

Te Poari ā-Rohe o Hibiscus and Bays  
Te Rīpoata ā-Tau 2021/2022

# Hibiscus and Bays Local Board

Annual Report 2021/2022



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 mouna 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: East Coast Bays Library Gala Day

## He kōrero mō tēnei rīpoata About this report

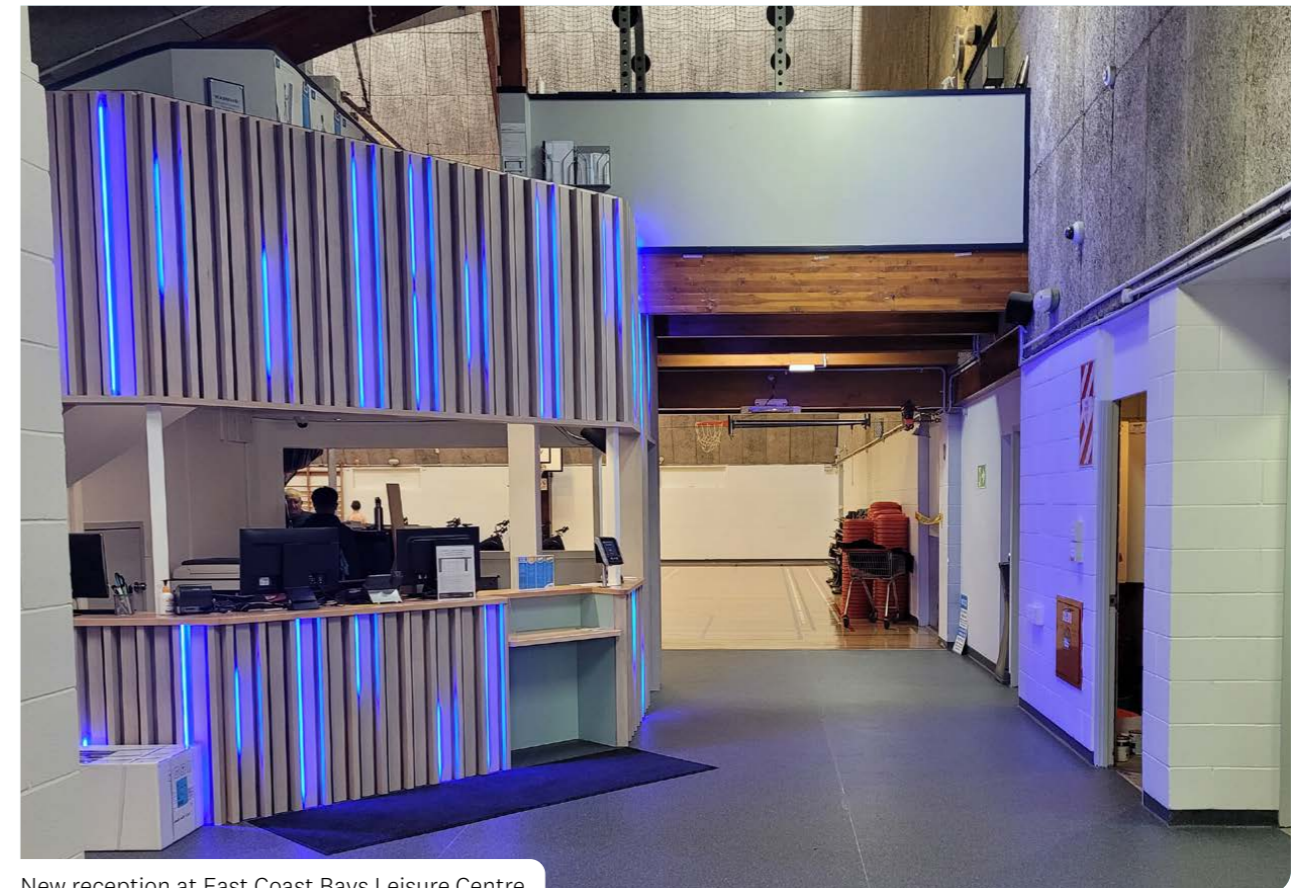
This annual report tells the story of how Auckland Council has performed in delivering services in the Hibiscus and Bays Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Hibiscus and Bays Local Board Agreement 2021/2022.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we're delivering for Auckland.**

### CONTENTS

Mihi .....	2
About this report .....	3
From the chairperson .....	4
Our board .....	5
Our area .....	6
Performance report .....	8
Local flavour .....	15
Financial information .....	16



New reception at East Coast Bays Leisure Centre

# He kōrero mai i te heamana

## From the chairperson

Given the challenges of the past year, we are proud of the achievements of the Hibiscus and Bays Local Board.

