

Devonport-Takapuna Local Board Workshop Programme

Date of Workshop: Tuesday 14 November 2023
 Time: 9.30am – 4pm
 Venue: Devonport-Takapuna Local Board Office, Ground Floor, 1 The Strand, Takapuna and MS Teams
 Apologies:

Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
9.30 – 11.00	1. Events - BID's 2023/2024 Funding Proposals Attachments: 1.1 DBA event proposal presentation	Carl Ewan Manager Event Facilitation Terence Harpur Takapuna Beach Business Association Richard Thorne Devonport Business Association Murray Hill Milford Business Association	Keeping informed	Receive update on progress
45 minute break				
11.45 – 1.15	2. Local Board Services - Local Board Annual Plan 3 Recap of Long-Term Plan Regional Topics This workshop discussion and material is confidential under LGOIMA Section 7 (2): <i>If, and only if, the withholding of the information or material is necessary to –</i> <i>(i) enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations);</i> Attachments: 2.1 LB input to LTP consultation regional topics presentation	Maureen Buchanan Senior Local Board Advisor	Keeping informed / Preparing for specific decisions / Input into regional decision-making	Confirm advocacy priorities

1.15 – 2.45	3. Parks & Community Facilities - Local Parks Management Plan This item has been withdrawn	Tommo Cooper-Cuthbert Service and Asset Planner	Local initiative / preparing for specific	Provide direction on preferred approach
15 minute break				
3.00 – 4.00	4. Connected Communities - Digital Seniors Attachments: 4.1 Digital Seniors presentation 2023	Jo Cocker Advisor	Keeping informed	Receive update on progress

Next workshop: 21 November 2023

Role of Workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (d) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.

Devonport-Takapuna Local Board Workshop Record

Date of Workshop: Tuesday 14 November 2023
Time: 9.30am – 4.08pm
Venue: Devonport-Takapuna Local Board Office, Ground Floor, 1 The Strand, Takapuna and MS Teams

Attendees

Chairperson: Toni van Tonder

Deputy Chairperson: Terence Harpur

Members: Peter Allen
Gavin Busch
Melissa Powell
George Wood, CNZM

Staff: Trina Thompson – Local Area Manager
Maureen Buchanan – Senior Local Board Advisor
Rhiannon Guinness – Local Board Advisor
Henare King – Democracy Advisor

Apologies

None

Workshop item	Presenters	Governance role	Summary of discussion and Action points
<p>1. Events</p> <ul style="list-style-type: none"> - BID's 2023/2024 Funding Proposals 	<p>Carl Ewan Manager Event Facilitation</p> <p>Terence Harpur Takapuna Beach Business Association</p> <p>Richard Thorne Devonport Business Association</p> <p>Murray Hill Milford Business Association</p>	<p>Keeping Informed</p>	<p>The local board was provided with an update on funding proposals for 2023/2024.</p> <ul style="list-style-type: none"> • Terence Harpur presented as CEO of the Takapuna Business Association. He did not take part in any discussions as a member. He sat in the Gallery, not at the table. <p>The local board raised the following points and questions in response to the presentation:</p> <p>Takapuna Beach Business Association</p> <ul style="list-style-type: none"> • TBBA and DBA have coordinated their Christmas events so that they do not overlap. • There will be food trucks on site providing small items and sweets as to not compete with Takapuna food businesses. • The local board would like clarity in how many times Hurstmere Road can be closed in a year and would like to explore the option of removable bollards at the entrance of the road. • TBBA have events planned for most weekends during summer including Summer festival, Taste of Turkey, Pipe Band Championships, Latin Festival, Chinese New Year. • The local board expressed desire for all BID's to share their event calendars. <p>Milford Business Association</p> <ul style="list-style-type: none"> • There is not a perceived parking issue in Milford • Milford is evolving into a successful fashion shopping district, potentially because Milford is more affordable for business so easier to take risks. • Concern around empty shop – rent is still being paid and there is still another year on the lease. <p>Devonport Business Association</p> <ul style="list-style-type: none"> • There is a newly appointed board for the DBA. • Friday after Five is their signature event as of now, over the course of the summer a new idea may come from the newly refreshed board. • Victoria Wharf unhelpful for DBA uses. • Encouraged DBA to explore night ambience options, noting the Devonport Lighting Project. • Appreciative of all three Local Board area BID's working collaboratively together.
<p>2. Local Board Services</p> <ul style="list-style-type: none"> - Local Board Annual Plan 3 Recap of Long-Term Plan Regional Topics 	<p>Maureen Buchanan Senior Local Board Advisor</p>	<p>Keeping informed / Preparing for specific decisions / Input into regional decision-making</p>	<p>This workshop discussion and material is confidential under LGOIMA Section 7 (2):</p> <p><i>If, and only if, the withholding of the information or material is necessary to – (i) enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations);</i></p>

<p>3. Connected Communities - Digital Seniors</p>	<p>Jo Cocker Advisor</p>	<p>Keeping Informed</p>	<p>The local board was provided with an update on the Digital Seniors work programme.</p> <ul style="list-style-type: none"> • Digital Seniors is not just a digital skills workshop, encompasses more of a social focus. • Hubs are growing – 10 at the last Takapuna session. Devonport and Takapuna hubs see 48% of all hub visits on the North Shore. • Upper Harbour now has an age-friendly work programme line, and staff are working in collaboration with the Hibiscus and Bays Community Broker to implement this programme throughout the North Shore
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The workshop concluded at 4.08 pm

