

DRAFT

UPPER HARBOUR LOCAL BOARD

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Hobsonville Point Music in Parks

Message from the chairperson

It is with great pride that I reflect on a busy and productive year for Upper Harbour Local Board. We were able to officially open facilities that we have spent many years planning and advocating for. They are the result of a great team effort from local board members past and present. I would like to acknowledge the local board members who no longer serve on the board for their important contribution.

We are thrilled with Albany Stadium Pool, which opened in January. After more than a decade of lobbying, more than 34,000 people a month now enjoy this facility. It provides something special not found at other council pools – a family play space, as well as a programme pool with a busy learn to swim school, and a modern gym. In partnership with the council's public art team, we also host two art installations by renowned Korean/Kiwi artist Seung Yul Oh at Albany Stadium Pool. They provide a playful themed point of difference in the landscaping outside, and the lights are beautiful at night. Please check it out if you haven't already done so.

We also opened our Spark basketball court in Hooton Reserve. With the number of basketball players increasing exponentially, locally as well as nationwide, this addition to our reserve has been immensely popular, and we are pleased with the opportunity that partnership has provided for our residents.

We opened our Albany Community Hub in July, filling another gap in council facilities after many years of advocacy. This provides a venue for hire in the heart of Albany, a community that is varied and diverse, and growing by the day.

We continue to see the completion of homes in Hobsonville Point, and that community is taking shape and fully engaged with us in our planning processes.

Upper Harbour is home to a diverse set of villages and communities with varying needs and desires. It is a challenge to meet all of them, but we as a local board are committed to listening to our community and doing our best with constrained resources. We welcome your participation in our meetings; we have a public forum at both of our business meetings each month, and host a community forum on the first Thursday of each month at our local board office, 30 Kell Drive in Albany, from 6.30pm, specifically to allow time for community interest groups to speak with us. If you would like to come along, please get in touch. We would love to hear from you.

Lisa Whyte

Chairperson, Upper Harbour Local Board

The year in review

Financial performance

Upper Harbour Local Board spent \$16.61 million in capital expenditure and \$10.9 million in operating expenditure in 2016/2017.

Highlights and achievements

- Albany Stadium Pool was completed and opened to the public in late summer. The recreational and teaching facilities are both proving extremely popular with the community.
- Albany Hub community facility has been completed and had its official opening in July 2017. The much-needed venue provides a range of bookable rooms for community groups and public events.
- Two land acquisitions were made that will enable the Hobsonville Corridor stormwater reserves project, specifically the Rawiri Stream restoration. Work on the project will begin after one further acquisition is complete.
- Detailed design for the Hobsonville Headquarters community facility redevelopment has been approved and delays relating to heritage classification have been resolved, clearing the way for construction to begin in the next financial year.

Challenges

- The sustained population growth in Upper Harbour has put increasing pressure on existing infrastructure in relation to road, stormwater and wastewater networks. Some city-wide solutions such as Watercare's Northern Interceptor project (which will divert northwest area wastewater from Māngere to Rosedale Wastewater Treatment Plant) and the North Harbour 2 water main project (which will help ensure security of water supply for the north and west) will have a sizable impact on our area. The local board continues to advocate for outcomes that meet the needs of all concerned.
- Options for NZ Transport Agency's Northern Corridor Improvements project continue to be widely consulted on, and will pose challenges to Auckland Council in finding suitable solutions for affected community groups as a result of the road layout. The local board is in favour of finding practical solutions for all affected parties.

How we performed

Local parks, sport and recreation

Substantial improvement was made for local parks, reserves and beaches in terms of both satisfaction and use. Satisfaction with sports fields was below target, and a current review of the Sports Field Capacity Development Programme will include identification of factors that may be impacting satisfaction. Satisfaction with pool and leisure centre services was not measured as Albany Stadium Pool only opened midway through the year.

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% | 72% ⁽¹⁾ | 67% | 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% | 79% ⁽²⁾ | 73% | 91% |

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% | 70% ⁽³⁾ | 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⁽⁴⁾

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|---------------------------------|--------------|--------------|
| +20 | No result ⁽⁵⁾ | New | New |

Note

- Ongoing investment in parks facilities and services in this area may help to improve future satisfaction ratings.

- Promoting our parks and facilities will be one strategy used to help increase the proportion of the population who visit local parks.
- A current review of the Sports Field Capacity Development Programme supply and demand modelling will include a review of underlying factors that influence this result. New fields at Scott Reserve in Hobsonville are planned in the next few years in response to local growth.
- 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).
- No data was gathered for Albany Stadium Pool this year. The measure will be reported for the first time in 2017/2018.

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 the library environment.

Our grants satisfaction measure did not meet target. We have made improvements to the grants application form and webpage for the 2017/2018 financial year.


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

Results were mixed for our social infrastructure level of service. Perceptions of safety improved on last year's results. Community facility utilisation was below target, and the total number of visitors to our venues decreased.


