

DRAFT

## HOWICK LOCAL BOARD

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## Message from the chairperson

Howick Local Board has heard from you as part of the consultation for the Annual Budget 2017/2018. Overall there was a lot of support from the community for local initiatives with few opposing. We have also asked for and received feedback on our draft 2017 local board plan and we are working on finalising that document in the coming months.

There have been a number of significant milestones over the last year, with the opening of the redeveloped Uxbridge Arts and Culture centre, the adoption of the Howick Village Centre Plan and the opening of the Half Moon Bay ferry facility, to name a few. The consent process for the landside works at the Half Moon Bay Ferry facility has commenced and we look forward to work starting on them in the near future.

It is pleasing to note that 90 per cent of our work programmes have been delivered or are in the process of being delivered, and we continue to work on connecting with our people and engaging them in their neighbourhood and local community via locally driven initiatives. As an example, the local board has granted just over a quarter of a million dollars of funding via our community and quick response programmes over the last year to 75 community-based organisations.

Looking forward, whilst transport continues to be a major issue (and the local board continues to advocate strongly for the acceleration of the AMETI project and for its integration with the Pakuranga Town Centre Masterplan), management of coastal erosion has emerged as one of our priority advocacy issues. We are collaborating with a number of other local boards across the region to seek resources to address coastline erosion.

On behalf of Howick Local Board I would like to express our thanks for your input into the plans and projects over the last year. We look forward to working with you and progressing many of our projects in 2017/2018.

**David Collings**  
Chairperson, Howick Local Board

## The year in review

### Financial performance

Howick Local Board spent \$7.1 million in capital expenditure and \$23.8 million in operating expenditure in 2016/2017.

### Highlights and achievements

- The new ferry pier at Half Moon Bay was completed. The local board contributed \$2.5 million from its transport capital fund for the project.
- Stage two of the Uxbridge Arts Centre redevelopment was opened to the public in October 2016.
- The Howick Village Centre Plan and the Howick Heritage Plan were adopted by the local board following consultation with the community.
- Investment in the prevention of coastal erosion continued with the repair and strengthening of the seawall along a section of the walkway beside Fisher Parade in Pakuranga.

### Challenges

In the Howick Local Board area a big focus will be on how we deal with growth in the near future. Significant investment is needed, especially in public transport connections between Howick and the rest of the region. We must also ensure we provide community facilities that can cater to our growing population's needs.

We have signalled that coastal erosion is a big issue for the future and will look to address this in the coming years.

## How we performed

### Local parks, sport and recreation

Targets were exceeded for pool and leisure services, and provision of sports fields. Performance was mixed for local parks and reserves – although satisfaction remained above target, the proportion of people who made use of these open spaces decreased slightly.

#### 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>77%</b>	80%	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>85%<sup>(1)</sup></b>	88%	94%

#### 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>79%</b>	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>(2)</sup> 

2017 target:	2017 actual:	2016 actual:	2015 actual:
+15	<b>+44<sup>(3)</sup></b>	+43	New

#### Note

- Although this target was not achieved, the result remained above the region-wide average. Promoting parks and facilities will be one strategy used to increase the proportion of the population who visit local parks.
- 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).

- A common theme contributing to the high rating for local pools and leisure centres was the quality of both staff and facilities. Users who gave lower ratings said quality of fitness equipment and showers/bathrooms was an issue, so these are opportunities for continued improvement.

### Local community services

Two out of four measures related to libraries achieved target. The Wi-Fi service contributed to high numbers of customers using libraries as digital hubs, but this did not translate into reaching the target for visits per capita. A high percentage of customers are satisfied with the quality of service delivery. Satisfaction with library environments increased from last year but is still below target.

Our grants satisfaction measure was close to achieving the target. We have made improvements to the application form and grants webpage for the 2017/2018 financial year.

We made progress in terms of influencing how many Aucklanders feel connected to their neighbourhood. The event satisfaction result was impacted by an event that was rained out, but the other event surveyed was very well liked.