**DBA PRESENTATION TO DTLB
23/24 ICONIC EVENT FUNDING**

FRIDAY AFTER FIVE 1/12/2023

November 14 2023

**FRIDAY —
— AFTER
FIVE —**

**01
DEC**

**5PM
— UNTIL
9PM**

LIVE MUSIC + ENTERTAINMENT —

— FOOD VENDORS — FAMILY FUN

Fifteen minutes of fame at street-party event



National exposure... Becky Umbers from TV3's *The Project* entered into the spirit of Devonport's Friday After Five community event during a live cross to the studio from Clarence St

Devonport street party Friday After Five made for a fun start to a festive weekend that included the annual Santa Parade.

The community event on 2 December put everyone in the mood for the countdown to Christmas.

It was chosen to be showcased by TV3's *The Project* in a regular slot on the best ac-

tivities in Auckland and around the nation.

Families gathered to enjoy entertainment on a packed section of Clarence St. This ranged from circus performers and musicians to an entertainer blowing giant bubbles.

Groups of teens and tween-agers enjoyed hanging out, including for photo-opportunities in a retro-Kombi van, while youngsters

queued for face painting.

Several food trucks proved popular, with local restaurants Vic Road Kitchen and Flying Rickshaw among those serving up tasty tucker.

The event was supported by the Devonport-Takapuna Local Board.

Photo spread, pages 38-39



Pop art... Giant bubbles were a cause of great excitement for younger event-goers



Crepe crazy... BIS students (from left) Zoe Farmer, Violet Goodwin and Emily Cousins.



Above: Five-year-old Belmont Primary pupil Ezy, in the queue for dessert with mum Teatereva Isaia



Chill zone... Bean bags were a popular resting spot. Left: Dogs got in on the act including Peppa, with Chris McKeown and Joanna Seruga.





WIL
10
9
8
7



TAKAPUNA SAT 2ND DECEMBER
9AM - 3PM

CHRISTMAS FESTIVAL

MARKET | PERFORMANCES | VISIT FROM SANTA
FAMILY ENTERTAINMENT | FREE ACTIVITIES

MARKETTAKAPUNA@GMAIL.COM

i♥TAKAPUNA

Devonport-Takapuna
Local Board
Auckland Council









I Love Takapuna Christmas Festival 2023 Site Plan

Runsheets:

0530 – Start of set up. Market / Stallholders commence pack in.

0800 – Stage and activities to start arriving and setting up.

0830 – Bouncy castle, games, ride and other activities start to set up.

0900 – 1500 - Event time. Entertainment both on stage and off stage to run during the whole event time. Music playing from stage when no performances scheduled.

- 0900-1000: NZ Brass Band – Christmas Carols

- 1000-1030: Popcorn the Clown

- 1100-1200: Queen Elsa – roaming from 1130

- 1200-1230: Christmas Storytime with Imaginaire

- 1300-1330: Fairy Flakes

- 1330-1500: Christmas DJ Music

10.00 - 14.00 - SANTA

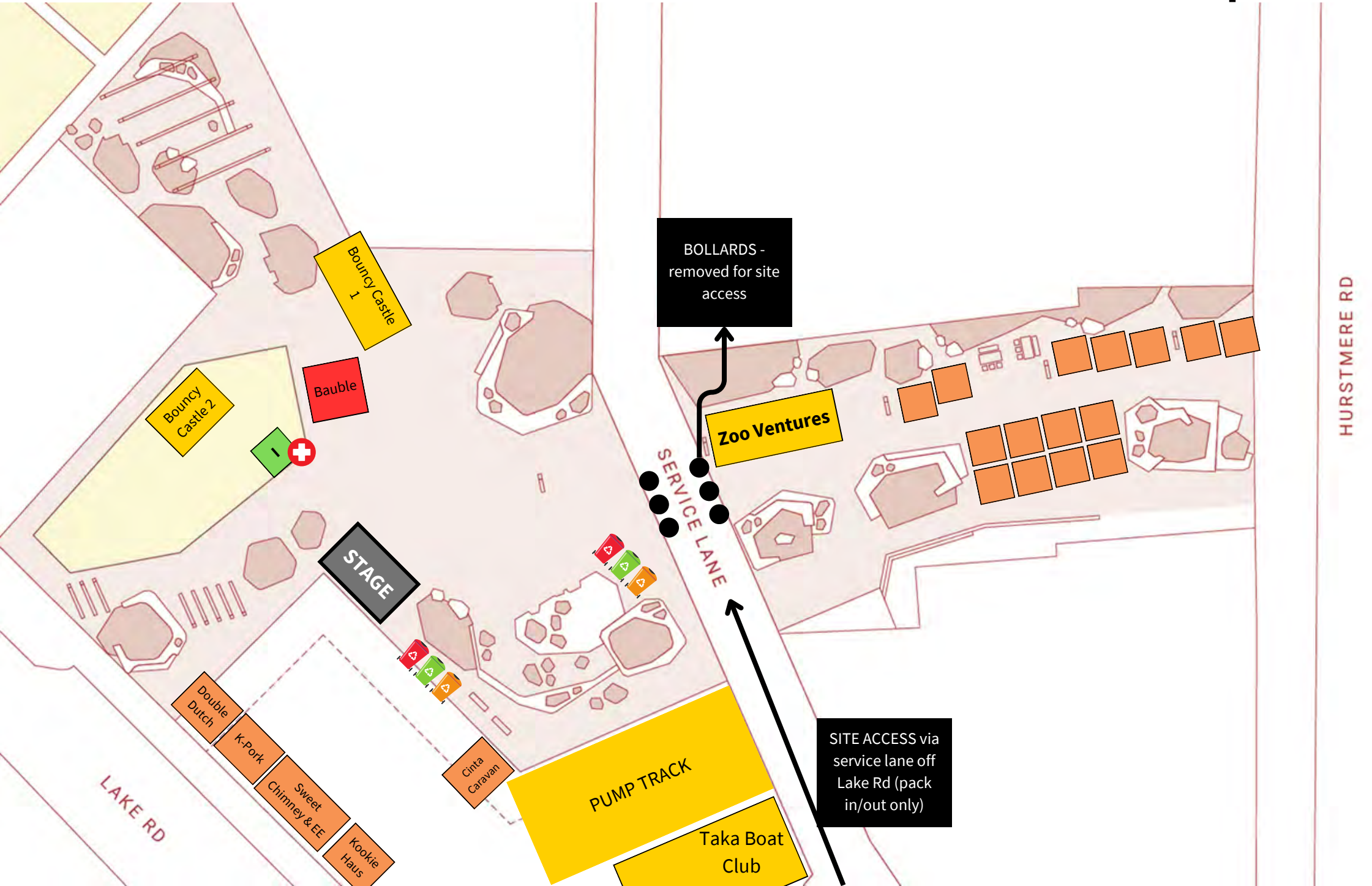
10.30 - 13.30 - Lauren Collins (Hurstmere - Moak)