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: |
|--------------|--------------------------|--------------|--------------|
| 0.7 | 1.1⁽¹⁾ | 1.2 | New |

Number of visits to library facilities per capita 

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------|--------------|--------------|
| 2.5 | 2.5 | 2.6 | 2.9 |


Percentage of customers satisfied with the quality of library service delivery 

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------|--------------|--------------|
| 85% | 88% | 87% | 86% |

Percentage of visitors satisfied with the library environment 


| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------|--------------|--------------|
| 85% | 87% | 87% | 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% | 65%⁽²⁾ | 85% | 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% | No result⁽³⁾ | No result | New |

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

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------------------|--------------|--------------|
| 77% | 46%⁽⁴⁾ | 41% | New |


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

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------|--------------|--------------|
| 85% | 87% | 83% | 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: |
|--------------|--------------------------|--------------|--------------|
| 89% | 87%⁽⁵⁾ | 78% | New |

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


| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------|--------------|--------------|
| 48% | 48% | 42% | New |

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


| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------------------|--------------|--------------|
| 20% | 17%⁽⁶⁾ | 26% | No result |

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

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|-------------------------|--------------|--------------|
| 10% | 6%⁽⁷⁾ | 3% | No result |

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

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|--------------------------|--------------|--------------|
| 20% | 15%⁽⁸⁾ | 31% | New |

Number of visitors to community centres and venues for hire 

| 2017 target: | 2017 actual: | 2016 actual: | 2015 actual: |
|--------------|-----------------------------|--------------|--------------|
| 47,968 | 33,674⁽⁹⁾ | 46,105 | 49,106 |

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 This result is based on only five survey responses and is subject to a ±38.9 per cent margin of error. Overall, the level of customer satisfaction 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 the 2017/2018 financial year.
- 3 There are no satisfaction results available for council-delivered arts activities in the local board area during this period.
- 4 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.
- 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 community groups such as Whenuapai Residents and Ratepayers Association to discuss opportunities for community engagement and participation with the proposed Whenuapai Structure Plan, as well as identifying opportunities for community-led action and collaboration in the local part of the NORSGA (NorthWest) Spatial Priority Area. The local board has funded the Albany Newcomers' Network, which has linked with Whenuapai Residents and Ratepayers Association for future social enterprise opportunities and as a partner in community place-making activities, including supporting the annual community clean-up event, as well as delivering events for the migrant community.
- 6 Peak utilisation has reduced due to redevelopment projects around Sunderland Lounge.
- 7 Off-peak utilisation improved compared to last year, following the launch of the online venue booking system and network-wide awareness campaigns.

- 8 Health and wellbeing activity reduced compared to last year due to improvements in capturing data from community-led facilities.
- 9 The number of visits to local facilities declined due to a reduction in visits to Meadowood Community House.

Local planning and development

Two stormwater ponds were delivered during the year as part of the Waiarohia Ponds project. The plan for two further ponds was replaced in favour of water-sensitive devices that will be created as part of private developments, as required under the Auckland Unitary Plan stormwater management rules.

Land at Hobsonville Road was acquired as part of the project to restore and create the Rawiri Stream reserve riparian margin. This means five acquisitions were completed, with a further two due to settle shortly and one remaining under negotiation. Engagement with iwi and internal stakeholders on the design for the stream restoration was carried out.

Our business association measure achieved target as Upper Harbour Business Improvement District fulfilled all its 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% | 100% | 100% | 100% |

Local environmental management

In 2016/2017, the local board invested its environmental funding in an assistance programme to support the North-West Wildlink. This provided technical advice, practical support and facilitation to private landowners and community groups to undertake restoration to improve biodiversity values and native habitat linkages across the local board area. Funds were allocated to eight projects suggested by

network members, each led by a different community group.

Projects included engagement and restoration efforts in Whenuapai, Herald Island and Paremoremo, an eco-fun day, funding plant supplies for projects, an information pack, and engagement and educational experiences to help the Chinese community in Upper Harbour understand and engage with these projects.

The assistance programme will continue to build on community-led restoration activities that engage more local people and groups to take action, and encourage the community to work together, connect with nature, and partner with Auckland Council to protect biodiversity.

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% | 100%⁽¹⁾ | 50% | New |

Note

- 1 We successfully delivered the planned environmental project for Upper Harbour in 2016/2017, which contributed to local environmental outcomes as described in the Upper Harbour 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 – Upper Harbour Local Board

