

Te Poari ā-Rohe o Henderson-Massey
Te Rīpoata ā-Tau 2020/2021

Henderson-Massey Local Board

Annual Report 2020/2021



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:
 Kite day at Harbourview-Orangihina Park

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 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 Henderson-Massey 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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Kopupaka Playground opening

He kōrero mai i te heamana

From the chairperson

Kia ora. Firstly, I would like to acknowledge and thank the community groups, organisations and volunteers who support local community initiatives in the Henderson-Massey Local Board area.

Their ingenuity and commitment to the community consistently contributes to improving the lives and 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.

Financial restrictions continue to have an impact on services and facilities but, despite this, the Henderson-Massey Local Board has been able to make some meaningful progress over the past year. These include capital works such as:

- Community facility upgrades such as a new commercial-grade kitchen at Massey Community Hub, continuing upgrades and repairs at West Wave and a comprehensive upgrade to Te Pae o Kura (Kelston Community Centre).
- Repairing the significantly damaged Henderson Creek cycleway at Colette Esplanade and installing concrete cycleways as part of Te Whau Pathway.
- New and upgraded playgrounds in Moire Park, Starforth Park and Ulrich Esplanade.



Kind regards

Vanessa Neeson, JP
Chairperson, Henderson-Massey Local Board

We’ve also been able to invest in the future, such as planning for local parks in the new Redhills growth area and prioritising actions from the Harbourview-Orangihina Masterplan.

Local board members and council support staff will continue to provide as much support and service to the local community as possible, despite the continuing financial challenges created by COVID-19. We will prioritise supporting recovery and increasing the resilience and wellbeing of our communities.

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.



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Ngā kaupapa me ngā whakapaipai ake

Henderson-Massey projects and improvements

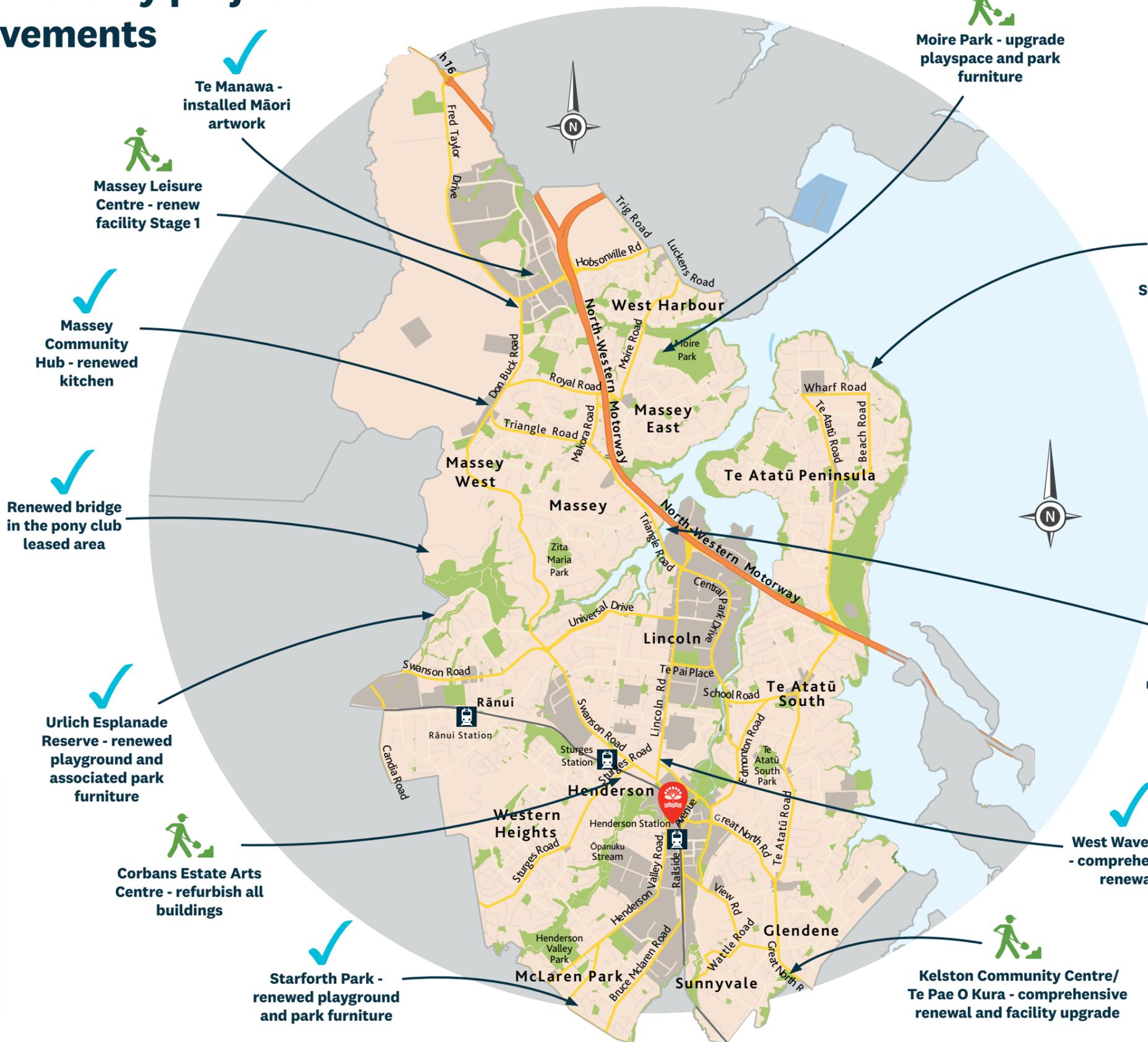
KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects

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

LEGEND

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



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

● **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

We support local arts, culture, events, sport, and recreation activities. Highlights include opening of Kopupaka Reserve Playspace, upgrading of the Massey Community Hub kitchen and completion of Ulrich Esplanade reserve playground renewal. We funded well attended events, such as Snow in the park at Royal Reserve and Come Fly a Kite held at Harbourview Orangihina, Te Atatu Peninsula and supported the Vegan food festival held at Corbans Arts estate which attracted approximately 3000 people to the programme.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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	●	▼	75%	53%	75%	78%	The perception of safety in the town centre is being influenced by instances of violent offending shared on media platforms and also antisocial behaviour or homelessness on the streets. The local board continues to fund Henderson Town Centre Plan, use of CCTV, and work with community hubs to build their capacity and have a flexible response to local safety issues.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	—	22%	22%	22%	22%	
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	●	▲	95%	100%	99%	99%	
The percentage of Empowered Communities activities that build capacity and capability	●	▼	66%	60%*	69%	66%	Target was not met due to the number of activities being impacted by COVID-19. A number of programmes and events included support for development of organisational plans and decision-making process, and courses and programmes to build skills, cultural awareness, confidence and aspirations among various sectors of the community.
We fund, enable and deliver arts and culture experiences that enhance identity and connect people							
The percentage of arts and culture programmes, grants and activities that are community-led	●	—	100%	100%	100%	100%	
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▲	10,000	14,380	2,800*	9,800	Good attendance levels were achieved at all events in the year to June 2021 with Snow in the Park recording around 3,000 more attendees than previous years, especially the year to June 20 which was heavily impacted due to COVID-19 restrictions.
The percentage of attendees satisfied with a nominated local community event			58%	Not measured*	97%	58%	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.
We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection							
The number of participants in activities at art facilities, community centres and hire venues	●	▲	583,000	600,889	516,454*	628,943	
The percentage of art facilities, community centres and hire venues network that is community-led	●	▼	71%	71%	77%	77%	
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	600,000	434,626*	450,631*	596,909	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. Te Manawa had a 12% increase in internet sessions, which lessened the decline for the local board.
The number of visits to library facilities	●	▼	730,000	558,276*	653,560*	796,916	Visits to community libraries have continued to decline in FY21. Alongside the impact of COVID-19 alert levels and the lasting effect of the initial outbreak, this trend is also correlated with changing customer behaviours in favour of online services. It should also be noted that the decline is exaggerated by a change in Te Manawa foot traffic technology, which has resulted in fewer visits being counted since the new, more accurate technology was implemented in May 2020.

Local Community Services cont'd

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
Percentage of customers satisfied with the quality of library service delivery	●	▲	90%	97%	95%	93%	Customer satisfaction with overall experience of Auckland Libraries has remained consistent, and has been above target in Henderson-Massey Local Board.
We provide recreation programmes, opportunities and facilities to get Aucklanders more active, more often							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▼	71%	61%*	84%	73%	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 lower. In addition, COVID-19 impacts and lockdowns meant reduced service standards on the grounds.
The customers' Net Promoter Score for pool and leisure centres	●	▲	5	22	14	-5	Continued improvement for the Henderson-Massey facilities, with the past financial year being the best year in the last 5 in terms of customer feedback. The staff, group classes, fitness centres and hydrotherapy pool at West Wave Aquatic facility and pricing all featured in positive comments from customers with areas for improvement relating to cleaning and maintenance (common cause of feedback for all aquatic facilities) and staffing levels.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	69%	61%*	78%	69%	Some park facilities such as playgrounds were not accessible to the public during the COVID-19 lockdowns and could have had a negative impact on 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	●	▼	76%	77%	86%	76%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	23.0%	23.7%	27.8%	23.0%	Key areas of focus included ongoing engagement with Hoani Waititi Marae and the Youngatira programme designed to advance rangatahi leadership, as well as the number of contestable grants from the local board and administered through the Creative Communities scheme that respond to Māori aspirations.