10.00 - 1400 - Nathan Fry (Hurstmere - Retrospace)

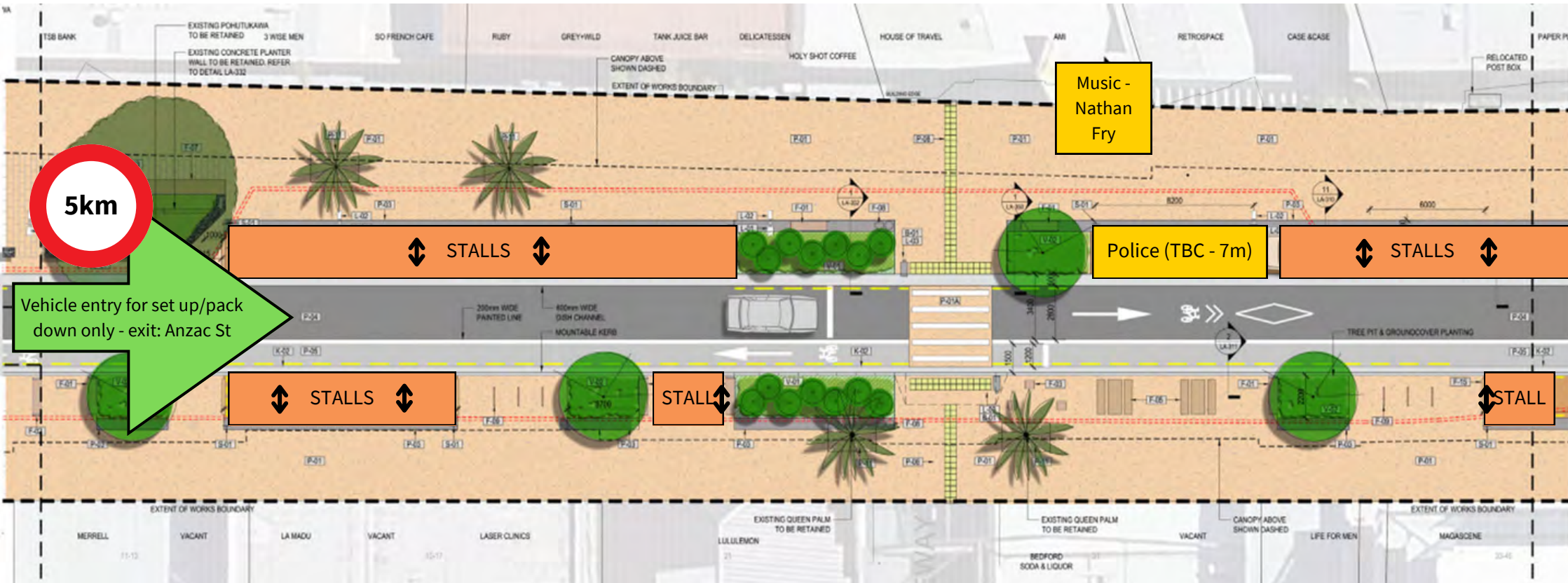
1500 – End of event. All music and entertainment to stop. Pack down starts. Waste management company to clean event area.

1700 – Pack down expected to be finished. Road closure ends but road will be opened earlier if clear ahead of schedule.

