

DRAFT

## HIBISCUS AND BAYS LOCAL BOARD

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Whangaparāoa Library

## Message from the chairperson

I am very pleased to present the Hibiscus and Bays Local Board section of the 2016/2017 Auckland Council Annual Report.

As we look back over the last financial year and the beginning of this new electoral term we are very happy and pleased with the completion of many of our local board priorities.

After many years of planning and hard work the community of Millwater was able to celebrate the opening of the rebuilt Stoney Homestead in December 2016. The completion of the major renewal for Murrays Bay Wharf was showcased in April 2017 by a vibrant Bird Man competition to celebrate its opening.

This local board takes pride in working with our community, and the Murrays Bay Sailing Club partnership has resulted in a world-class and user-friendly facility at Murrays Bay. Hibiscus and Bays was also a key location for the World Sailing Youth World Championships and the World Masters Games. Torbay Sailing Club worked tirelessly to redevelop their facilities, and the complementary Waiake Reserve improvements enhanced the top-class hosting of these international events.

Hibiscus and Bays is one of the fastest-growing local board areas, and our sports fields at Metro Park and Ashley Reserve benefitted from dedicated growth funding in their development and improvements. Another notable partnership has seen the progress and development of a new hockey turf at Metro Park, with the Hibiscus Coast Hockey Club leading that project.

We have completed the Browns Bay Centre Plan, and Hibiscus and Bays Greenways Plan, and we are now clear on future priorities and actions from what you have told us. Penlink is still a key priority and transport is the major issue that you constantly tell us we need urgent solutions for. Whether it's Silverdale, Whangaparāoa, Browns Bay or Mairangi Bay, we need improvement across our road network and services to ensure we can travel safely without unnecessary congestion and delays.

Stanmore Bay Leisure Centre has had a significant refurbishment, resulting in a 15 per cent increase in membership, providing a real boost to our residents' health and wellbeing.

We pride ourselves on being a local board that is always seeking to achieve more with less, and our community partners and volunteers are key in delivering across all our communities. As we continue to grow and our population increases we work tirelessly to make this local board area the best it can be and an area we are all proud to live in.

**Julia Parfitt**

Chairperson, Hibiscus and Bays Local Board

## The year in review

### Financial performance

Hibiscus Bays Local Board spent \$9.61 million in capital expenditure and \$17.11 million in operating expenditure in 2016/2017.

### Highlights and achievements

- Completion and reopening of Murrays Bay wharf and the toilets adjacent to Murrays Bay Sailing Club enhanced the popular community asset and showcased an innovative use of open park space and collaboration with the community and sailing club.
- The second stage of the Stanmore Bay Leisure Centre improvements (sauna and spa) was completed, giving the community access to top-class recreational facilities.
- Hibiscus and Bays Local Board achieved a first for New Zealand when Torbay Sailing Club hosted the World Sailing Youth World Championships at Waiake in December, showcasing the area to visitors.
- Successful hosting of World Masters Games events at Torbay and Mairangi Bay brought exciting spectator opportunities to these communities.
- The restoration and opening of Stoney Homestead has provided Millwater residents with a community hub that will help meet the needs of a growing and diverse population.
- Further improvements to Metro Park as a multi-sport destination have included the development of a full-size hockey turf, a first step towards providing top-class facilities for key sporting codes.
- Sherwood Reserve's Robin Hood-themed destination playground opened with a family celebration in December.
- Earthworks for the Hibiscus Coast bus station at Silverdale have commenced. Completion in the next financial year will be a step towards improving access to public transport in the area.
- Extensive pre-consultation on the priority works for Orewa Beach Esplanade Enhancement Project (Kohu Street to Marine View) was undertaken in response to high public interest and project design issues. The feedback informed the final design, and resource consent was lodged in April and publicly notified.

### Challenges

- Hibiscus and Bays Local Board continues to advocate for options to bring forward the construction of Penlink and secure alternative funding sources. The most effective approach would see Penlink being categorised as a Road of National Significance in order to access central government funding, and the local board is actively engaged in advocating for this. This alternative route would offer secondary access to the Whangaparāoa Peninsula for commuters, business logistics, public transport and emergency vehicles, and ease the significant congestion on the peninsula and through Silverdale.
- The realignment on East Coast Road of the Glenvar Road/Lonely Track Road intersection remains a priority for the local board.
- Significant population growth both within the area and on the local board's boundaries is putting pressure on existing infrastructure.

