

Te Poari ā-Rohe o Hibiscus and Bays
Te Rīpoata ā-Tau 2020/2021

Hibiscus and Bays Local Board

Annual Report 2020/2021



Volume
2.6

Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi,
kia mihi koutou ki ngā kupu whakareia
a te hunga kua tīpokotia
e te ringa o te wāhi ngaro,
engari e kaikini tonu nei i ngā mahara i te ao, i te pō.
Ngā ōha i mahue mai i tērā whakatupuranga
kia āpitihia e tatou ki nga tūmanako o tēnei reanga,
hei mounga waihotanga iho
ki te ira whaimuri i a tātou.
Koinā te tangi a Ngākau Māhaki,
a te wairua hihiri
me te 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 atu nei i te mātārae
te titiro ki runga o Ōrewa,
ki te one e rere atu ana ki Te Whangaparāoa
ki te Kūiti o te Puarangi.
Kei waho ko Tiritiri Mātangi,
tomokanga ki te moana o te Waitematā.
Ki uta ko te Whanga o Oho Mairangi,
ūnga mai o Te Arawa waka.
Ka rere whakarunga ngā kamo ki Takapuna kāinga,
Takapuna tupuna.
Kia taka ki tua ko Maungaūika
te tū hēteri mai rā i te pūwaha o Tāmaki Makaurau,
Tāmaki herehere waka.
Ka ruruku atu tātou mā te waitai kia puta ake
ki te Awataha ki ngā mihi a te Kaipātiki
me te Te Raki Paewhenua ki te uru,
i reira ka whakatau te haere.
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 who have long since been taken
by the unseen hand of the unknown,
but for whom we still mourn.
Let us enjoin the legacy they left
to the hopes 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 on the headland
overlooking Ōrewa
to the stretch of sand that runs to Whangaparāoa
along the Hibiscus Coast.
Off land lies Tiritiri Mātangi,
gateway to the Waitematā.
On land is Mairangi Bay
landing of Te Arawa waka.
Gazing southward lies Takapuna community,
Takapuna the progenitor.
Beyond stands Maungaūika
sentinel of Tāmaki Makaurau,
anchorage of many canoes.
Taking to the tidal waters we emerge
at Awataha to the greetings of Kaipātiki
and West Harbour
and there our journey ends.
It is done,
greetings to you all.

On the cover: Families enjoying live music at Aitken Reserve Torbay

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 Hibiscus and Bays 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 Hibiscus and Bays 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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Shooting hoops at the half court which opened in May at Freyberg Park, Browns Bay.

He kōrero mai i te heamana

From the chairperson

On behalf of the Hibiscus and Bays Local Board I am pleased to present our annual report for the 2020/2021 financial year.

Firstly, I would like to acknowledge and thank the local groups, organisations and volunteers who continue to bolster the resilience of our communities through community-led initiatives, activities and events in the Hibiscus and Bays Local Board area. This work is more important than ever as COVID-19 continues to impact on our lives.



Other major projects the local board have delivered include the Waiake kayak pontoon, Freyberg basketball court, Moana Reserve sculpture, and Silverdale War Memorial Sports field light replacement on field 3 and 4, resurfacing of Stanmore Bay Beach Reserve carpark, improvements to the paving and access to Outram Hall in Murrays Bay, and, of great significance, the comprehensive renewal of the East Coast Bays Library, which is due for completion in mid-August 2021.

Across the local board area improvements have been completed in open space areas including the renewal of park furniture in 10 reserves, renewal of 8 toilets and 6 play spaces. Sun smart initiatives have continued, and we have progressed the design and approvals for the development of Metro Park West, a 14-hectare reserve in Millwater.

Better connectivity for walking/cycling is a key priority of this local board, and renewals have been completed at the Huntly Road Reserve bridge, Nukumea Stream Bridge, a new pathway in Centennial Park, and Emlyn Place walkway and retaining wall. Work commenced on the lights at Sherwood Reserve, the Freyberg Park footbridge and boardwalk and Browns Bay Beachfront boardwalk, and investigation and design has been completed for the Māori Hut walkway and bridges that connect to Te Ara Tahuna Walkway, and the Centreway Reserve bridge renewal.