We substantially met our level of service relating to social infrastructure, with five out of six measures achieved. Off-peak utilisation of facilities was short of target but significantly higher than last year's result due to the implementation of our online booking system.

#### 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:
3.0	<b>4.5<sup>(1)</sup></b>	4.1	New

Number of visits to library facilities per capita 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
8.0	<b>7.5<sup>(2)</sup></b>	7.9	8.6

Percentage of customers satisfied with the quality of library service delivery 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
88%	<b>89%</b>	88%	88%

Percentage of visitors satisfied with the library environment 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
88%	<b>84%<sup>(3)</sup></b>	83%	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>74%<sup>(4)</sup></b>	82%	New

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

Percentage of Aucklanders that feel connected to their neighbourhood and local community 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
80%	<b>50%<sup>(5)</sup></b>	39%	New

Percentage of attendees satisfied with council-delivered and funded local events 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>68%<sup>(6)</sup></b>	78%	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:
84%	<b>85%</b>	88%	New

Percentage of Aucklanders that feel their local town centre is safe – night time 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
44%	<b>56%<sup>(7)</sup></b>	50%	New

Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
33%	<b>34%</b>	37%	35%

Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
18%	<b>11%<sup>(8)</sup></b>	5%	4%

Percentage of community facilities bookings used for health and wellbeing related activity 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
20%	<b>62%<sup>(9)</sup></b>	42%	New

Number of visitors to community centres and venues for hire 			
2017 target:	2017 actual:	2016 actual:	2015 actual:
133,940	<b>161,773<sup>(8)</sup></b>	158,853	136,149

**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 The closure of Botany Library for refurbishment affected the number of library visits.
- 3 Customer feedback indicates that noise and the size of some of the libraries are factors contributing to not meeting target. Howick

- Library's furniture, fittings and equipment will be renewed next year and there are plans to renew Pakuranga Library in a few years.
- 4 This result is based on only 28 survey responses and is subject to a  $\pm 14.4$  per cent margin of error. Overall the level of customer satisfaction has increased by seven per cent for all local boards for this year. Customers have reported difficulties with completing the online form and navigating the council website, and improvements to these have been made for 2017/2018.
  - 5 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.
  - 6 This measure aims to survey two events annually for each local board to assess attendees' views on a sample of events provided or funded by the council. Local events surveyed were Howick Santa Parade, which scored 83 per cent, and Dancing in the Park, which scored 32 per cent due to being affected by poor weather. Survey feedback has indicated areas for improvement.
  - 7 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. Council staff met the police area commander to review community safety across the local board area. Flat Bush, as a new centre, has been identified for place-making activities to produce positive safety outcomes. The community is being surveyed to help develop an action plan. The local board has funded Neighbours Day and community safety activities delivered by groups such as the Asian Safety Education and Promotion Charitable Trust, Neighbourhood Support, Safety Patrols, Asian Council for Reducing Crime and Sowers Trust.
  - 8 Off-peak utilisation and visitor numbers increased compared to last year, following the launch of the online booking system and network-wide awareness campaigns.
  - 9 Health and wellbeing activity continues to exceed the target and has increased compared to last year.

## Local planning and development

Capital funding supported the construction of new stormwater ponds in Flat Bush to manage the impact of planned development in the area and allow for growth.

Our business association measure achieved target as the Business Improvement Districts for Howick and Greater East Tāmaki (which is partially in the local board area) 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>	100%	0%

## Local environmental management

In 2016/2017, Howick Local Board continued its support for weed control on high-priority reserves Te Naupata / Musick Point and Hayley Lane Reserve. This work is complemented by a community campaign encouraging residents to control rhamnus and moth plant on private land.

The local board again partnered with Greater East Tāmaki Business Association to deliver an education and pollution-prevention programme to local businesses. This programme improves water quality by addressing potential pollutants at the source.

The local board also allocated funding for local community groups to join with other groups in the south to progress local resource recovery initiatives. This work supports our waste-minimisation goals and the planned development of a regional resource recovery facility in south Auckland.

