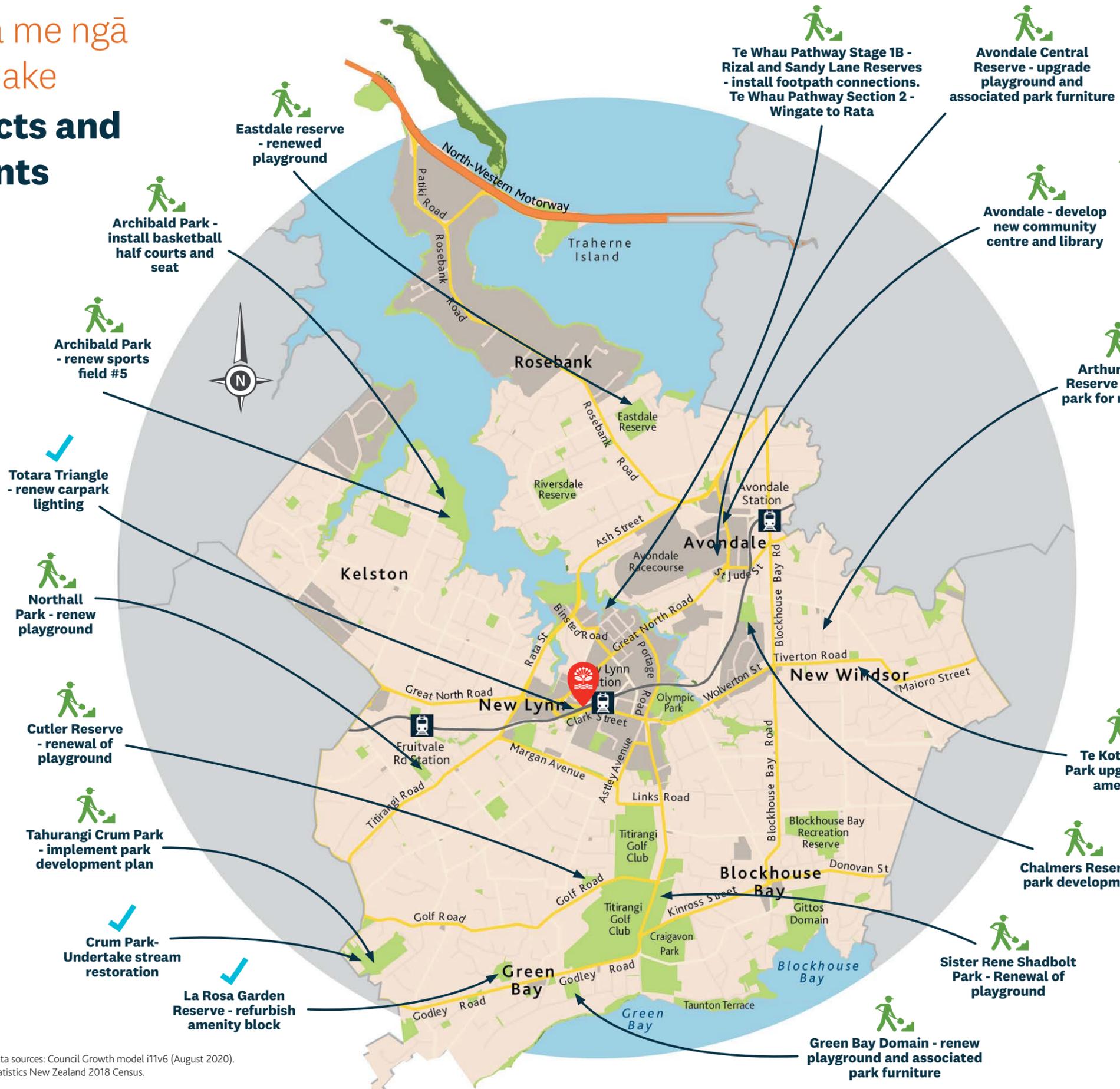
KEY TO CURRENT AND PLANNED PROJECTS

-  **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.



We are home to more than **80** local parks...

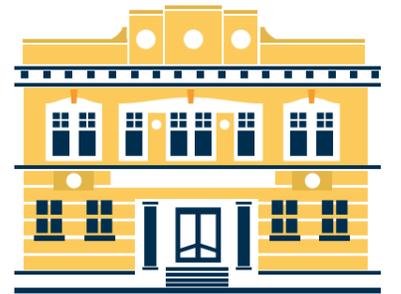


...and **3** libraries



A diverse population with:
10% identified as Māori
40% identified as European
40% identify as Asian
19% identify as Pasifika

Includes the major town centres of **Avondale** and **New Lynn**



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We funded local arts, culture, events, sports and recreation. Highlights include the Community Arts Broker delivering projects including the inaugural Bay Art Exhibition with 40 local artists and live entertainment. We adopted the Whau Local Board Accessibility in Parks Best Practice Report 2020 in December 2021 and the Whau Local Paths Plan (Greenways) Review (2021) February 2022. We provided grants and partnered with local organisations to deliver community services such as our Whau Ethnic Peoples Plan, where a Whau Ethnic Collective established its governance group to lead the delivery. We maintained facilities including local parks, libraries, and halls, and completed work walkways at Craigavon Park and Manuka Park, and refurbishment of the amenity block at La Rosa Garden Reserve.