The local board continued to invest in the environment with investigation and design of the Ngahere Urban Forest Strategy, and implementation of kauri dieback mitigation in Awaruku Reserve and improvements to the lower track in Alice Eaves Reserve. We continue to support our restoration network groups.

As we prepare for a new financial year, we look forward to delivering projects and continuing to support our communities.

Gary Brown
Chairperson, Hibiscus and Bays Local Board

Te Poari ā-Rohe o Hibiscus and Bays

Hibiscus and Bays Local Board



Your board

(L to R) Alexis Poppelbaum, Andy Dunn, Julia Parfitt, Victoria Short (Deputy Chairperson), Janet Fitzgerald, Gary Brown (Chairperson), Gary Holmes, Leanne Willis.



Orewa

50 Centreway Road, Orewa
Open Monday-Friday, 8am-5pm
Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Hibiscus and Bays projects and improvements

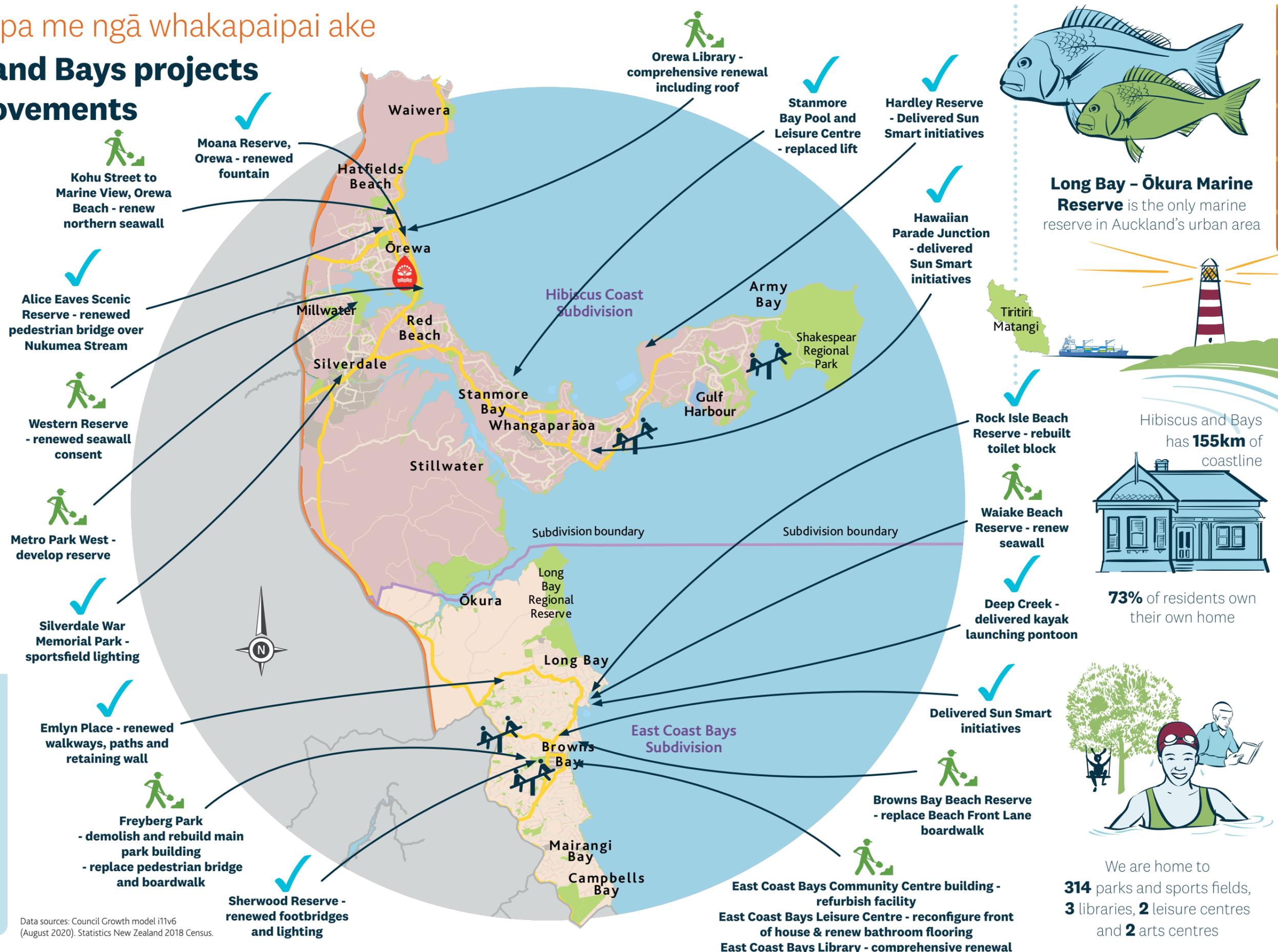
KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects
-  Current playground renewals

