

Devonport-Takapuna  
Te Rīpoata ā-Tau 2020/2021

# Devonport-Takapuna Local Board

Annual Report 2020/2021



Volume  
**2.2**

## Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi.  
 Kia mihi koutou ki ngā kupu whakareii  
 a te hunga kua tīpokotia e te ringa  
 o te wāhi ngaro.  
 Rātou, e kaikini tonu nei i ngā mahara i te ao, i te pō.  
 Ngā oha i mahue mai i tērā whakatupuranga  
 kia āpitihia e tātou ki ngā tūmanako  
 o tēnei reanga,  
 hei mouna waihotanga ki te ira whaimuri i a tātou.  
 Koinā te tangi a Ngākau Māhaki,  
 a Wairua Hihiri me Hinengaro Tau.  
 Oho mai rā tātou ki te whakatairanga  
 i ngā mahi e ekeina ai te pae tawhiti  
 ka tō mai ai ki te pae tata.  
 Tēnei au te noho nei i runga i te puia moe  
 o Takarunga –  
 kāinga o te tini tāngata i tōna wā,  
 puna wai e ora ai ngā iwi.  
 Kei waho rā ko ngā tai piringa  
 o Tīkapa Moana me Te Waitematā  
 Ka rere whakarunga ngā kamo ki te  
 Waiwharariki o mua,  
 Takapuna kāinga,  
 Takapuna tupuna.  
 I reira ka heke iho ki te mātārae ki Ōperetū,  
 kia taka ki tua ko Maungaūika  
 te tū hēteri mai rā i te pūwaha o Tāmaki Makaurau,  
 Tāmaki herehere waka.  
 E koutou mā ka ea, kua ea.  
 Kia ora huihui mai koutou katoa.

Welcome to you all.  
 Let me greet you with the eloquent words  
 of those, lost long ago to the unseen  
 hand of eternity.  
 Them, for whom we unendingly mourn.  
 Let us enjoin the legacy they left  
 to the hopes and aspirations  
 of this generation  
 as our gift to those who will follow us.  
 That is the pledge of the humble heart,  
 the willing spirit and the inspired mind.  
 Let us rise together and seek to do what is  
 necessary to draw distant aspirations  
 closer to realisation.  
 Here I sit upon the sleeping cone  
 of Takarunga –  
 home of many in its time  
 spring of life for them all.  
 Out there are the watery havens  
 of Tīkapa Moana and Te Waitematā.  
 My eyes gaze northward to  
 former Waiwharariki,  
 now Takapuna community,  
 Takapuna the progenitor.  
 Then from there, I glance to the foreland of Ōperetū  
 beyond which stands Maungaūika  
 sentinel of Tāmaki Makaurau  
 and anchorage of many canoes.  
 It is done.  
 Greetings to you, one and all.

On the cover: Vauxhall students play on the street

## He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Devonport-Takapuna Local Board area from 1 July 2020 to 30 June 2021.

You can read about our progress, expenditure, service performance and challenges faced in 2020/2021. 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 also reports against the council's Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Devonport-Takapuna Local Board Agreement 2020/2021.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also 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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Smales Farm Bus Station, Takapuna

# He kōrero mai i te heamana

## From the chairperson

I am pleased to present the Devonport-Takapuna Local Board annual report for the 2020/2021 financial year.

The past year has brought exceptional challenges – as the effects of the COVID-19 pandemic, lockdowns, and Emergency Budget became clear.



Despite financial constraints and the practical difficulties of lockdowns and fluctuating COVID-19 alert levels, we have successfully delivered a range of projects and services to benefit our community. We have been proud to support our key community and arts organisations, and community centres, who found new and agile ways to deliver a variety of programmes and benefits in response to different alert levels and changing community needs.

During lockdowns it was heartwarming to see so many in our community reach out to help others – particularly our older or more vulnerable neighbours. The local board was inspired to initiate a new community civil defence programme to help residents be prepared in a range of emergencies, and placed renewed focus on digital training for those who need help with online shopping and banking, using smartphone features, or connecting with family and friends online.

We've been investing in our parks and open spaces. The long-awaited toilet at the Lake Town Green playpark has been completed, and new toilets and changing facilities at Milford Reserve are under construction. Playground upgrades at Lansdowne and Melrose Reserves have begun, and the new playspace and community area by the Sunnynook Community Centre is also well underway.