● **Achieved**
 Target has been met or exceeded

● **Substantially achieved**
 Target has not been met by a slim margin (+/-2%)

● **Not achieved**
 Target not achieved

▲ **Progress made**
 Result improved from prior-year result

▬ **No change**
 No change from prior-year result

▼ **No improvements**
 Not improved from prior-year result

● *** Impacted by COVID-19**
 Measures favourably / unfavourably impacted by COVID-19

	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	●	▼	68%	62%	65%	77%	The residents survey result reflects the general anxiety around recent crime reported in the media and anti-social behaviour and increasing homelessness in the area.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	33%	23%	33%	39%	The survey results show that opinions on crime are a big concern at the moment, especially at night due to intimidation by homeless people, beggars and groups of youths, with calls for better lighting and more visible cameras or police presence in the evening.
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	●	▲	65%	98%	88%	63%	We again exceeded target this year, reflecting the board's ongoing effort and commitment. Community-led activities which contributed strongly to the success of this measure included the Rau Kaumatua event, funding for Nga Matarae, Kai Whau food growing and foraging activities, student mentorship, Te Reo classes, cultural diversity webinars and multiple grants for work delivery.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	80%	81%	58%*	73%	During the 2021-2022 business year there was intentional and significant commitment to ensure resource was available to strengthen and build capacity and capability at a local level, specifically within some of the Whau community hubs and houses. An increased focus on governance workshops; team building programmes; mentoring/coaching support; support towards Māori leadership collaboration and community connectors were the main contributors to the increase in capacity and capability outcomes.
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	●	▲	75%	73%*	69%	81%	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 percentage of users who are satisfied with the overall quality of local parks	●	▬	70%	68%*	68%*	72%	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. Continued investment in existing local parks facilities, as well as the 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	●	▬	80%	84%	84%	86%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	35%	27%*	28%	28%	Te Toi Uku delivered programmes which responded to Māori aspirations (Te Ao Māori and history of the area), however the number of programmes delivered was low due to COVID-19 restrictions. Fewer local quick response grants responding to Māori aspirations were delivered.

Local Community Services measures cont'd over

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)	●	▼	260,000	139,275*	276,290*	312,039*	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	●	—	85%	100%	100%	100%	All arts and culture programmes were delivered by independent and community-led partners who are supported with council funding in line with 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	●	—	67%	67%	67%	67%	
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*	800	600*	No council-led community events were scheduled by the local board this year.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	383,800	158,723*	167,434*	282,625*	The COVID-19 pandemic has greatly affected operating hours and participant numbers. Many facilities were either closed or had greatly reduced hours for about three-and-a-half months. The Kelston Community Hub delivered food parcels to the community during the lockdown. After facilities reopened, a combination of added caution by participants, vaccination passes and other measures continued to affect bookings and participants. Quarter three results were similar or above last years results, but May and June were under.
The number of visits to library facilities	●	▼	480,000	249,471*	445,538*	512,050	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	Not measured - satisfaction surveys not done during the year due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	●	—	80%	96%	96%	95%	Our libraries continue 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.

3. The local board did not fund a council-led community event in 2021/2022 as the local board felt the funds would be more appropriately allocated to other community initiatives that will result in more consistent, ongoing community outcomes.

Local Planning and Development

We worked with business and community associations to improve local economic development and employment initiatives. We funded and commissioned heritage-based articles in local magazines, and funded the restoration of three marble plaques salvaged from the demolished Saint Andrews Church Hall in New Lynn. We held an online Rebel Business school event for 26 people, providing free help to develop business skills and confidence to start their own business.

	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 four of business associations complied with their obligations.

Local Environmental Management

We partnered with local communities and iwi to deliver projects and programmes to improve local environments. We continued to fund and support the New Lynn Bike Hub which, despite disruptions, received 2445 visitors and repaired 1132 bikes. We completed the Whau Industrial Pollution Prevention Programme in Kelston, and started investment in the Oakley Creek pest plan control buffer project following delays due to COVID-19 alert level restrictions. We also supported a number of small groups through the Whau Wildlink programme to improve water quality and biodiversity that will contribute to the survival and regeneration of native vegetation.

	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%	100%	New measure	New measure	We successfully delivered seven sustainability projects this year.
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 Healthy Waters projects this year.