## How we performed

### Local parks, sport and recreation

The performance target for pool and leisure centre services was exceeded. The measures for local parks, reserves and beaches were substantially achieved, reflecting ongoing investment in these amenities. Performance was below target for satisfaction with sports fields. A current review of the Sports Field Capacity Development Programme will include identification of factors that may be impacting satisfaction.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves 

2017 target:	2017 actual:	2016 actual:	2015 actual:
75%	<b>73%</b> <sup>(1)</sup>	75%	New

Percentage of residents who visited a local park or reserve in the last 12 months 

2017 target:	2017 actual:	2016 actual:	2015 actual:
90%	<b>88%</b> <sup>(2)</sup>	88%	95%

#### Provide sports fields that are fit for purpose and cater for community needs

Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields 

2017 target:	2017 actual:	2016 actual:	2015 actual:
75%	<b>66%</b> <sup>(3)</sup>	70%	New

#### Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres as a percentage<sup>(4)</sup> 

2017 target:	2017 actual:	2016 actual:	2015 actual:
+15	<b>+52</b> <sup>(5)</sup>	+45	New

#### Note

- 1 Key projects that may contribute to lifting future satisfaction include renewal of Murrays Bay Wharf and Murrays Bay toilet. The

Waiake toilet upgrade was completed in time for the Sir Peter Blake Regatta, the World Sailing Youth World Championships and the World Masters Games.

- Promoting our parks and facilities will be one strategy used to help increase the proportion of the population who visit local parks.
- Satisfaction with the provision of sports fields was below target and lower than last year. The review of the Sports Field Capacity Development Programme supply and demand modelling will include identification of underlying factors that influence this result.
- Net Promoter Score (NPS) measures customer loyalty and satisfaction. It is calculated by subtracting the percentage of customers who would not recommend our facilities from the percentage of customers who would, (excluding neutral responses), to determine a score of between -100 (all customers would not recommend) and +100 (all customers would recommend).
- Customers gave positive feedback about both Stanmore Bay and East Coast Bays centres. The recent refurbishment of the gym area at Stanmore Bay has been very well received by the community. East Coast Bays customers value the convenience of the location and accessible parking, and rated the Les Mills group fitness classes and instructors very highly.

### Local community services

We fully met our level of service for libraries. The Wi-Fi service contributed to high numbers of customers using libraries as digital hubs. A high percentage of customers are satisfied with both the quality of service delivery and library environments.

We exceeded our target for grants and funding support, with 82 per cent of applicants satisfied with the information and advice they received.

We achieved our event satisfaction target and made progress in terms of influencing how many Aucklanders feel connected to their neighbourhood.

We partially met our level of service relating to social infrastructure, with three out of six measures achieved. Community-led place-making activities are undertaken to improve perceptions of safety.

**Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities**

Use of libraries as digital community hubs: Number of internet sessions per capita (PC & Wi-Fi) 

2017 target:	2017 actual:	2016 actual:	2015 actual:
1.4	<b>2.8<sup>(1)</sup></b>	2.6	New

Number of visits to library facilities per capita 

2017 target:	2017 actual:	2016 actual:	2015 actual:
8.0	<b>8.0</b>	8.4	9.0

Percentage of customers satisfied with the quality of library service delivery 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>94%</b>	92%	94%

Percentage of visitors satisfied with the library environment 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>91%</b>	88%	New

**Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting**

Percentage of funding/grant applicants satisfied with information, assistance and advice provided 

2017 target:	2017 actual:	2016 actual:	2015 actual:
76%	<b>83%</b>	70%	New

**Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities**

Percentage of participants satisfied with council-delivered local arts activities 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>No result<sup>(2)</sup></b>	No result	New

Percentage of Aucklanders that feel connected to their neighbourhood and local community 