**Ruth Jackson**  
Chairperson, Devonport-Takapuna Local Board

Stage 1 of the Patuone Walkway, which is a key link in our cycling and walking network, is underway – and a major renewal of fields 2 and 3 at Becroft Park has been completed, supporting this very busy sporting facility and newly-merged Northern Rovers Football Club.

Key environmental initiatives included extensive wetlands planting at Brian Byrnes Reserve, a new Wairau Estuary enhancement planting project, volunteer programmes, and environmental and pest-free co-ordinators at Project Birdsong and Restoring Takarunga Hauraki.

We instigated the new Wairau Catchment Working Group – comprising the Devonport-Takapuna and Kaipātiki local boards, North Shore Councillors, environmental and residents groups – which meets regularly with decisionmakers at Auckland Council and Watercare. We are delighted that the Wairau Estuary has now been included as a key project to be funded from the Water Quality Targeted Rate in the Auckland Council 10-Year Budget 2021-2031.

The year closed with very welcome news that a budget of \$48 million for the Lake Road Improvements Project has been confirmed in the Regional Land Transport Plan 2021-2031.

# Te Poari ā-Rohe o Devonport-Takapuna

## Devonport-Takapuna Local Board



### Your board

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



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Closed Saturday, Sunday and public holidays



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# Ngā kaupapa me ngā whakapaipai ake

## Devonport-Takapuna projects and improvements

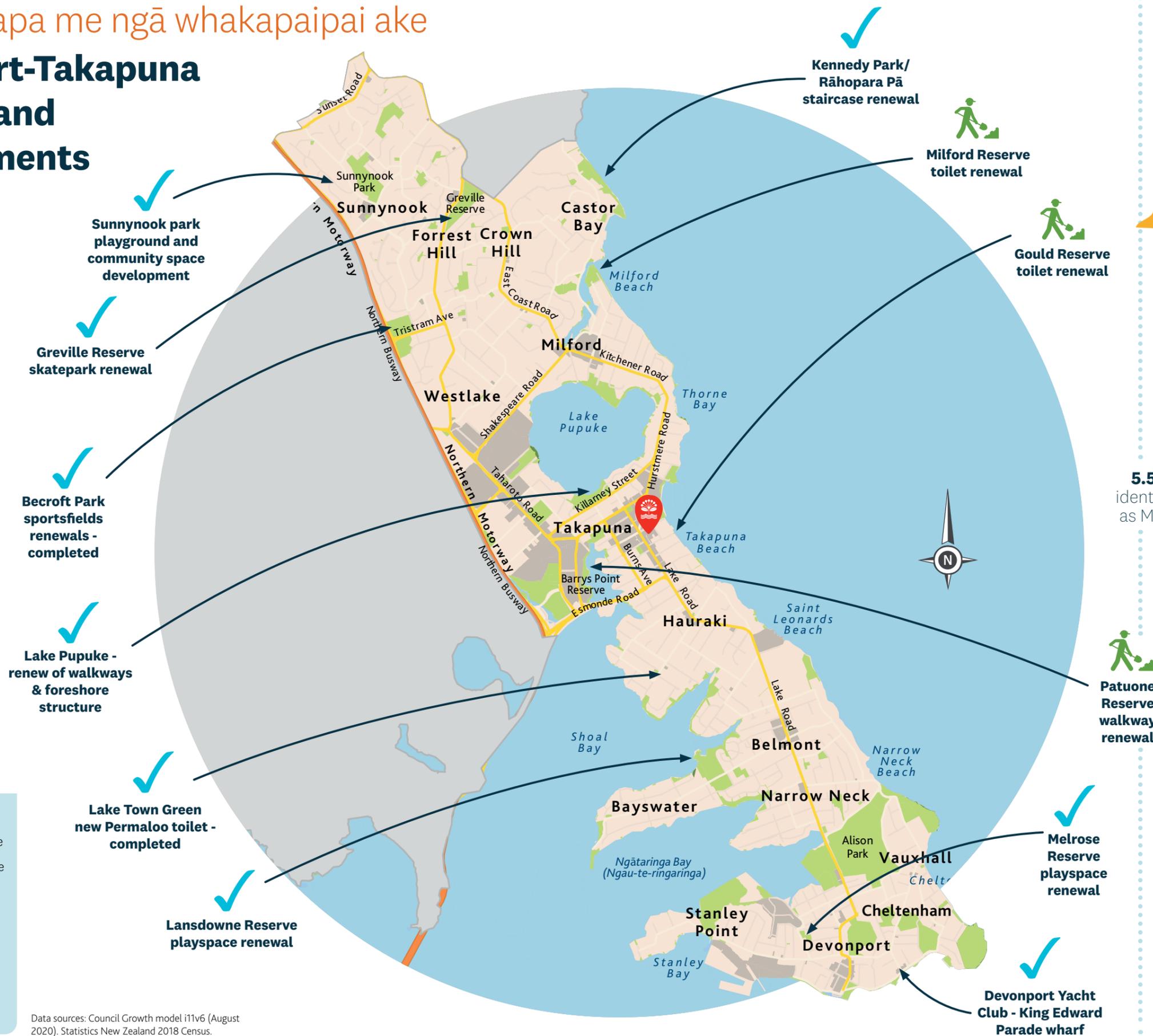
### KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects

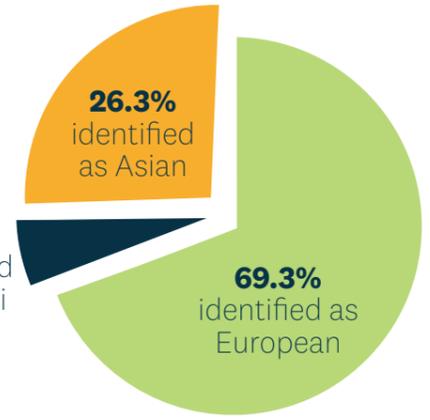
### LEGEND

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

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



Devonport-Takapuna has more than **110** local parks and sports fields



**2** libraries, **1** leisure centre, **2** community centres and **6** arts and culture facilities

# Tā mātou pūrongo whakahaere mahi

## Our performance report

● **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

### Local Community Services

The last year showed the strength and commitment of our local community and art organisations. The financial support given by the local board through grants helped these organisations provide services to the community in these difficult times, opportunities to upskill, and organise events that not only brought people together but also helped to build community resilience and a greater sense of connectedness.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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	●	▼	94%	83%	92%	92%	Residents have mentioned vacant shops/buildings in the town centres, an increasing number of homeless people in the area and lack of policing as reasons for feeling less safe in their town centres. However, many comments suggested feeling safer in Devonport and Takapuna compared to Auckland CBD.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	66%	58%	59%	61%	In addition to the above factors, residents have mentioned lack of adequate lighting as a reason for feeling less safe at night in the area.
<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	●	▲	85%	86%	65%	87%	Community-led practice is championed with community organisations delivering local projects, activities and events such as support for older residents via kātahi dinner programme, digital inclusion training, financial services support, networking events for youth and new migrants, and space and welfare services for youth.
The percentage of Empowered Communities activities that build capacity and capability	●	▲	80%	69%*	51%	79%	Target not met due to fewer activities taking place due to COVID-19 impacts. Wide support was provided to facilitate events, training, and broker relationships such as connecting accounting students and local community groups for financial support services, support for new migrants and opportunities for community youth groups to connect.
<b>We fund, enable and deliver arts and culture experiences that enhance identity and connect people</b>							
The percentage of arts and culture programmes, grants and activities that are community led	●	—	85%	100%	100%	100%	All programmes have been community-led.
<b>We fund, enable and deliver community events and experiences that enhance identity and connect people</b>							
The number of attendees at council-led community events	●		3,300	0	Not measured	1,600	No council-led community events were scheduled by the local board this year.
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	86%	94%	Satisfaction survey methods require physical engagement with event attendees. The promotion of physical distancing to minimise risk at community events meant that satisfaction surveys were unable to be carried out this year.
<b>We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection</b>							
The number of participants in activities at art facilities, community centres and hire venues	●	▼	305,600	267,837*	293,434*	307,475	There were multiple lockdowns during the year and changing alert levels. During these lockdowns all venues were working at reduced capacities due to physical distancing rules, i.e. maximum of 10 people per room.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	79%	79%	79%	79%	
<b>We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life</b>							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	330,000	214,766*	255,891*	346,569	Reduction was partly due to the two alert levels restrictions during this financial year, customers opting for online services and more users having internet available at home. Libraries in this local board have also partnered with Digital Inclusion Alliance Aotearoa and the Skinny Jump programme to help provide affordable Wi-Fi access at home.
The number of visits to library facilities	●	▼	580,000	464,264*	506,014*	620,472	Visits to community libraries have continued to decline in FY21. Besides the impact of COVID-19 alert levels and lasting effect of the initial outbreak, this trend is also correlated with changing customer behaviours in favour of online services rather than in-library services.
Percentage of customers satisfied with the quality of library service delivery	●	—	85%	97%	97%	97%	Devonport-Takapuna has outperformed expectations in customer satisfaction for three years and has achieved over 90% satisfaction in all customer satisfaction metrics. 97% of customers are satisfied with the high quality of service from staff, while 96% of customers are satisfied with the quality of the environment and atmosphere.