Like many of you trying to get building work done, some local board projects have been delayed by supply chain issues. However, due to a superb team working hard to deliver facilities improvements we have seen the bulk of our projects completed, even if the fences sometimes had to stay up longer than anyone wanted.



Later this year we will have a ceremony to mark the returning of Māori names to some of our parks. They will receive dual Māori and English names along with a narrative describing what the Te Reo name means. All the local board members found the stories attached to these returned names very moving, and give life and new meaning to very familiar parks.

Lastly, we recently decided on our last community grants round for the financial year. A huge thank you to all those groups who applied, as

In Browns Bay, the beautiful boardwalk along the beach is finished with timber that is more appropriate for the marine environment. The beachfront playground has also been renewed – ready for the better weather.

I've enjoyed walking in Alice Eaves Bush over the new track and bridge, all designed to keep the magnificent kauri safe. These are just a few of the walkways that have received attention this year.

We have also bought a relocatable pump track which will be moved to different parks around the local board area every six months. It has been sitting in Browns Bay recently, and lots of children and families have been having a great time with their scooters and skateboards. When our budget allows, we would like to get a full-size pump track, but this is a great interim option.

**Gary Brown**  
Chairperson, Hibiscus and Bays Local Board

the work you do to bring our community alive is astounding.

# 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, 8.30am-4.30pm  
Closed Saturday, Sunday and public holidays



09 301 0101



hibiscusandbayslocalboard  
@aucklandcouncil.govt.nz



Auckland Council  
Private Bag 92300, Auckland 1142



aucklandcouncil.govt.nz/hibiscusandbays










# Ngā kaupapa me ngā whakapaipai ake

## Hibiscus and Bays projects and improvements

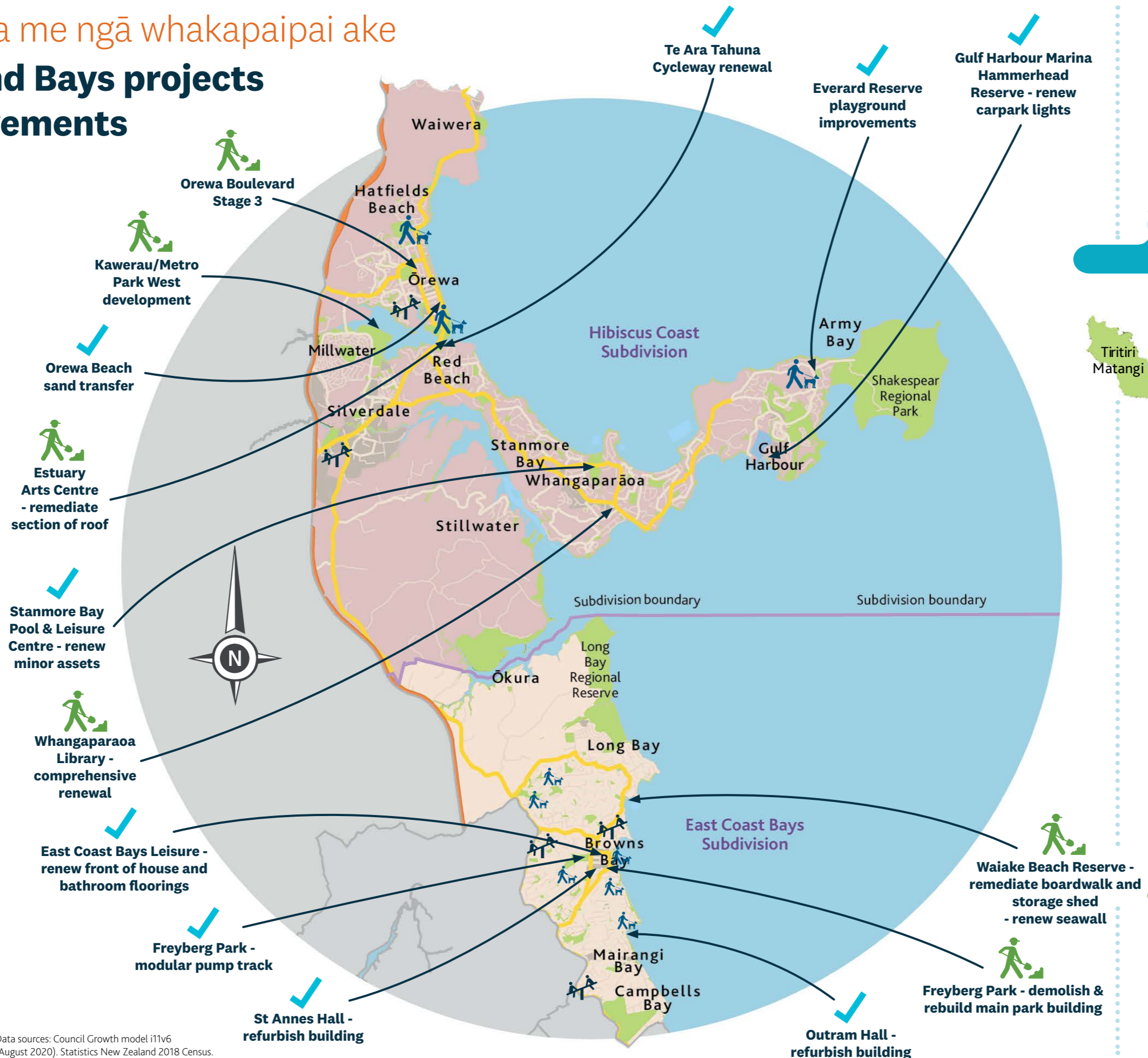
### KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**
-  **Current track 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.