2017 target:	2017 actual:	2016 actual:	2015 actual:
79%	<b>54%<sup>(3)</sup></b>	49%	New

Percentage of attendees satisfied with council-delivered and funded local events 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>96%<sup>(4)</sup></b>	80%	New

**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 

2017 target:	2017 actual:	2016 actual:	2015 actual:
94%	<b>87%<sup>(5)</sup></b>	96%	New

Percentage of Aucklanders that feel their local town centre is safe – night time 

2017 target:	2017 actual:	2016 actual:	2015 actual:
44%	<b>52%</b>	52%	New

Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
27%	<b>22%<sup>(6)</sup></b>	23%	28%

Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
26%	<b>18%<sup>(6)</sup></b>	19%	18%

Percentage of community facilities bookings used for health and wellbeing related activity 

2017 target:	2017 actual:	2016 actual:	2015 actual:
20%	<b>31%<sup>(7)</sup></b>	24%	New

Number of visitors to community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
59,309	<b>121,392<sup>(8)</sup></b>	135,691	134,495

**Note**

- 1 Customer internet usage exceeded expectations. The ease of access, speed and reliability of the Wi-Fi service has been enhanced since the target was set and the number of customers with their own devices has increased.
- 2 There were no council-delivered local arts activities in this period.
- 3 People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase community connectedness and participation.
- 4 The Weet-Bix Kids TRYathlon was the only event surveyed this year and was well liked by attendees.
- 5 A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including place-making activities, to improve perceptions of safety. The council has been working with Whangaparāoa 2030 to create a community hub and develop a business network. Community-led place-making started with a community workshop facilitated by Beacon Pathway. Whangaparāoa 2030 is leading the next phase of activity, building on the insights from the Hibiscus Coast Needs Assessment and focusing on activating the public space outside Whangaparāoa Library.
- 6 During the year we delivered an online venue booking system and network-wide awareness campaigns, but the targets were not reached.
- 7 Health and wellbeing activity at community facilities has increased compared to last year and continues to exceed the target.
- 8 Visitation exceeded the target, but has reduced compared to last year due to improved accuracy in recording attendance through the new venue booking system.

**Local planning and development**

Our local planning and development measure achieved target as Orewa, Torbay, Mairangi Bay and Brown's Bay Business Improvement Districts fulfilled all their accountability requirements through active enforcement of the BID Policy.

**Develop local business precincts and town centres as great places to do business**

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



2017 target:	2017 actual:	2016 actual:	2015 actual:
100%	<b>100%</b>	75%	75%

**Local environmental management**

In 2016/2017 Hibiscus and Bays Local Board continued its investment in environmental projects with a particular focus on protecting and enhancing the quality of local waterways and developing the North West Wildlink.

The local board funded five environmental projects, including two Love Our Bays and two Weiti Wildlink projects. The North West Wildlink assistance programme continued to build on community-led restoration activities.

Local board funding delivered an Orewa estuary restoration plan, a pest control plan for Awaruku wetland, weed workshops, animal pest control resources for communities and educational nocturnal biodiversity tours. The night walks at Alice Eaves Scenic Reserve and Shakespear Regional Park each attracted up to 500 people.

As part of the Love Our Bays water-sensitive design for schools initiative:

- Murrays Bay Intermediate participated in a stormwater education programme and held a celebration event
- Long Bay Primary school hosted an evening workshop to learn about rain harvesting and DIY rain barrel installations
- Stanmore Bay School and Silverdale Kindergarten had rain barrels installed.

Love Our Bays also delivered a riparian restoration programme, including a community planting day in Manly Reserve led by Conservation Volunteers New Zealand.

A funding agreement with Deep Creek for weed control and site restoration was also agreed.

As part of the Weiti Wildlink project, the Silverdale pollution prevention programme continued, with strong support from local businesses. Spill training sessions were delivered to high-risk businesses and communication was developed in collaboration with Silverdale Business Association. In total there were 42 site visits, and 10 businesses undertook on-site spill training.

The Weiti Wildlink project also delivered the Weiti River Restoration Programme to extend the riparian restoration work on the banks of Weiti River in Silverdale. This programme is strongly supported by local communities and businesses, and included a community planting day and weed control.

