

WHAU LOCAL BOARD

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EcoMatters community
garden in New Lynn



Message from the chairperson

I am pleased to report on Whau Local Board's activities as part of the 2016/2017 Auckland Council Annual Report.

A rapidly increasing population in the Whau and a limited budget means the local board is keenly aware of the need to manage our finances responsibly. We have received positive feedback that we are on the right track with our priorities, and support for our advocacy for ongoing investment in our diverse communities. We will continue to strive for an exceptional return on your rates contribution and will manage expenditure professionally, with all due care.

Environmentally, the local board has been successful in advocating for increased monitoring of the Whau River to support taking a fresh look at how we address the ecology of our waterways. We have supported the bike hub that is now open at the EcoMatters Environment Centre. We have also supported EcoMatters to promote rainwater harvesting, food-waste reduction and eco-design.

Our community partners have engaged with the public to restore our natural environment, with 3500 plants going into Saunders Reserve this winter and another 1500 plants in Rosebank Esplanade, to name just two examples. The community also assisted with rubbish clean-up, weeding, mulching events and predator control, as well as bird monitoring.

We completed our Open Space Network Plan, which guides our park development and local connections such as Te Whau Pathway. The local board has supported planning for a New Lynn to Avondale shared path alongside the rail line, with works starting late in 2017. In Green Bay, the improved skate park at Sister Rene Shadbolt Park is "awesome", according to social media. Auckland's volcanic heritage is the inspiration for the new and popular Valonia Skate Park in New Windsor.

The Spark basketball court in Avondale has proven a hit with youth. In Blockhouse Bay the football fields have been upgraded, and at Avondale Library the carpark was resealed and the air-conditioning updated.

Communities have come together through our supported events such as Anzac Day services, Christmas celebrations, Music and Movies in Parks in the summertime, the Youth with Disabilities Disco, Whau the People arts festival, Waitangi Day celebrations, Chinese, Pacific and Indian kite festivals, and Sisterhood events in Kelston. We have supported many community projects across the Whau including neighbourhood development in Avondale and Kelston.

The local board initiated crime prevention assessments for Avondale and New Lynn, working with business associations and the police to identify projects to improve safety.

Finally, I would like to acknowledge the major weather events that deluged the Whau in March this year. Our community has come together to support each other and the local board responded, supporting businesses through New Lynn Business Association and residents through Kelston Community Hub. We are working closely with the council's stormwater team, which is working hard to replace and upgrade the culvert under Great North Road.

It is a privilege to be your local board chair and I thank you for your continued support.

Tracy Mulholland

Chairperson, Whau Local Board

The year in review

Financial performance

Whau Local Board spent \$2.8 million in capital expenditure and \$10.4 million in operating expenditure in 2016/2017.

Highlights and achievements

- Park renewals projects, including the Blockhouse Bay Recreation Reserve and Fonteyn Reserve playgrounds, the Green Bay toilet block and lighting at Crum Park.
- Refits completed at New Lynn, Avondale and Blockhouse Bay libraries.
- Construction of the Spark-sponsored basketball court at Avondale Central Reserve, which was officially opened at a celebration event in January.
- The launch of the Healthy Rentals page on the Auckland Council website and the contracting of suppliers to deliver home assessments, tenant education and installation services.
- Youth Connections successfully engaged with young people, employers and service agencies to deliver its Whau Badge youth employment programme.
- The Whau Local Board area hosted three well-attended Movies in Parks events over summer.
- The community cycle hub at EcoMatters in New Lynn was opened with a programme of public workshops, including Love Your Bike workshops for kids held in conjunction with Sport Waitākere.
- Kai Whau produced and screened a film about the history of food production in the Whau.
- After completing path works at Archibald Park, Ken Maunder Park and Olympic Park, the local board has supported public engagement on the scheme design by Whau Coastal Walkway Environmental Trust.

Challenges

- The Whau area has had a number of key transport projects that have disrupted normal traffic flows. The SH16 causeway work is almost complete and Waterview Tunnel is now open. Both will change the movement of vehicles across and around the area. Once they are functioning fully and the new flows have been established, the local planning that has been on hold can be progressed.
- Extreme rainfall and the subsequent flooding in New Lynn, Green Bay and Kelston affected many homes and businesses. The local board diverted resources to advocate for and support affected people and businesses, and work with council staff to plan future upgrades such as the culvert under Great North Road in New Lynn.

How we performed

Local parks, sport and recreation

The target for satisfaction with sports fields was exceeded. Performance was mixed for local parks and reserves. Satisfaction is on track, but the proportion of people who used these spaces did not reach the target, although there was significant improvement over last 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%	77%	79%	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%	77%⁽¹⁾	66%	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%	76%	73%	New

Note

- Promoting our parks and facilities will be one strategy used to help increase the proportion of the population who visit local parks.

Local community services

We substantially met our level of service for libraries, with three out of four measures achieving target. The Wi-Fi service contributed to high numbers of customers using libraries as digital hubs, and a high percentage of customers are satisfied with service delivery.