Waiwharariki Anzac Square




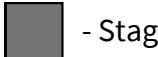


Hurstmere Rd 1 (from Lake Rd)



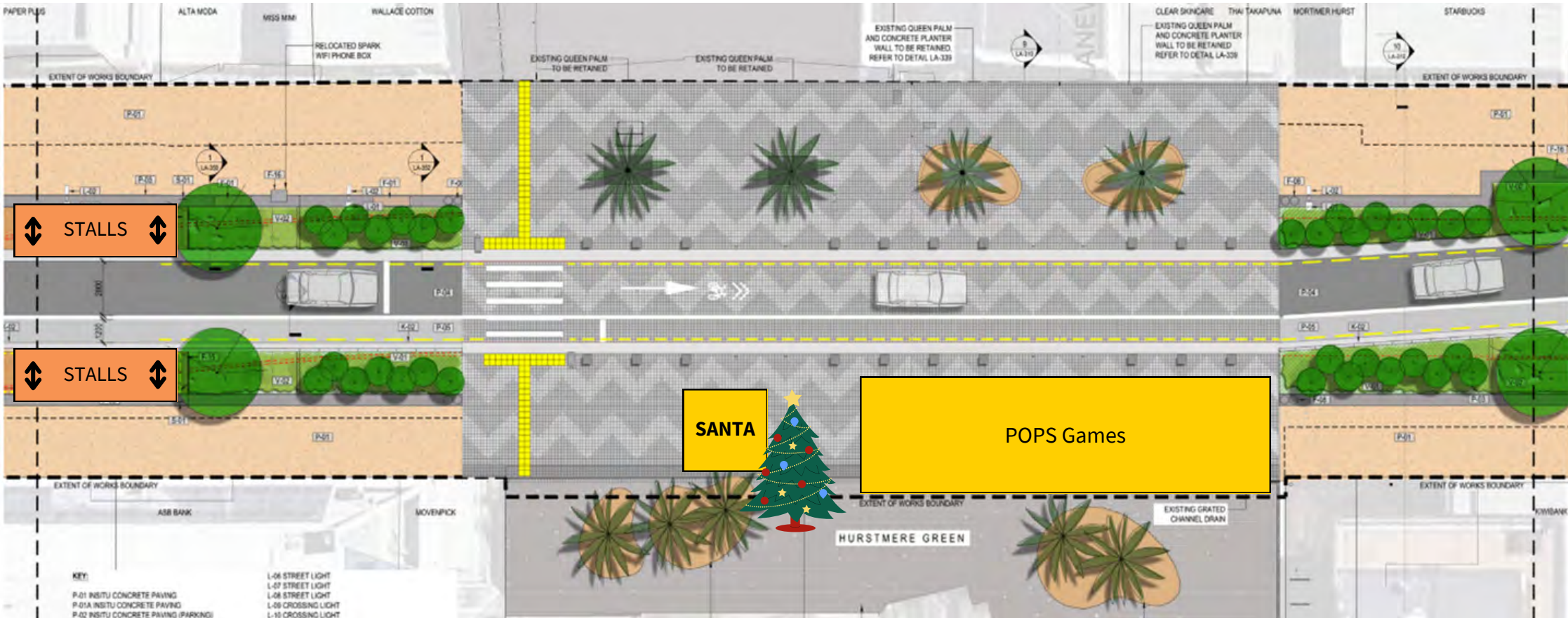
NOTES FOR STALLHOLDERS / EVENT SET-UP:

- All vehicles to enter Hurstmere Rd from Lake Rd intersection (using either Lake Rd heading north, The Strand or Northcroft St)
- Vehicles will be allowed onsite to drop off / unload equipment ONLY – vehicles will then need to be moved offsite and parked for the event duration
- All Stallholders will listen to and abide by the instructions of the Market Organisers upon site entry. Any issues and the Market Operators reserve the right to revoke stall booking and remove vendors from site.
- One vehicle per stall will be permitted to enter the event site
- Please drive slowly and considerately while on site – others will be in the process of finding their space / unloading etc, so your patience is appreciated during this process










LEGEND:

- | | | | |
|---|--------------------------|---|------------------|
|  | - Stall |  | - First Aid |
|  | - Stage |  | - INFO TENT |
|  | - Decorations |  | - Christmas Tree |
|  | - Activities |  | - 3-bin system |
|  | - Stall selling/frontage | | |

Hurstmere Rd 2 (middle)



LEGEND:

- | | | |
|---|--|--|
|  - Stall |  - Activities |  - First Aid |
|  - Stage |  - Christmas Tree |  - INFO TENT |
|  - Decorations |  - 3-bin system |  - Stall selling/frontage |

Hurstmere Rd 3 - Hurstmere Green

POPS Games

Takapuna North Community Trust -
Preschool Play area

Bouncy
Castle 3

STALLS

STALLS

LEGEND:



- Stall



- Activities



- First Aid



- Stage



- Christmas Tree



- INFO TENT



- Decorations

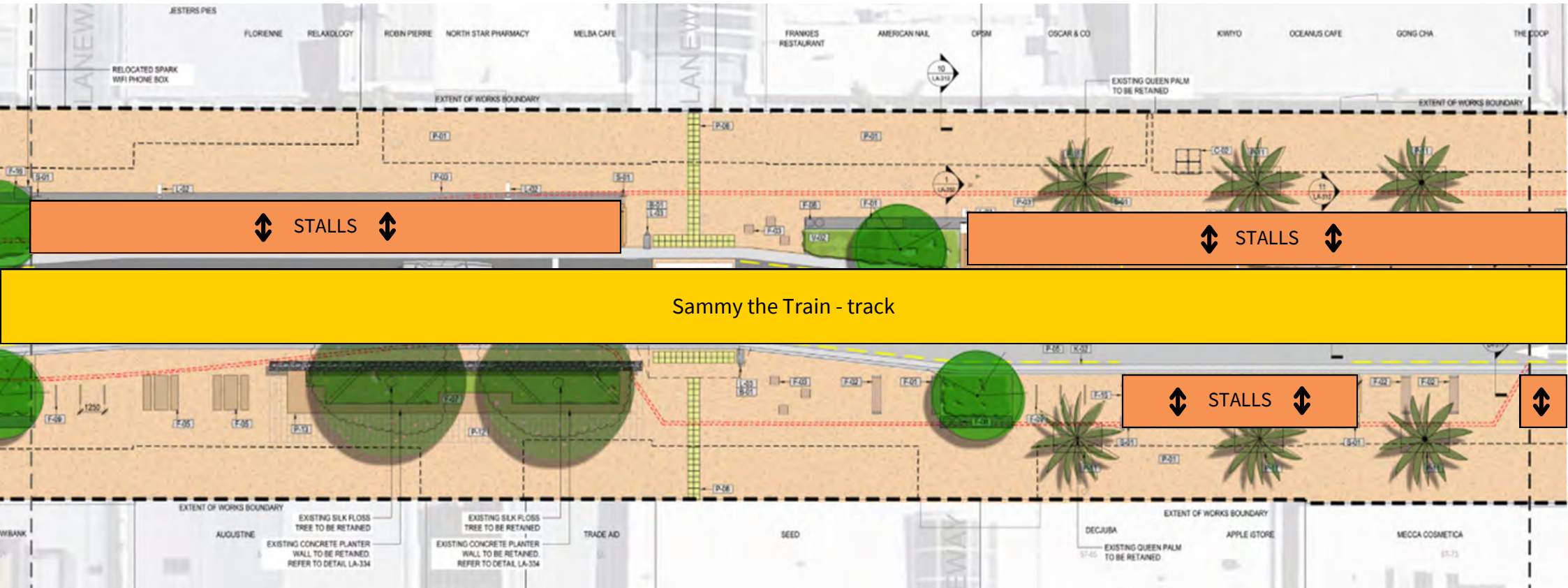


- 3-bin system












- Stall selling/frontage

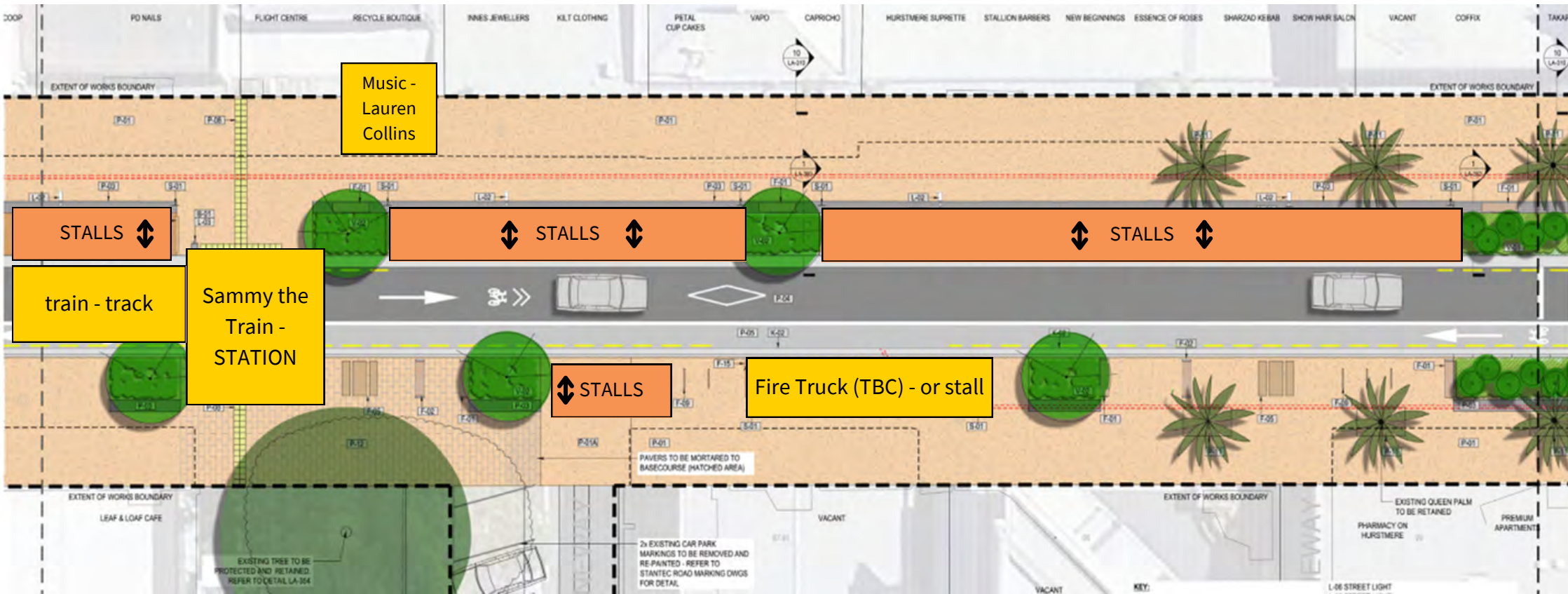
Hurstmere Rd 4 (from Lake Rd)