LEGEND

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

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



Hibiscus and Bays has **155km** of coastline



73% of residents own their own home



We are home to **314** parks and sports fields, **3** libraries, **2** leisure centres and **2** arts centres

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

* **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

Local Community Services

Highlights this year have been the completion of walkways at Alice Eaves Scenic Reserve and Emlyn Place, rebuilding the toilet block at Rock Isle Beach Reserve, delivering Sun Smart initiatives at Browns Bay Beach Reserve, Ferry Road/Hawaiian Parade Junction, and Hardley Reserve, and installation of play equipment at various parks and reserves across the local area.

We allocated \$562,000 to local community groups through our grants programme, which included \$83,451 allocated for facility partnership grants. We also continued our support of the Estuary Arts Centre through a \$50,000 operational grant to increase levels of service, and the Centrestage Theatre through a \$30,000 operational grant to fund youth activities.

	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	●	▼	87%	85%	92%	89%	While the majority of respondents feel safe during the day, comments in the residents survey noted that people feel unsafe during the day due to a number of factors. These include a perception that crime is on the rise (particularly break-ins and burglaries), an increase in the amount of homelessness, and a lack of police presence.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	52%	41%	53%	56%	Comments in the residents survey noted that respondents feel unsafe at night due to a number of factors, including poor street lighting, some recent incidents of crime, an increase in the amount of homelessness, and a lack of police presence around the town centre. A number of responses were that people will not go out after dark.
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	●	▲	55%	90%	84%	74%	Community-led practice is championed through activities such as the community well-being network, pop-up trailer exposure, and new space activation initiatives. Initiatives included a community map resource led by Youth Ecosystem Network, workshops which produced an action plan for youth initiatives by Community Think, Neighbours Day events and 'A Very Special Coastie Kids Christmas' sensory-event that offered a space for families with children special need/disability/autism/learning disability.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal	●	▲	55%	60%	50%	71%	Capacity building support was provided to governance groups, business network events and mentoring activities. Wellbeing Networks provide a venue for shared learnings and the formation of smaller project groups to develop collaborative initiatives, activations and increase capacity of organisations.
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	●	—	85%	100%	100%	100%	All programmes have been community-led.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▼	0	281	2,000*	2,300	Two new music events were introduced this year replacing well attended movie events in previous years. Attendance levels were lower than expected likely due to marketing not reaching the target audience.
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	93%	95%	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	●	▲	232,000	185,597*	181,530*	225,128	There is slow progression toward participant numbers reaching results achieved prior to COVID-19 closures. This could be due to COVID-19 precautions being taken by groups/organisations throughout the year, and venue restrictions during the various lockdown periods.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	88%	89%	89%	89%	The result was in line with our target as there were no changes to our community-led portfolio model. Going forward, the Hibiscus Coast Youth Centre will be included in the portfolio.
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)	●	▼	300,000	148,677*	207,537*	294,610	Reduction was partly due to the alert levels restrictions during the 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. Performance has also been impacted by East Coast Bay Library closure and temporary relocation to a smaller facility since April 2021.