**Provide leadership & support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage**

Proportion of local programmes that deliver intended environmental actions and/or outcomes



2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>100%<sup>(1)</sup></b>	100%	New

**Note**

- 1 We successfully delivered five environmental projects for Hibiscus and Bays, all of which contributed to local environmental outcomes as described in the Hibiscus and Bays Local Board Plan.

**Local governance**

There are no performance measures for this group of activities.

## Financial information

### Summary of revenue and expenditure by local activity – Hibiscus and Bays Local Board

For the year ended 30 June 2017

\$000	Note	Actual 2017	Annual Plan 2017	Actual 2016
<b>Operating revenue</b>				
Local community services		105	91	162
Local environmental services		-	-	-
Local parks sport and recreation	1	2,390	3,192	2,702
Local planning and development		-	-	-
Local governance		-	-	-
<b>Total operating revenue</b>		<b>2,495</b>	<b>3,283</b>	<b>2,864</b>
<b>Operating expenditure</b>				
Local community services		4,207	4,336	4,233
Local environmental services		113	128	146
Local parks sport and recreation		10,942	11,081	10,473
Local planning and development		551	758	464
Local governance		1,300	1,300	1,181
<b>Total operating expenditure</b>		<b>17,113</b>	<b>17,603</b>	<b>16,497</b>
<b>Net expenditure</b>		<b>14,618</b>	<b>14,320</b>	<b>13,633</b>
<b>Subsidies and grants for capital expenditure</b>				
Local community services		-	-	575
Local environmental services		-	-	-
Local parks sport and recreation		-	-	246
Local planning and development		-	-	-
Local governance		-	-	-
<b>Total subsidies and grants for capital expenditure</b>		<b>-</b>	<b>-</b>	<b>821</b>
<b>Capital expenditure</b>				
Local community services		1,372	1,034	1,453
Local environmental management		-	-	-
Local parks sport and recreation		8,229	8,491	8,267
Local planning and development		-	-	-
Local governance		7	-	265
<b>Total capital expenditure</b>		<b>9,608</b>	<b>9,525</b>	<b>9,985</b>

#### Variance explanations – Actual 2017 to Annual Plan 2017

- 1 Operating revenue for local parks sport and recreation is below budget due to a one-off GST adjustment for Stanmore Bay Leisure Centre, as revenue was overstated in the previous year.

## Funding impact statement – Hibiscus and Bays Local Board

For the year ended 30 June 2017

\$000	Note	Actual 2017	Annual Plan 2017	Long-term Plan 2016
<b>Sources of operating funding:</b>				
General rates, UAGC, rates penalties		16,755	16,553	16,879
Targeted rates		428	428	368
Subsidies and grants for operating purposes		227	380	162
Fees and charges	1	2,238	2,879	1,973
Local authorities fuel tax, fines, infringement fees and other receipts		30	24	229
<b>Total operating funding</b>		<b>19,678</b>	<b>20,264</b>	<b>19,611</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	2	15,045	15,619	15,002
Finance costs		1,863	1,863	1,534
Internal charges and overheads applied		2,709	2,709	2,684
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>19,617</b>	<b>20,191</b>	<b>19,220</b>
<b>Surplus (deficit) of operating funding</b>		<b>61</b>	<b>73</b>	<b>391</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		-	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt		9,547	9,453	15,457
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>9,547</b>	<b>9,453</b>	<b>15,457</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		2,777	3,039	2,124
- to improve the level of service		1,650	1,534	8,091
- to replace existing assets		5,181	4,953	5,633
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>		<b>9,608</b>	<b>9,526</b>	<b>15,848</b>
<b>Surplus (deficit) of capital funding</b>		<b>(61)</b>	<b>(73)</b>	<b>(391)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

### Variance explanations – Actual 2017 to Annual Plan 2017

- 1 Fees and charges is below budget due to a one-off GST adjustment for Stanmore Bay Leisure Centre, as revenue was overstated in the previous year.
- 2 Payment to staff and suppliers is below budget due to deferral to next financial year of operational projects from town centre plans, reserve management and greenways plans, capacity building and other small projects.