For the year ended 30 June 2017

| \$000 | Note | Actual 2017 | Annual Plan 2017 | Actual 2016 |
|---|------|---------------|------------------|---------------|
| Operating revenue | | | | |
| Local community services | | 65 | 42 | 47 |
| Local environmental services | | - | - | - |
| Local parks sport and recreation | | 1,027 | 1,270 | - |
| Local planning and development | | - | - | - |
| Local governance | | - | - | - |
| Total operating revenue | | 1,092 | 1,312 | 47 |
| Operating expenditure | | | | |
| Local community services | | 2,532 | 2,554 | 1,671 |
| Local environmental services | | 143 | 145 | 119 |
| Local parks sport and recreation | 1 | 6,466 | 7,341 | 5,194 |
| Local planning and development | | 745 | 759 | 613 |
| Local governance | | 1,040 | 1,040 | 1,054 |
| Total operating expenditure | | 10,926 | 11,839 | 8,651 |
| Net expenditure | | 9,834 | 10,527 | 8,604 |
| Subsidies and grants for capital expenditure | | | | |
| Local community services | | - | - | - |
| Local environmental services | | - | - | - |
| Local parks sport and recreation | | - | - | - |
| Local planning and development | | - | - | - |
| Local governance | | - | - | - |
| Total subsidies and grants for capital expenditure | | - | - | - |
| Capital expenditure | | | | |
| Local community services | | 1,669 | 1,713 | 359 |
| Local environmental management | | - | - | 11 |
| Local parks sport and recreation | 2 | 12,928 | 11,862 | 15,195 |
| Local planning and development | 3 | 2,016 | 1,171 | 198 |
| Local governance | | - | - | 100 |
| Total capital expenditure | | 16,613 | 14,746 | 15,863 |

Variance explanations – Actual 2017 to Annual Plan 2017

- Local parks sport and recreation operating expenditure is below budget as the repair and maintenance costs for Albany Stadium Pool budgeted to the local board are being reported as a regional activity.
- Local parks sport and recreation capital expenditure is above budget due to unforeseen additional costs during the site development for Albany Stadium Pool relating to the discovery of macrocarpa stumps.
- Local planning and development capital expenditure is above budget due to land acquisition costs for the Hobsonville Corridor Reserves (Rawiri Stream and surrounding reserve), which have been substantially more than anticipated. The shortfall is being covered by bringing forward the funds from 2021/2022.

Funding impact statement – Upper Harbour Local Board

For the year ended 30 June 2017

| \$000 | Note | Actual 2017 | Annual Plan 2017 | Long-term Plan 2016 |
|---|------|---------------|------------------|---------------------|
| Sources of operating funding: | | | | |
| General rates, UAGC, rates penalties | | 12,010 | 11,865 | 9,732 |
| Targeted rates | | 626 | 626 | 523 |
| Subsidies and grants for operating purposes | 1 | 18 | 1,281 | 11 |
| Fees and charges | 2 | 1,046 | - | - |
| Local authorities fuel tax, fines, infringement fees and other receipts | | 30 | 31 | 114 |
| Total operating funding | | 13,730 | 13,803 | 10,380 |
| Applications of operating funding: | | | | |
| Payment to staff and suppliers | 3 | 9,473 | 10,460 | 7,994 |
| Finance costs | | 1,367 | 1,367 | 1,025 |
| Internal charges and overheads applied | | 1,984 | 1,984 | 1,278 |
| Other operating funding applications | | - | - | - |
| Total applications of operating funding | | 12,824 | 13,811 | 10,297 |
| Surplus (deficit) of operating funding | | 906 | (8) | 83 |
| Sources of capital funding: | | | | |
| Subsidies and grants for capital expenditure | | - | - | - |
| Development and financial contributions | | - | - | - |
| Increase (decrease) in debt | 4 | 15,706 | 14,754 | 14,722 |
| Gross proceeds from sale of assets | | - | - | - |
| Lump sum contributions | | - | - | - |
| Other dedicated capital funding | | - | - | - |
| Total sources of capital funding | | 15,706 | 14,754 | 14,722 |
| Applications of capital funding: | | | | |
| Capital expenditure: | | | | |
| - to meet additional demand | | 6,680 | 5,696 | 4,811 |
| - to improve the level of service | | 8,698 | 7,986 | 9,257 |
| - to replace existing assets | | 1,234 | 1,064 | 737 |
| Increase (decrease) in reserves | | - | - | - |
| Increase (decrease) in investments | | - | - | - |
| Total applications of capital funding | 5 | 16,612 | 14,746 | 14,805 |
| Surplus (deficit) of capital funding | | (906) | 8 | (83) |
| Funding balance | | - | - | - |

Variance explanations – Actual 2017 to Annual Plan 2017

- Subsidies and grants for operating purposes is below budget as the nature of the actual funding refers to fees and charges.
- Fees and charges is above budget as the funding was incorrectly classified under subsidies and grants in the Annual Plan.
- Payment to staff and suppliers is below budget as the repair and maintenance costs for Albany Stadium Pool budgeted to the local board are being reported as a regional activity.
- Increase in debt is higher than anticipated due to capital expenditure being above budget, which resulted in an additional capital funding requirement.
- Capital expenditure is above budget due to unforeseen additional costs during site development for Albany Stadium Pool relating to the discovery of macrocarpa stumps, and land acquisition costs for the Hobsonville Corridor Reserves, which have been substantially more than anticipated.