LEGEND:

-  - Stall
-  - Activities
-  - First Aid
-  - Stage
-  - Christmas Tree
-  - INFO TENT
-  - Decorations
-  - 3-bin system
-  - Stall selling/frontage

Hurstmere Rd 5 (Anzac roundabout)



LEGEND:

- | | | |
|---|--|--|
|  - Stall |  - Activities |  - First Aid |
|  - Stage |  - Christmas Tree |  - INFO TENT |
|  - Decorations |  - 3-bin system |  - Stall selling/frontage |



MILFORD
Business Association

PRESENTATION TO THE

DEVONPORT TAKAPUNA LOCAL BOARD

14TH NOVEMBER 2023

2022/2023

- 2 MAJOR EVENTS
 - November –
 - Christmas In MILFORD
 - 25% increase in foot traffic
 - February –
 - Vive La France
 - Fashion Show
 - 35% increase in foot traffic



SOCIAL MEDIA

- FB/INSTAGRAM
 - 4 BUSINESSES/MONTH
 - 1 BUSINESS PROFILE (VIDEOS)
- ARTWORK
- MONTHLY REPORTING
- REGULAR CREATIVITY MEETINGS
- 20% OF BUDGET



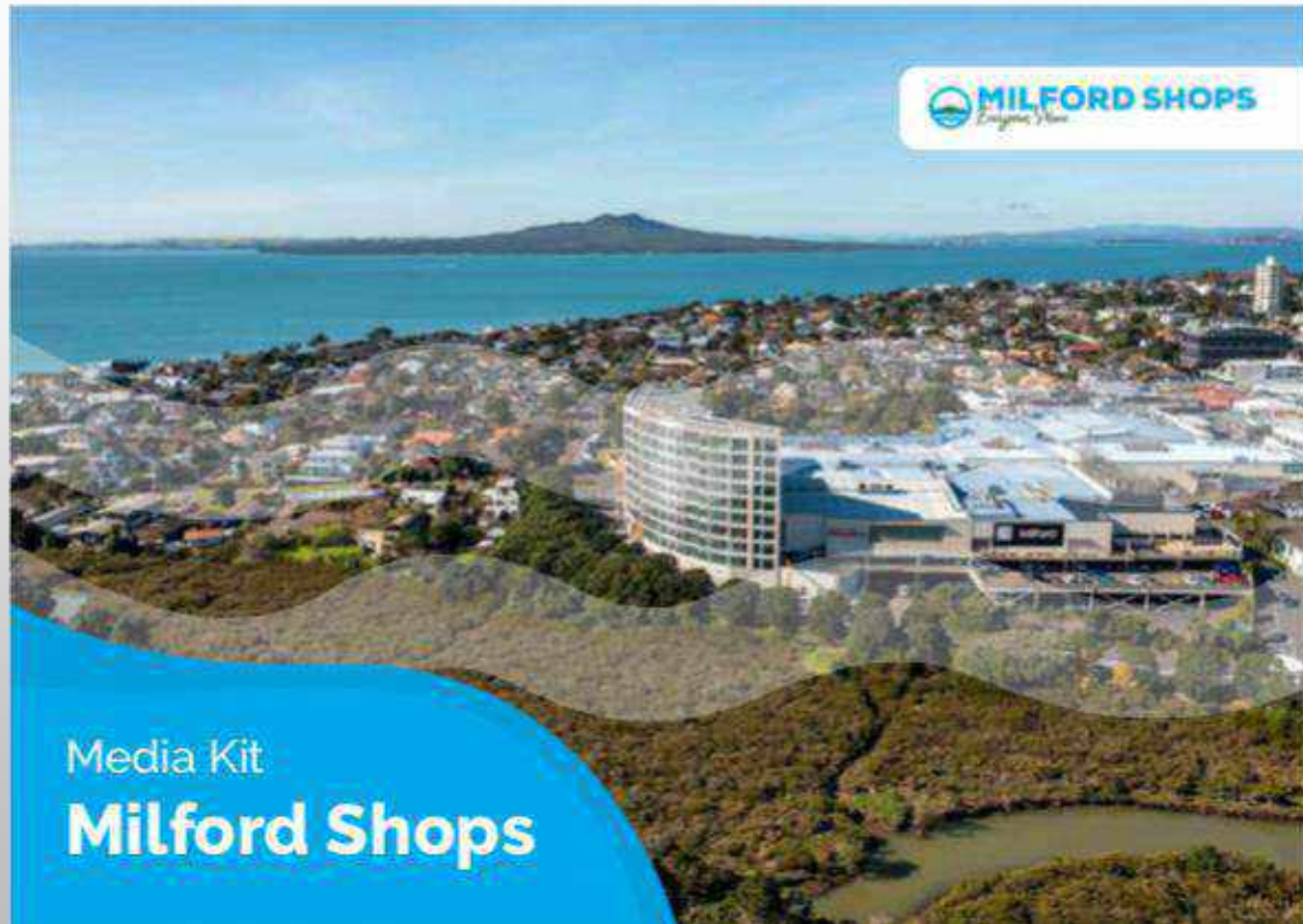
E - NEWS

- MONTHLY CUSTOMER NEWSLETTER
- TEMPLATED
- 65% OPEN RATE
- 700 TO 1000+ HITS TO WEBSITE
- MONTHLY MONITORING

	Opens Unique	Opens Total	Clicks Unique	Clicks Total	TOTAL FILE
July	3253	4878	456	866	6813
Julyv2	1570	2137	135	234	
	4823	7015	591	1100	
	70.79%	102.96%	8.67%	16.15%	