Local Environmental Management

The board formally adopted the Henderson-Massey Local Climate Action Plan on May 18 this year and continues to support and fund our community partners to deliver environmental initiatives such as planting, pest control, stream and water quality enhancements, and waste minimisation projects.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and / or outcomes	●	▲	75.0%	100.0%	84.6%	100.0%	We successfully delivered 13 environmental projects for Henderson-Massey in the 2020/2021 financial year as COVID-19 restrictions did not impact as expected. These projects have contributed to the local board's environmental outcomes as described in its local board plan.

Local Planning and Development

We supported the 2021 Young Enterprise Kick Start Day for West Auckland area which was hosted at AUT City Campus on 15 February.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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%	The Te Atatū Peninsula Business Association complied with its BID Policy obligations.



Te āhuatanga ā-rohe

Local flavour

Small project, big difference



Leao Tidsley and the community at the opening of the playground

When the community and the local board came together to celebrate the opening of an upgraded playground in Starforth Reserve in Henderson, it was the culmination of hard work and perseverance for the whole community.

Opened in April 2021, the playground is set in Starforth Reserve, a small park surrounded by homes occupied by families, many with school-aged children.

The old play equipment in the playground had become tired and worn, with the close-knit community keen for an upgraded play area and a new basketball hoop for older kids.

Following an assessment from the council parks team, the project to upgrade the play area was given the green light, and upgraded play equipment, plus new drainage, edging, swing set, seating and basketball hoop were installed and enthusiastically welcomed by the neighbourhood.

Community member Leao Tidsley says it was a few years in the making. “We had a park here for quite a

long time and we had a survey sent out to us from the council, so I encouraged the whole street to write in and ask, what can we do here?”

This is a really special playground because it’s been something that the community has wanted for years. With so many families that live around here, this playground is a real central part of the community.”

As part of the project, a fruit forest was also planted, including trees donated by the local board, near the existing vegetable patch, which is hoped will provide children on the way to and from school with the option of a healthy fruit snack.

“This has been a dream of mine for a very long time to have a fruit forest,” says Leao.

“So, what we are doing here is starting the beginnings of it. We are going to have fruit trees, so when kids come through here during the day, they can pick the fruit.”

And thanks to the board and community working together, that dream will soon come true.

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
Sources of operating funding:				
General rates, UAGCs, rates penalties		26,169	26,169	22,006
Targeted rates		480	502	83
Subsidies and grants for operating purposes		56	64	65
Fees and charges	1	3,888	4,451	5,579
Local authorities fuel tax, fines, infringement fees and other receipts		203	427	352
Total operating funding		30,796	31,613	28,085
Applications of operating funding:				
Payments to staff and suppliers		26,795	26,964	21,797
Finance costs		939	934	2,134
Internal charges and overheads applied		3,320	3,320	3,825
Other operating funding applications		0	0	0
Total applications of operating funding		31,054	31,218	27,756
Surplus (deficit) of operating funding		(258)	395	329
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	9,231	6,908	9,047
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		9,231	6,908	9,047
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		659	353	2,408
- to improve the level of service		675	268	1,046
- to replace existing assets		7,639	6,682	5,923
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	8,973	7,303	9,376
Surplus (deficit) of capital funding		258	(395)	(329)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns having a bigger impact on memberships fees and active visits than expected. Public use did not recover until summer months despite lower COVID-19 alert levels. West Wave Pool and Leisure Centre was particularly impacted, with the most noticeable decline in visits related to aquatic activities.
2. Capital expenditure was higher than planned, and operating funding from fees was significantly lower than planned. This resulted in a funding shortfall that was met by more debt funding than planned.
3. Capital expenditure was above plan mainly due to:
 - the Totara Pond Stormwater project capital expenditure being recognised within the Henderson-Massey Local Board, however it was budgeted for within regionally delivered council services.
 - several projects including Birdwood Homestead renovation in the Te Rangi Hiroa park, playground upgrade in Urlich Esplanade Reserve, the carpark resurfacing for Waitakere Central Library and drinking fountain installation in various locations being brought forward and completed in 2020/2021.

Te Atatū kite day ▶



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