**Long Bay - Ōkura Marine Reserve** is the only marine reserve in Auckland's urban area



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

### Local Community Services

Highlights this year have been the completion of walkways at Centreway Reserve and Freyberg Park, renewing the Beachfront Lane boardwalk at Browns Beach, full refurbishments of Outram and St Annes Halls, and installation of play equipment at various parks and reserves across our area.

We allocated \$394,000 to local community groups through our grants programme which included \$150,000 allocated for facility partnership development. We also continued supporting 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.

 <b>Achieved</b> Target has been met or exceeded	 <b>Substantially achieved</b> Target has not been met by a slim margin (+/-2%)	 <b>Not achieved</b> Target not achieved	<b>* Impacted by COVID-19</b> Measures favourably / unfavourably impacted by COVID-19
 <b>Progress made</b> Result improved from prior-year result	 <b>No change</b> No change from prior-year result	 <b>No improvements</b> Not improved from prior-year result	

Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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			87%	84%	85%	92%	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, drivers not behaving safely, and a lack of police presence. Respondents noted that more should be done to revitalise our town centres and return them to the welcoming, tight knit places they once were.
Percentage of Aucklanders that feel their local town centre is safe - night time			52%	47%	41%	53%	Comments in the residents survey noted that respondents feel unsafe at night due to a number of factors, including poor lighting in public places, an increase in the amount of serious crime, and a lack of Police presence around the town centre. A number of responses were that people will not go out after dark.
<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			65%	92%	90%	84%	We have funded an increased number of projects that had a strong community led focus and in the past couple of years have been focusing specifically on resilience, capacity and collaborations.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			70%	88%*	60%	50%	Increased investment in capacity and capability building programmes has been a priority to ensure resilience as communities recover from and navigate the future of COVID-19.
<b>We provide safe and accessible parks, reserves, beaches, 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 sportsfields			75%	67%*	72%*	89%	The impact of the council's recovery budget limited investment in playing surfaces in spring and autumn, along with general capital works, so activity did not meet community expectations. COVID-19 restrictions meant reduced service standards, leaving grounds without regular maintenance. However, lower use meant the surfaces, once maintenance resumed, came through the winter better than in a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres			52	51	63	59	Despite COVID-19 challenges, the result was very close to target. Staffing shortages due to COVID-19 and other illness resulting in short-term closures was a clear theme in feedback from customers, along with comments on the council's vaccine policy when rating the experience of using the centre.
The percentage of users who are satisfied with the overall quality of local parks			75%	66%*	72%	76%	Most respondents noted that, in general, our parks were wonderful, well kept, and maintained to a good standard. Some park facilities such as playgrounds were not accessible during COVID-19 restrictions and this may have had a negative impact on satisfaction levels. There were also suggestions that toilets and bins should be cleaned more regularly.
The percentage of residents who visited a local park in the last 12 months			88%	81%	80%	81%	While we didn't meet target, a result of 81 per cent is relatively high and shows a high level of use during COVID-19 lockdowns.
<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			14%	12%	17.4%	14.3%	While Mairangi and Estuary Arts centres have begun to consult with iwi to ensure programmes delivered respond to Maori aspirations, this has yet to increase programme delivery enough to lift the performance.

## Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
<b>We fund, enable, and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life<sup>1</sup></b>							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▼	150,000*	71,174*	148,677*	207,537	Internet sessions were below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside the libraries was removed, and during the Red setting, they operated at reduced levels. They returned to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Computer availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	—	90%	100%	100%	100%	All arts and culture programmes were delivered by independent and community-led partners who are supported with council funding.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	89%	89%	89%	89%	
The number of participants for local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The number of attendees at council-led community events	●	▼	2,500	0	281	2,000*	We had no council-led community events this year, as the community movie events were contracted out for third-party delivery.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	234,000	119,726*	185,597*	181,530*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, and participant levels have slowly increased each month. A combination of added caution by participants, vaccination passes and other precautionary measures continued to affect bookings and participants once they were back open. Since December, there was a slow progression towards participant numbers reaching results achieved last year, and even exceeded slightly in June.
The number of visits to library facilities	●	▼	660,000	344,370*	513,514*	614,022*	Physical visits to libraries were impacted by COVID-19 restrictions. In response to COVID-19 risks, Auckland Libraries offered alternative services such as e-collections, online resources, Click and Collect, virtual programming and use of phone and email for research and information services. These alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured*	93%	Satisfaction surveys require physical engagement with event attendees. Physical distancing meant we couldn't run surveys this year.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	94%	96%	96%	Our libraries continued to exceed the customer satisfaction target despite COVID-19 restriction. Frontline library staff ensured the customer experience was put first at all times.

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

## Local Planning and Development

This year the local board provided funding to support the establishment of a Business Improvement District programme in the Silverdale business community. The board also continued its support and engagement with all four business associations within the Hibiscus and Bays Local Board area.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	Our four business associations complied with their obligations.

## Local Environmental Management

We made progress on a range of projects including Pest Free Hibiscus Coast and pest plans on private land in Okura, Restore Hibiscus Bays (community-based restoration activities), Te Ao Māori and community led conservation. We also worked on EcoNeighbourhoods, inanga spawning sites, sediment related water quality testing, Trash Free Taiaotea: Browns Bay waste minimisation, Ko te wai he taonga (water is a treasure), and the Zero Waste Kindergarten Project.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
<b>We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change<sup>1</sup></b>							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	●		70%	100%	New measure	New measure	We successfully delivered two sustainability initiative projects this year.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	●		80%	100%	New measure	New measure	We successfully delivered six natural environment and water quality projects this year.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	●		70%	100%	New measure	New measure	We successfully delivered two waste minimisation projects this year.

1. The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.
2. New local environmental services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

# He whakamārama mō ā mātou mahi whakahaere

## Our performance explained

### Local community services

Our ecological volunteer and environmental programme completed an extensive amount of work, even with the COVID-19 restrictions that were in place through a large part of the year. This volunteer work helps greatly in contributing to environmental and ecological outcomes across our area.

A total of 1500 volunteer hours were invested in the first quarter of the year with 15,547 plants planted across our area. All volunteer activity was completely or partially suspended mid-year due to COVID-19 restrictions and we focused on procurement for the anticipated reinstatement of ecological activities. Although volunteer work was put on hold, approximately 4000 trees were planted by our network of contractors.

The focus at the end of the year was on planting preparation and planting for the winter season. There were three school plantings at Metro Park, Karaka Cove, and Stanmore Bay Park with a total of 2100 plants planted and 310 student volunteer hours invested. New animal pest lines were installed in the Red Beach Beachfront, Shadon-Springtime, Blake Greens, Alice Eaves Scenic, Blue Heron, and Rakauananga Point (Gulf Harbour) Reserves. Monitoring lines were installed in Metro Park and D'Oyly Reserve.