## Local Community Services cont'd

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
<b>We provide 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 sports fields	●	▼	77%	70%*	80%	77%	The impact of council's Emergency Budget meant that the level of investment in renovations of playing surfaces in spring and autumn, and general capital works, was greatly restrained from previous years and from what the community expected. In addition, COVID-19 impacts and lockdowns meant reduced service standards on the grounds.
The customers' Net Promoter Score for pool and leisure centres	●	▲	19	40	27	21	Staff responded to customer complaints and resolved them as soon as possible. There has been considerable praise for the staff at the centre with the most frequent improvement suggested by customers being the replacement of the spa pool, which is being worked on.
<b>We provide safe and accessible parks, reserves, and beaches</b>							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	79%	72%*	77%	72%	The result is well below the target, and is significantly lower than the previous year, as some park facilities such as playgrounds were not accessible during the COVID-19 lockdowns. 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	●	▼	85%	86%	93%	84%	
<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	●	▲	10.0%	21.9%	12.5%	11.0%	There was an increased focus on working with mana whenua, local marae and local schools, and through our partners such as the Michael King Writers Centre. Local board's contestable grants administered through the Creative Communities scheme that respond to Māori aspirations also helped with the outcome.

## Local Environmental Management

There has been an increased delivery of projects in the environmental space since the local board committed to increase its focus on environmental issues. We were fortunate to have Restoring Takarunga Hauraki and The Pupuke Birdsong Project,

together with the staff from our Parks Volunteer programme, who helped to support and co-ordinate many volunteers, community groups and local businesses to undertake pest management and restorative planting.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
<b>We manage Auckland's natural environment</b>							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	—	75%	100%	100%	100%	We successfully delivered all three environmental projects for Devonport-Takapuna in the 2020/2021 financial year. These projects have contributed to the local board's environmental outcomes as described in its local board plan.

## Local Planning and Development

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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 three business associations within the Devonport-Takapuna Local Board area complied with their BID Policy obligations.

## He whakamārama mō ā mātou mahi whakahaere

### Our performance explained

#### Local community services

The Takapuna North Community Trust and the Devonport Peninsula Trust received financial assistance from the local board. These trusts serve and support our communities in many ways including events that target under-represented sectors and providing networking opportunities that allow people to build capacity in their own areas in the ways that work best for them. The Trusts give our seniors opportunities to meet their peers but also with youth of the area. These intergenerational events give all who attend a different perspective on many issues.

Our youth were supported through the activities and services offered at the Shore Junction facility and the members of the Devonport-Takapuna Youth Board, Younite, were recognised at the Inaugural Youth Voice Awards for the work they did to ensure understanding and engagement during the development of the local board plan.

Auckland North Community and Development Inc (ANCAD) continued to support many organisations in our area by offering funding and financial advice and through the training programmes it delivers for not-for-profit organisations.

The local board grants programme distributed almost \$250,000 across the area. These funds were used to contribute to the cost of more than 102 programmes and events supporting arts and culture, heritage, community development, and sport and recreation.

#### Local Environmental Management

Pupuke Birdsong supported and facilitated the planting of over 3500 plants in parks and neighbouring properties. There are now 25 parks in the northern part of the local board area with pest control initiatives in place. Restoring Takarunga Hauraki worked across the Devonport Peninsula and Bayswater area to plant more than 3000 trees and now has more than 80 rat trap sites that are monitored through the EcoTrack system.

The Shore Birds project was funded by the local board to help people identify and count shore birds in their natural habitat. It also allowed people to come together to consider ways these habitats could be protected and improved.