- 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.
- 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

Investing in community development and resilience outside our town centres through community-led hubs has been a key priority in recent years. The investment was through the Placemaking Neighbourhood and Town Centre Development and build capacity – Community leadership work programmes. The Glenavon Community Hub, serving a relatively deprived pocket of the Whau, has been a success story for a number of years, and 2021/2022 was no exception, with the hub delivering a series of well attended programmes. For the time, we had an opportunity to invest in the Rosebank Community Hub, a community-led initiative designed to meet the needs of the communities immediately around and connected with Eastdale Reserve and Rosebank School. It is modelled on the success of the Glenavon Hub and addresses similar challenges. Our investment has enabled all of our community-led hubs to deliver significant Matariki events, bringing communities together and celebrating the inaugural Matariki public holiday in a way that was both fun and meaningful. We are very proud of these community partnerships which provide exemplars of how empowered communities can overcome challenges and come together to achieve amazing outcomes at a local level.

Volunteers are digging in across Whau to care for their local streamside areas thanks to long standing support from the Whau Local Board. This support and the on-the-ground efforts of many

hard-working volunteers are helping restore these streams, allowing native flora and fauna to flourish. The board also supported the delivery of several recent Rongoā rākau wānanga in the community. These sessions help increase understanding of the medicinal properties of native plants and the tikanga



Tahurangi / Crum park bilingual signage

for their harvest and use, and contribute to the Whau Wildlink initiative. Those involved quite literally dig in to plant trees and help care for the streams, through weeding and rubbish collection. There are even opportunities for water testing, which identifies what animals are living in and near these streams.



Te Toi Uku, Crown Lynn & Clayworks Museum

Te āhuatanga ā-rohe

Local flavour

Celebrating five years of the New Lynn bike hub

It has been five years since the trailblazing opening of the very first EcoMatters bike hub in New Lynn, a project supported by Whau Local Board, with no signs of the hub slowing down.

The hub provides a range of services to help keep bikes running, including free access to tools and advice on basic bike maintenance, restored second-hand bikes for sale, parts and accessories, safe cycling advice and guidance and more.

Since opening in 2017, the New Lynn hub has been followed by the Henderson and Glen Innes hubs, which have hosted more than 30,000 visitors, helped fix and restore more than 10,000 bikes and redistributed more than 2000 bikes back into the community.

The success of the model has been recognised regionally and nationally, with the Bike Hubs winning awards from both Waka Kotahi and Auckland Transport.

The hubs fit into the Whau Local Board Plan outcome four: Improved and expanded opportunities for walking, cycling and public transport.

EcoMatters Environment Trust CEO Carla Gee says the hub has been transformational.

“Our Bike Hubs are pretty special places,” she says. “They are very rooted in their communities, offering advice on safe cycling routes and running local guided bike rides.

“The original plan was driven by one of our longest-serving team members Meg Liptrot and thanks to great support, became a reality that we know has, in some cases, truly changed people’s lives,” she says.

New Lynn bike hub



Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		16,263	16,263	15,413
Targeted rates		835	870	828
Subsidies and grants for operating purposes		7	26	14
Fees and charges		111	247	189
Local authorities fuel tax, fines, infringement fees and other receipts		74	90	85
Total operating funding		17,290	17,496	16,529
Applications of operating funding:				
Payments to staff and suppliers	1	10,377	12,934	12,738
Finance costs		2,217	2,214	2,241
Internal charges and overheads applied		2,250	2,190	1,471
Other operating funding applications		0	0	0
Total applications of operating funding		14,844	17,338	16,450
Surplus (deficit) of operating funding		2,446	158	79
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	829	10,168	2,668
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		829	10,168	2,668
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		1,751	8,537	391
- to improve the level of service		414	364	1,044
- to replace existing assets		1,110	1,426	1,313
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	3,275	10,326	2,747
Surplus (deficit) of capital funding		(2,446)	(158)	(79)
Funding balance		0	0	0

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

1. Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of full facility maintenance and arboriculture services during COVID-19 restrictions. In the last quarter of the financial year, a new full facility contractor was appointed that provided continuing services with minimal disruptions. However, although COVID-19 lockdown restrictions were eased in the second half of the financial year and a new full facility contractor was appointed, ongoing supply chain challenges and a tight labour market continued to hinder the recovery of services to planned levels.
2. Capital expenditure and payments to staff and suppliers were lower than planned. This resulted in a funding surplus which meant that less debt was required than planned.
3. Capital expenditure was below plan primarily due to:
 - the Te Whau Pathway project which experienced design changes stemming from escalated prices 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.
 - delays in preliminary design work for the Avondale Community Centre due to the approval of the concept design taking longer than expected.

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

Avondale Train Station ▶





Whau Pasific festival.
Credit: Fatatuialii productions

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