These projects and other areas of investment should deliver improved results in the 2022/2023 financial year, particularly in increasing the number of residents visiting local parks and the percentage of users satisfied with the quality of local parks.



Boardwalk replaced at Browns Bay Beach



New fence installed at Crow's Nest Rise Walkway

# Te āhuatanga ā-rohe

## Local flavour

### New ways to play

#### Refreshed Army Bay and Browns Bay playgrounds

As soon as the fences came down, children were enjoying the renewed ocean-themed playground at Browns Bay Beach.

The playground took two months to complete, and now has plenty to keep kids entertained with a new play module, new swings and a seesaw with a backrest.

Local Brian Baird says, "Being right on beachfront makes this playground seem so much better, not just for the kids but for all age levels. Just renovated, the playground, too, looks great, heaps more colour and safety in mind."

Play equipment is often repurposed for other council playgrounds – such as double slides going to Silverdale War Memorial playground – or it is donated to community playgroups struggling to replace their play equipment.

Playground materials can also be reused in innovative ways, and that includes parts of the old Browns Bay play module. Its panels have been

placed next to the playground's clatter bridge, and rescue dogs at the Silverdale Animal Shelter get to play in the old tunnels. The Kaipātiki Project and local nurseries are also using the playground's old surface matting for their nursery walkways.

Over at Army Bay's Everard Reserve, families are making the most of the new playground that is cleverly positioned on the sloping site. It replaces the old junior playground and caters for children aged six to 12. It has a mega swing, spin bars and a spinner, a climbing structure with a slide, and a flying fox. Removing the old playground created a large flat open space to kick a ball around. Other features include a basket swing and stand-up seesaw, both of which can be accessed from a wheelchair. Importantly, the relocated play equipment has been placed below property sightlines to preserve the park's incredible views.

Both playgrounds were funded by Hibiscus and Bays Local Board.



Everard Reserve playground



# Te tahua pūtea

## Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		19,969	19,969	18,939
Targeted rates		476	496	507
Subsidies and grants for operating purposes		414	585	593
Fees and charges	1	1,545	2,876	2,509
Local authorities fuel tax, fines, infringement fees and other receipts		113	74	86
<b>Total operating funding</b>		<b>22,518</b>	<b>24,000</b>	<b>22,634</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	2	17,235	19,358	18,449
Finance costs		1,160	1,155	1,014
Internal charges and overheads applied		3,500	3,402	2,108
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>21,895</b>	<b>23,915</b>	<b>21,571</b>
<b>Surplus (deficit) of operating funding</b>		<b>622</b>	<b>85</b>	<b>1,063</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		6,658	7,585	3,502
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>	3	<b>6,658</b>	<b>7,585</b>	<b>3,502</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		240	86	659
- to improve the level of service		331	96	538
- to replace existing assets		6,709	7,488	3,368
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>		<b>7,280</b>	<b>7,670</b>	<b>4,565</b>
<b>Surplus (deficit) of capital funding</b>		<b>(622)</b>	<b>(85)</b>	<b>(1,063)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions impacting on memberships fees and visits to facilities. The East Coast Bays Leisure Centre and Stanmore Bay Leisure Centre were particularly affected, with a decline in visits relating to fitness and aquatic activities compared to the previous financial year. Following the easing of restrictions, patronage of facilities increased.
2. Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of maintenance and repairs of local parks, open spaces, facilities and sports fields. These maintenance activities reduced during the COVID-19 lockdown period. Although restrictions eased in the second half of the financial year, the ongoing presence of COVID-19 in the community resulted in reduced contractor availability, and therefore maintenance did not return to planned levels.
3. Payments to staff and suppliers were lower than planned. This resulted in a funding surplus which was partially absorbed by lower than planned fees and charges. The overall funding surplus meant that less debt funding was required than planned.

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

Alice Eaves Scenic Reserve ►





Emma Li and Jenny Wong reading books at East Coast Bays Library.

Auckland Council disclaims any liability whatsoever in connection with any action taken in reliance of this document for any error, deficiency, flaw or omission contained in it.

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