**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



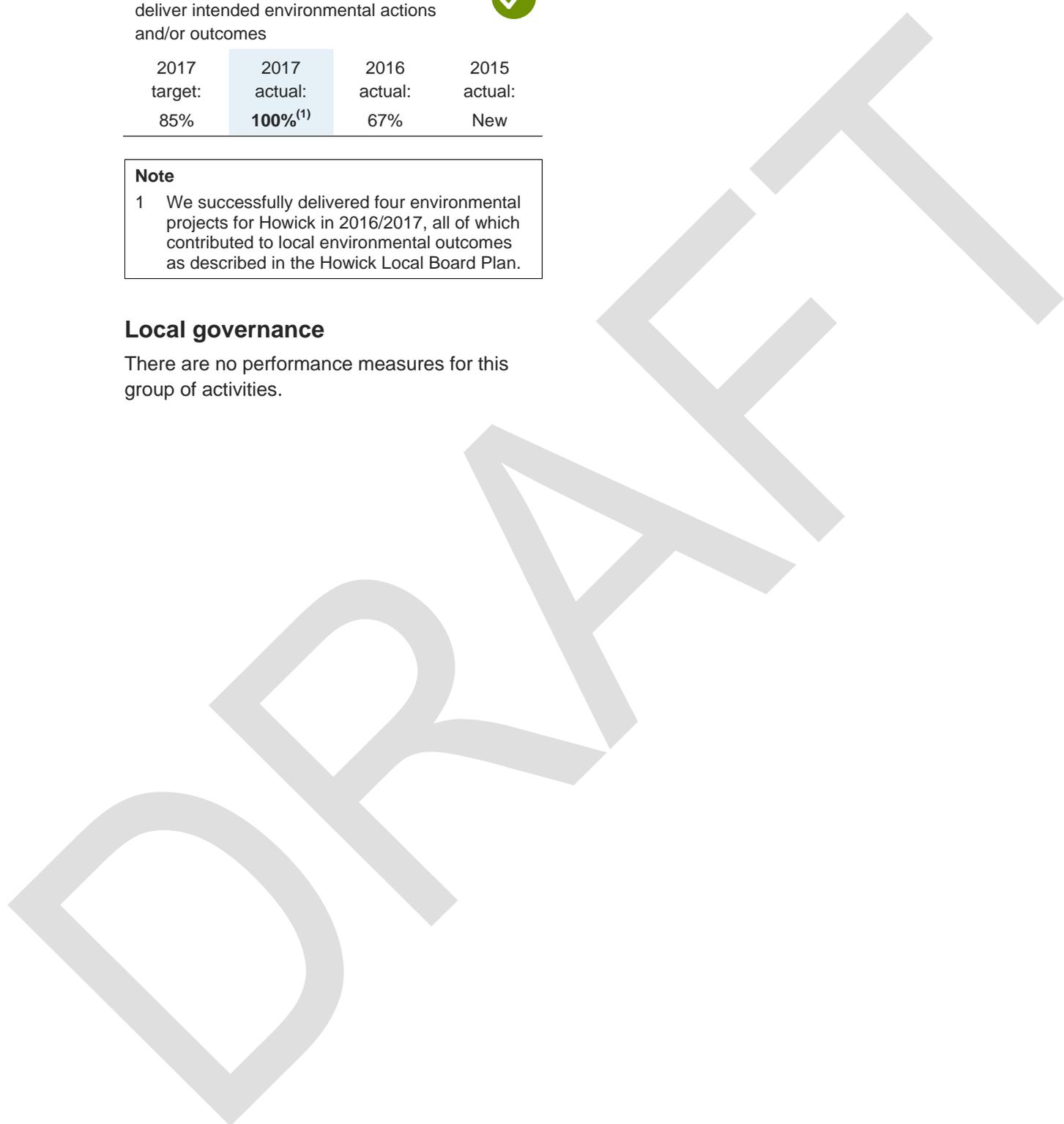
2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	<b>100%<sup>(1)</sup></b>	67%	New