Clicks to business weblisting

Coco & Belle	Baked	Mako	Prof services	Sands & Assoc	Resonate	Milford Motel	TOTAL
132	256	36	42	23	31	329	849
40	72	12	11	4	6	88	233
172	328	48	53	27	37	417	1082
16%	30%	4%	5%	2%	3%	39%	
3	2					1	



MEDIA KIT

- PROFESSIONAL PRESENTATION OF ALL OUR PROMOTIONAL PLATFORMS
- FOR ALL BUSINESSES INCLUDING THOSE IN THE MILFORD CENTRE MALL



MILFORDSHOPS IMAGES



MORE
MILFORD
FUN TIMES



Total spend in Milford		Number of Transactions		Average Transaction Value	
\$160.6M		3,683,755		\$43.61	
comparison period	since comparison period	comparison period	since comparison period	comparison period	since comparison period
\$143.4M	+12.0%	3,156,971	+16.7%	\$45.44	-4.0%

MILFORD
MARKETVIEW SALES
 YEAR ENDED 31 JULY 2023

MARKETVIEW REPORTS - DTLB AREA

MILFORD compared to other North Shore centres					
August SALES 2023 ex Marketview Data					
	Sales \$m	Incr/Decr %	5 Yr Roll Av %	Comparative June2022 Sales	Increase/Decrease
Devonport	\$9.13	4.6%	no report	\$8.73	\$ 401,510.52
Takapuna	\$15.26	0.1%	-1.0%	\$15.24	\$ 15,244.76
Milford	\$13.70	12.6%	4.0%	\$12.17	\$ 1,533,037.30
Barrys Point	\$8.95	0.7%		\$8.89	\$ 62,214.50
Sunnynook	\$3.10	4.9%		\$2.96	\$ 144,804.58
Hauraki	\$1.36	0.8%		\$1.48	\$ (118,260.87)
Rest	\$13.23	-0.7%		\$13.14	\$ (22,190.91)
DTLB	\$64.73	3.4%		\$62.60	\$ 2,128,452.61
Auckland		5.9%			
National		5.2%			

- SMALL CENTRES SALES SIGNIFICANT

DTLB RANKING IN AUCKLAND TOP 10

- 4TH HIGHEST SALES
- 5.0% OF AK TOTAL SALES
- 2ND HIGHEST TRANSACTIONS

Rank	BID	Spend	Spend Change	Transactions	Avg. Trans Value	Share of AKL
1	CBD	\$150,802,101.00	13.9%	3,357,466	\$44.92	11.6%
2	Manukau Central	\$86,070,496.00	2.7%	1,485,607	\$57.94	6.6%
3	Albany	\$66,093,995.00	-1.0%	1,138,070	\$58.08	5.1%
4	DTLB	\$64,800,533.00	3.5%	1,517,098	\$42.71	5.0%
5	Newmarket	\$64,546,522.00	-1.8%	964,938	\$66.89	5.0%
6	Botany	\$62,727,823.00	3.6%	1,119,302	\$56.04	4.8%
7	Westgate	\$58,363,419.00	8.1%	873,558	\$66.81	4.5%
8	Pukekohe	\$57,758,245.00	7.9%	908,921	\$63.55	4.5%
9	Mt Wellington/Sylvia Park	\$52,270,023.00	1.9%	920,919	\$56.76	4.0%
10	New Lynn	\$46,805,585.00	7.1%	940,911	\$49.74	3.6%

	Sales				Customer Count			
	2013 (millions)	2023 (millions)	% Incr	\$ Increase	2013 (millions)	2023 (millions)	% Incr	# Increase
MILFORD	\$ 127.60	\$ 161.00	26.18%	\$33.40mil	2.27	3.69	62.56%	1,420,000
Takapuna	\$ 194.46	\$ 196.10	0.84%	\$ 1.64mil	3.79	4.41	16.36%	620,000
Devonport	\$ 86.67	\$ 117.30	35.34%	\$30.63mil	1.73	2.45	41.62%	720,000

10 YEARS OF DTLB



THE END



MURRAY HILL

Manager - Milford Business Association

021 950 463

manager@milfordshops.co.nz

To explore Milford, visit www.milfordshops.co.nz



MILFORD
CENTRE



kitchenmania
CRAZY ABOUT KITCHENS

NORTH SHORE'S MONTHLY MAGAZINE
Channe
Prestige

Mercedes-Benz North Shore



North Shore

DEVONPORT- TAKAPUNA LOCAL BOARD & DIGITAL SENIORS

14 November 2023

Cathy Hardinge , CEO & Founder (remote)
Community action with collective kaupapa

Q&A

Jo Cocker , Advisor - Community Programme Delivery
N/W, Auckland Council
Strategic partnerships to enable digital equity

Sarah Thorne , Community Collaboration Lead &
Amelia Devine , General Manager
Digital Seniors in Devonport - Takapuna

Q&A





Digital Seniors - community action with collective kaupapa

Cathy Hardinge, CEO & Founder

A registered charity bringing communities together to support seniors

1. Volunteers provide 1:1 digital coaching to seniors
2. Facilitation of community ecosystems of 10 senior support services

1. Started in the Wairarapa through Jacinda Ardern.
2. Brought to Auckland North through Auckland Council

National Board and expansion of a national network





Strategic partnerships to enable digital equity

Jo Cocker, Advisor - Community Programme Delivery N/W, Auckland Council

35% of those who are over 75 years old have no internet access. (Digital.govt.nz)

40% of people aged over 60 faced barriers to accessing government information and services online. (CABNZ 2020)

One third of people aged 60–69 lack digital skills.