#### Local Planning and Development

The three business associations had a challenging year but managed, with the support of local board funding, to plan events and activities that helped their members to recover from the impacts of COVID-19. This included the Takapuna Beach Business Association's Christmas Carnival, The Milford Business Association's Pirate Market Day, and the Devonport Business Association's Spend Local, Shop Local, Support Local campaign.

Service assessments, that will help to guide future decisions on land use and planning, were completed for Auburn Reserve and Ngataranga Park.

## Te āhuatanga ā-rohe

### Local flavour

#### Delivering for the community

'Good things come to those who wait' sums up the past year for our community, with projects that have seen years of planning getting underway or completed during this period.

From numerous playground upgrades, sport field renewals, new public toilets and changing facilities to the start of the Patuone Walkway project – 2020/2021 has been one of the busiest yet.

In Sunnynook, the upgrade of the playground space in front of the community centre was a welcome surprise for locals who hadn't expected it to happen so quickly.

Sunnynook Community Association member Melissa Powell says locals were delighted to see work get underway in April.

"It got started earlier than we thought so that is great, and I know a lot of families were really excited that they would soon have a place to play again."

Now reopened, it took just a few hours for kids to flock to the new space, the project also including a water fountain – something the community was keen to see installed.

The Sunnynook Association is one of many community groups across the local board area who work with or advocate to the local board and council for initiatives and investments in public spaces to make their community a great place to live.

It also undertakes its own placemaking activities, including a new mural in front of the community centre which depicts Dr Leonard Cockayne – one of New Zealand's well-known botanists after whom Cockayne Crescent is named.

Among the projects completed during this period are upgraded playgrounds at Lansdowne and Melrose reserves, new sand carpet for Becroft Park, new toilet at Lake Town Green – complete with nappy change facilities and an upgrade of the ramp and seating area in Killarney Park overlooking Lake Pupuke.

Works started during the period and now complete include a new set of stairs at Rāhopara Pā, and a new viewing platform at King Edward Parade to replace the ageing wharf.

We are still beavering away on a new change and toilet facility at Milford Reserve and have kickstarted section one of the Patuone Walkway.



## Te tahua pūtea

## Funding impact statement

Financial year ending 30 June 2021

\$000s	Notes	Actual 2020/2021	Annual Plan 2020/2021	Annual Plan 2019/2020
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		15,557	15,557	11,287
Targeted rates		678	710	700
Subsidies and grants for operating purposes		309	306	218
Fees and charges		876	879	1,389
Local authorities fuel tax, fines, infringement fees and other receipts		377	463	47
<b>Total operating funding</b>		<b>17,798</b>	<b>17,915</b>	<b>13,641</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	1	12,696	13,645	10,047
Finance costs		2,424	2,420	1,829
Internal charges and overheads applied		1,245	1,245	1,413
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>16,365</b>	<b>17,310</b>	<b>13,289</b>
<b>Surplus (deficit) of operating funding</b>		<b>1,433</b>	<b>605</b>	<b>352</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	2	6,877	4,318	10,176
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>6,877</b>	<b>4,318</b>	<b>10,176</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		125	501	476
- to improve the level of service		4,239	401	4,206
- to replace existing assets		3,946	4,021	5,846
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>	3	<b>8,310</b>	<b>4,923</b>	<b>10,528</b>
<b>Surplus (deficit) of capital funding</b>		<b>(1,433)</b>	<b>(605)</b>	<b>(352)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

**Variance explanation Actual 2020/2021 to Annual Plan 2020/2021**

- Payments to staff and suppliers were below plan primarily due to staff vacancies which were difficult to fill as a result of tight recruitment controls. Further, water usage during lockdowns was less than anticipated at facilities such as pools.
- Capital expenditure was greater than planned. This resulted in a funding deficit which was partly met by lower than planned payments to staff and suppliers. The overall funding deficit meant that more debt funding was required than was planned.
- Capital expenditure was above plan due to a major portion of the multi-year Hurstmere Road revitalisation programme being delivered in 2020/2021, although that larger portion of the programme was budgeted for in 2019/2020. In 2019/2020, there were construction delays resulting from the initial COVID-19 lockdown, and the project was deferred. This was partially offset by slower than anticipated progress on the design, scope and tender processes prior to delivery of local renewal projects including the Claystore Heritage Building comprehensive renewal, Ngataringa Parks skate park drainage renewal and Kennedy Park stairs renewal. Further, supply chain challenges also impacted the delivery of some projects.

Devonport Village heritage building ►



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