**Note**

- 1 We successfully delivered four environmental projects for Howick in 2016/2017, all of which contributed to local environmental outcomes as described in the Howick 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 – Howick 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		275	205	264
Local environmental services		-	-	-
Local parks sport and recreation		4,327	4,537	4,356
Local planning and development		-	-	-
Local governance		-	-	-
<b>Total operating revenue</b>		<b>4,602</b>	<b>4,742</b>	<b>4,620</b>
<b>Operating expenditure</b>				
Local community services		8,116	8,563	8,124
Local environmental services		67	87	69
Local parks sport and recreation	1	13,341	14,110	13,454
Local planning and development		1,116	1,156	675
Local governance		1,130	1,130	1,158
<b>Total operating expenditure</b>		<b>23,770</b>	<b>25,046</b>	<b>23,480</b>
<b>Net expenditure</b>		<b>19,168</b>	<b>20,304</b>	<b>18,860</b>
<b>Subsidies and grants for capital expenditure</b>				
Local community services		-	-	-
Local environmental services		-	-	-
Local parks sport and recreation		-	-	-
Local planning and development		-	-	-
Local governance		-	-	-
<b>Total subsidies and grants for capital expenditure</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>Capital expenditure</b>				
Local community services	2	1,736	3,145	5,392
Local environmental management		-	-	-
Local parks sport and recreation	3	4,518	8,867	5,833
Local planning and development	4	810	2,516	-
Local governance		-	-	-
<b>Total capital expenditure</b>		<b>7,064</b>	<b>14,528</b>	<b>11,225</b>

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

- Operating expenditure for local parks sport and recreation is below budget due to lower general overhead costs, such as utilities, and outsource works and services not being undertaken due to extreme weather conditions.
- Capital expenditure for local community services is below budget due to earlier completion of Uxbridge Arts Centre, and changes in the design of the Flat Bush multipurpose facility following completion of the Ormiston town centre.
- Capital expenditure for local parks sport and recreation is below budget mainly due to delays in delivery of Lloyd Elsmore Pool as the project is still at the initial stages of design and tendering.
- Capital expenditure for local planning and development is below budget due to delays in land acquisition for the Flat Bush water quality ponds, which will now be done in stages.

## Funding impact statement – Howick 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		23,338	23,057	21,012
Targeted rates		402	402	648
Subsidies and grants for operating purposes		544	516	626
Fees and charges		3,581	3,794	3,357
Local authorities fuel tax, fines, infringement fees and other receipts		477	431	699
<b>Total operating funding</b>		<b>28,342</b>	<b>28,200</b>	<b>26,342</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	19,004	20,300	19,295
Finance costs		4,578	4,578	3,684
Internal charges and overheads applied		3,299	3,299	3,279
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>26,881</b>	<b>28,177</b>	<b>26,258</b>
<b>Surplus (deficit) of operating funding</b>		<b>1,461</b>	<b>23</b>	<b>84</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		-	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	5,603	14,505	18,119
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>5,603</b>	<b>14,505</b>	<b>18,119</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		1,321	3,984	7,689
- to improve the level of service		2,933	4,400	8,347
- to replace existing assets		2,810	6,144	2,167
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	3	<b>7,064</b>	<b>14,528</b>	<b>18,203</b>
<b>Surplus (deficit) of capital funding</b>		<b>(1,461)</b>	<b>(23)</b>	<b>(84)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

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

- 1 Payment to staff and suppliers is below budget mainly due to planned maintenance not being undertaken as a result of extreme weather conditions.
- 2 Increase in debt is lower than anticipated due to capital expenditure being below budget, which resulted in lower capital funding requirement.
- 3 Capital expenditure is below budget due to earlier completion of Uxbridge Arts Centre, and changes in the design of the Flat Bush multipurpose facility following completion of the Ormiston town centre. Lloyd Elsmore Pool has also been delayed as the project is still at the initial stages of design and tendering.