Local Community Services measures Cont'd over

Local Community Services cont'd

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
The number of visits to library facilities	●	▼	670,000	513,514*	614,022*	782,559	Library visits continued to decline due to changing customer behaviour and preference for online services. This was further affected by closures during COVID-19 lockdowns and the residual effect of initial outbreaks. Performance has been further impacted by East Coast Bay Library closure and temporary relocation to a smaller facility since April 2021 as visit data was not available for the temporary location.
Percentage of customers satisfied with the quality of library service delivery	●	—	85%	96%	96%	96%	Customers satisfaction with overall experience of Auckland Libraries has remained consistently high at Hibiscus and Bays. Notably, satisfaction with public computers (95%) and printers/photocopiers (94%) have increased.
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	●	▼	75%	72%*	89%	78%	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	●	▲	52	63	59	64	Staff customer service and the variety of programmes offered are highlights for customers at pool and leisure centres. Les Mills is rated by customers as being an important asset, although feedback was received around spin bikes being due for replacement and criticism of class timetables post COVID-19. Both Stanmore Bay and East Coast Bays are now close to pre COVID-19 levels of group fitness classes and replacement spin bikes are due within the next 2 months. Learn to Swim classes at Stanmore Bay also attract high praise from the community.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	75%	72%	76%	69%	Generally, residents were satisfied with the quality of local parks, particularly that parks were well maintained, clean and tidy. Some areas where residents have suggested improvements include general maintenance when items break, overflowing rubbish bins, lack of dog facilities, and long unmowed grass in some parks.
The percentage of residents who visited a local park in the last 12 months	●	▼	88%	80%*	81%	87%	COVID-19 lockdowns have contributed to residents not visiting parks during the year. While below target, a result of 80% is relatively high and consistent with council's customer experience surveys.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	10.0%	17.4%	14.3%	11.0%	Key areas of focus included ongoing engagement with Te Herenga Waka o Orewa and Neighbours Day activities that involved local iwi, 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

During this financial year we had progression of the following projects: EcoNeighbourhoods, Trash Free Taiaotea: Browns Bay waste minimisation initiative, Ko te wai he taonga (water is a treasure), Zero Waste Kindergarten Project, Sediment-related

water quality testing and Restore Hibiscus Bays (community-based restoration activities). The Northwest Wildlink: Water and Terrestrial programmes have continued, which ensures protection of freshwater and terrestrial areas that have been identified as key "Wildlink Wonders"

	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%	88%	67%	100%	Seven of eight environmental projects were successfully delivered for Hibiscus and Bays in the 2020/2021 financial year. These projects have contributed to the local board's environmental outcomes as described in its local board plan. Some budget is being carried forward for the Northwest Wildlink Streamside Assistance Programme, which will be completed in quarter one 2021/2022.

Local Planning and Development

This year we had good progression of the Mairangi Bay Centre Plan. The board also continued its support and engagement with all four business associations within the Hibiscus and Bays Local Board area.

	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%	All four business associations within the Hibiscus and Bays Local Board area complied with their BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

As part of the ecological volunteer and environmental programme, an extensive amount of work was completed across the local board area. This volunteer work helps greatly in contributing to environmental and ecological outcomes across the Hibiscus and Bays Local Board area.

Predator Free Hibiscus Coast and the work co-ordinated by their organisation contributed to volunteer output equal to over \$425,000. Some of the work they produced includes removal of 27,000 rats, growth of approximately 22 new pest animal lines in 14 parks, with 16 existing lines strengthened, and pest animal control lines have grown to 74 kilometres from 55 kilometres established in 2019.

Restore Hibiscus and Bays has been involved in upskilling and supporting 30 established community groups and projects. They led restoration of 13 new sites in Hibiscus and Bays Local Board area within 4 priority catchments, engaging new community not previously engaged in ecological restoration projects. As part of this they supported 8 new community

planting sites with new community groups, assisted the community with development of 10 new site-specific predator, pest plant control and planting restoration written plans and organised/hosted at 10 local community engagement events. They have also started the design to implement bird monitoring and predator monitoring across the Hibiscus and Bays area that integrates with other community led projects.