- This rises to half for those aged 70–79.....and 79 percent of all those aged over 80.
- Only 53 percent of those aged over 80 use the internet frequently.

38.4% of attendees to the Devonport-Takapuna hubs were aged over 81 years old.

Digital adoption rates vary by age, ethnicity, education, computer literacy, cognitive capacity and income.

There is no one size fits all approach however research shows older people prefer to learn in 1:1 and peer to peer environments.

The local board previously funded Better Digital Futures for Seniors in 2021. Demonstrated a growing need for support but was not sustainable delivery model.

The solution lies in collective impact between the private, public and NGO sectors.

Strategic partnerships to enable digital equity



First meeting of the stakeholder advisory group

2022-2023 pilot funded by Community Impact Team (Connected Communities), Upper Harbour and Devonport-Takapuna Local Boards.

Supported by a locally based stakeholder advisory group:

- ANCAD, Devonport Community House, Age Concern, Auckland Council, Hearts & Minds, Asian Family Services, Bhartiya Samaj, Heart of the Bays, Haumaru Housing, Digital Seniors
- Developing an ecosystem of aged care support providers to wrap around our seniors and
- Support long-term impact and sustainability
- Create space for collaboration on programmes and services for seniors

Utilising trusted community spaces like libraries increases support seniors without stretching library capacity further.

- Co-delivery of the service through libraries increases opportunity to align with existing library services and programming and develop needs based initiatives.
- Opportunity to grow the hubs to other community places

Supporting access to flexible, needs-based digital support produces positive outcomes aligning to local board priorities on community resilience, health, community participation & wellbeing.

■ A Vision of Collaboration for Collective Impact

Partnership

**Increased
Connection**

**Needs-based
response**

Sustainable

Inclusive

Community-led



Flexible

**Wrap-around
services**

Collaboration

**Digitally
empowered
seniors**

**Improved
health and
wellbeing for
seniors**



By the numbers

Amelia Devine, General Manager

Browns Bay, Glenfield, Albany , Birkenhead, Devonport , Takapuna...
Upper Browns Bay, Orewa &/or Whangaparāoa.

Since beginning on 10 December 2022, Digital Seniors coaches have volunteered 463 hours, to run 69 hubs across Devonport & Takapuna, supporting 152 individual seniors, over 315 sessions, with 300+ topics.

48% of all attendees are at Devonport or Takapuna hubs



Takapuna coaches, Hilary & Suzanne



By the numbers

Amelia Devine, General Manager

OCTOBER 2023

9 coaches, saw 8 seniors (4 new),
at 2 hubs in Devonport (closed school holidays)

16 coaches, saw 19 seniors (6 new),
at 4 hubs in Takapuna





Costs

Amelia Devine, General Manager

We aim to run **48 hubs a year**, in each location, at an approximate *current* cost of **\$680 per hub**

= **\$32,640 per hub, per annum**

Thanks to **DT Local Board Funding 15%** of this cost is covered

40/60 | Community Funding: Sponsorship



Rhonda McCormick
Wairarapa
Community Service Lead



Madeline Ball
Auckland North
Community Service Lead



Cathy Hardinge
CEO & Founder



Wayne Buck
Accountant



Niki Jones
Wairarapa
Community Collaboration Lead



Sarah Thorne
Auckland North
Community Collaboration Lead



Amelia Devine
General Manager



Michelle Farrell
Digital Manager





Case Study, Senior Travel

Sarah Thorne, Community Collaboration Lead

An older lady attended the Devonport Hub in early August. She was visibly shaking and told us that she was going to be travelling overseas for the first time since her husband had passed away a year ago ...

Within half an hour she was laughing and joking with us and more relaxed ...

We have offered to help her book her Uber if she comes back closer to her travel date .





Case Study, Margaret

Sarah Thorne, Community Collaboration Lead

Margaret was badly affected by the flooding earlier this year due to issues with the road outside her home and had been asked to send photos ...

Margaret is now also able to send the information she needs to send to her insurance company and feels empowered to follow up in the future .





Community benefits

Sarah Thorne, Community Collaboration Lead

The qualitative benefits

Auckland North community coming together to help its seniors to be included in society, become digital citizens, and feel supported in whatever each senior needs help with

- Free support for seniors digital inclusion
- Creation of a new community support fabric for seniors
- Improved community resilience
- Thirty volunteer coaches
- Improved Internet speeds in libraries
- A stronger community





Community needs/future growth

Sarah Thorne, Community Collaboration Lead

Future growth

- Korean and Mandarin speaking hubs
- Community ecosystem of support for older adults
- Hubs in retirement villages
- Grow awareness
- Monitor our impact
- Ensure the best locations





QUESTIONS?



**Digital
Seniors**

THANK YOU

**Devonport-Takapuna
Local Board**



Auckland Council