These areas of work, as well as other areas of investment, should see us improve on our results from the 2020/2021 financial year, particularly in increasing the number of residents visiting local parks and the percentage of users satisfied with the quality of local parks.



Community organisations nominated representatives who were recognised at the Hibiscus and Bays Local Board Volunteer Awards 2021

Te āhuatanga ā-rohe

Local flavour

Volunteers make a huge difference at Alice Eaves Scenic Reserve

Volunteers like the Eaves Bush Appreciation Group spend many hours weeding, planting and trapping pests in the Hibiscus and Bays Local Board area.

The group's contribution to Ōrewa's Alice Eaves Scenic Reserve goes back many years.

Even more challenging for volunteers and locals who enjoy walking in the bush, is that all tracks within the reserve had to be closed to enable mitigation work to be carried out in the battle against kauri dieback disease.

Group member Laurie Rands says the year changed how volunteers worked together due to the threat of kauri dieback disease and COVID-19 restrictions.

"I'm thoroughly pleased at just how much we have achieved. Our volunteers work tirelessly trapping possums and rats. Our system appears to be working, as animal pest numbers are getting less which indicates fewer of them in the bush.

"We are very busy clearing weeds and drains, tidying tracks and entrances, picking up litter and many other essential tasks."

Several volunteers focus on Nukumea Stream, eradicating weeds and planting the banks with propagated native grasses and kahikatea trees. They monitor and test water quality as the stream is home to many freshwater fish including inanga and giant kokopu.

In August, the reserve's lower track alongside Nukumea Stream reopened to public access. For now, the track's entrance and exit is at Old North Road, which has a new hygiene station and

Working bee at Alice Eaves Scenic Reserve



upgraded track surface. While the upper tracks must remain closed until mitigation work can be carried out, it's planned for late 2021 having been delayed due to COVID-19 restrictions and the council's emergency budget. The work is funded by the council's Natural Environment Targeted Rate, which ringfences money over 10 years to combat the disease.

Laurie says the volunteers are excited to do their bit every month to keep 'their' bush looking fabulous.



The upgraded lower track at Alice Eaves Scenic Reserve

Te tahua pūtea

Funding impact statement

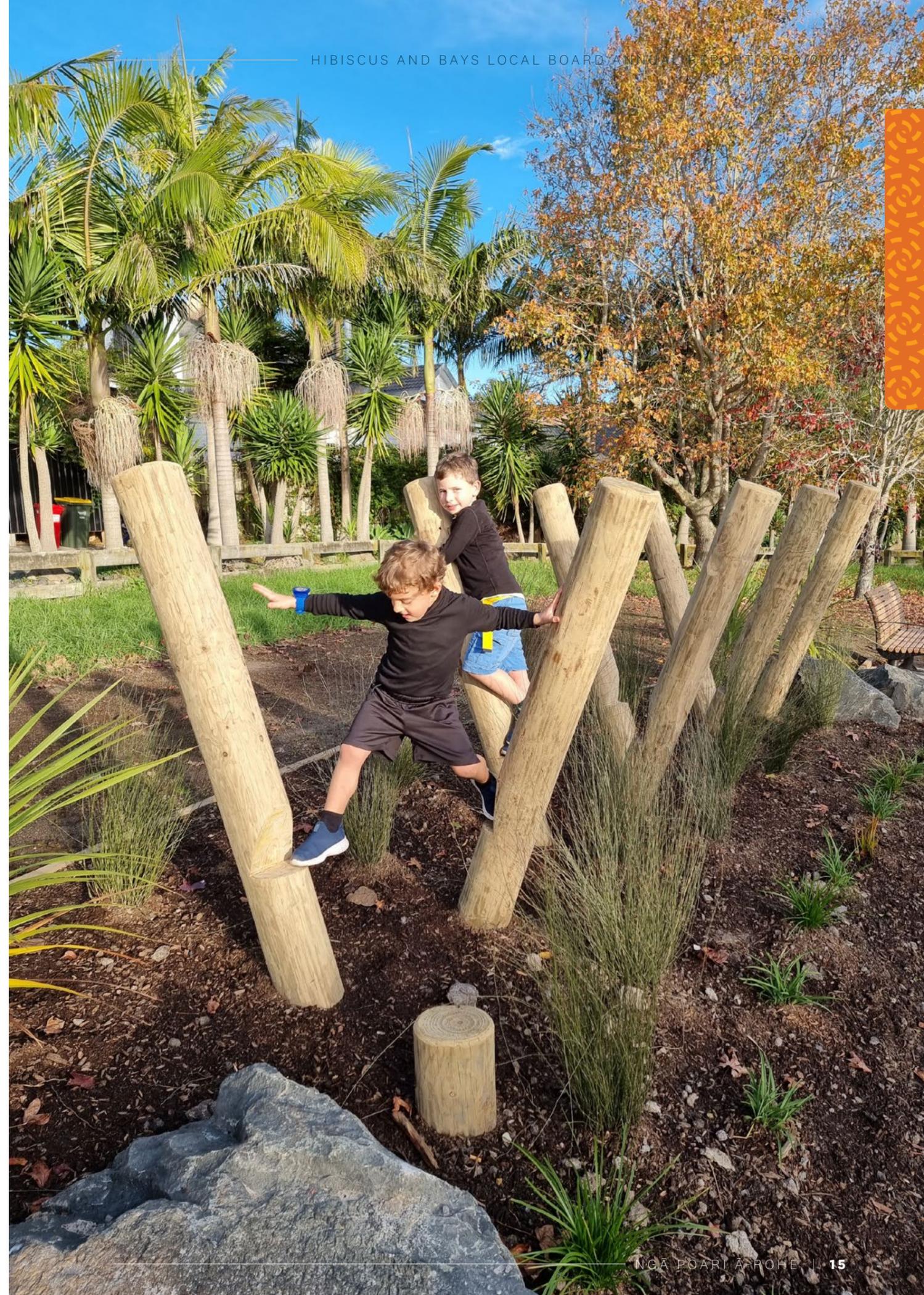
Financial year ending 30 June 2021

\$000s	Notes	Actual 2020/2021	Annual Plan 2020/2021	Annual Plan 2019/2020
Sources of operating funding:				
General rates, UAGCs, rates penalties		18,939	18,939	15,513
Targeted rates		485	507	469
Subsidies and grants for operating purposes		392	593	412
Fees and charges	1	2,242	2,509	2,732
Local authorities fuel tax, fines, infringement fees and other receipts		144	86	61
Total operating funding		22,202	22,634	19,187
Applications of operating funding:				
Payments to staff and suppliers		18,421	18,449	14,546
Finance costs		1,020	1,014	1,475
Internal charges and overheads applied		2,108	2,108	2,421
Other operating funding applications		0	0	0
Total applications of operating funding		21,549	21,571	18,442
Surplus (deficit) of operating funding		652	1,063	745
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	6,301	3,502	8,235
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		6,301	3,502	8,235
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		243	659	1,178
- to improve the level of service		349	538	561
- to replace existing assets		6,361	3,368	7,241
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	6,953	4,565	8,980
Surplus (deficit) of capital funding		(652)	(1,063)	(745)
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 membership fees and active visits than expected. Public use did not recover until the summer months despite lower COVID-19 alert levels. Stanmore Bay Pool and Leisure Centre was particularly affected.
2. Capital expenditure was higher than planned, and operating funding was lower than planned. This shortfall was met by more debt funding than was planned.
3. Capital expenditure was above plan primarily due to the delivery of various projects including the East Coast Bay library renovation and Browns Bay Beach reserve facilities refurbishment being budgeted for in 2021/2022, but undertaken in 2020/2021.

Regency Park playground ▶



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ISSN 2624-1919 (Print)
ISSN 2624-1927 (PDF)