We exceeded our grants support target, with 76 per cent of applicants satisfied with the information and advice they received.

Results for events, programmes and projects were mixed. We met our target for satisfaction with arts activities, but saw drops in community connectedness and satisfaction with events.

We substantially met our level of service relating to social infrastructure, with four out of six measures achieved. Community groups have been supported to deliver activities and initiatives 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:
2.5	4.8⁽¹⁾	4.7	New

Number of visits to library facilities per capita 

2017 target:	2017 actual:	2016 actual:	2015 actual:
7.5	8.2	8.4	9.7

Percentage of customers satisfied with the quality of library service delivery 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	87%	90%	86%

Percentage of visitors satisfied with the library environment 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	82%⁽²⁾	78%	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%	81%	56%	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%	88%	No result	New

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

2017 target:	2017 actual:	2016 actual:	2015 actual:
72%	41% ⁽³⁾	43%	New

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

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	58% ⁽⁴⁾	63%	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:
79%	74% ⁽⁵⁾	77%	New

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

2017 target:	2017 actual:	2016 actual:	2015 actual:
28%	26% ⁽⁶⁾	22%	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%	47% ⁽⁷⁾	40%	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:
15%	23%	12%	9%

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

2017 target:	2017 actual:	2016 actual:	2015 actual:
20%	25%	21%	New

Number of visitors to community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
200,596	427,358 ⁽⁷⁾	443,811	391,398

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 Customer feedback indicates that the size of some of the libraries is contributing to not meeting target. Avondale Library's furniture, fittings and equipment will be renewed next year.
- 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 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. The 85 per cent satisfaction target is a high benchmark for events. This year Indian Kite Day and Chinese New Year Festival had satisfaction levels of 67 per cent and 55 per cent respectively. Results also showed a high level of neutral responses (27 per cent and 25 per cent respectively), so relatively few people were actively dissatisfied with the events
- 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. Council staff are supporting the community to help shape the design and planning of Avondale and New Lynn town centres. A

multi-sector community response to issues of homelessness in New Lynn town centre has seen support given to rough-sleepers, including connecting them with services and resources. In Avondale town centre, council staff have led a community-wide response to issues around huffing and young people. A site walk-through of the town centre was followed up by a discussion with council and community service providers, with each sector identifying ways they would respond to the issues within their own work area.

- 6 Numerous groups have been supported across the local board area to undertake safety-focused activities, including funding New Lynn Business Association to support the installation of five CCTV cameras in New Lynn. The council is part of the working group of the Waitākere Ethnic Community Safety Action Plan, which focuses on safety activities including business safety, personal safety, youth crime and truancy, family violence, road safety and the establishment of an ethnic wardens group. In response to antisocial behaviour, a partnership with ZEAL and Generation Ignite has seen detached (street-based) youth workers in New Lynn town connecting with young people as an alternative to mainstream service provision.
- 7 Performance continues to exceed the target following delivery of the new online booking system and awareness campaigns.

Local planning and development

The local board continued its investment and advocacy for the Crown Lynn precinct stormwater pond project. This is part of a wider New Lynn programme of work at the Special Housing Area site currently being developed. Further design work is underway.

Our business association measure achieved target as New Lynn, Rosebank Road, Blockhouse Bay and Avondale 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%	100%	50%	50%

Local environmental management

Local community and school efforts to improve water quality and native ecosystem habitats through stream restoration were supported with grant funding to Friends of Oakley Creek (for weeding, site preparation and community planting at Craddock Street Esplanade Reserve near Te Auaunga / Oakley Creek), and Whau River Catchment Trust (for citizen science water monitoring activities and the Whau River Symposium).

The local board continues to fund the Manukau Harbour Forum to ensure joint decision-making and advocacy for the harbour, including an annual symposium and business education programme.

Sustainable living practices were supported through investment in community education workshops, which saw participants receive LED lightbulbs and learn about DIY bokashi and composting, solar energy and water heating, autumn edible gardening and urban chooks.

The co-funded month-long EcoWest Festival saw more than 10,000 people attend 114 low or no-cost events.

The local board funded the Love Your Bike Hub, which was launched in April to promote active transport and bike know-how, and a climathon event to encourage community-led thinking about ways to reduce carbon emissions, which will inform the local board's future strategic direction for low carbon living.

The local board continues to support the provision of warmer and drier homes by funding subsidies to landlords for rental housing improvements in high-priority locations, tenant education, and personalised home energy advice. The late onset of winter resulted in a low uptake in subsidies, so \$6000 of the 2016/2017 Healthy Rentals budget is being carried forward to the new financial year.

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%	93%	100%	New

Local governance

There are no performance measures for this group of activities.



Financial information

Summary of revenue and expenditure by local activity – Whau Local Board

For the year ended 30 June 2017

\$000	Note	Actual 2017	Annual Plan 2017	Actual 2016
Operating revenue				
Local community services		305	279	316
Local environmental services		-	-	-
Local parks sport and recreation		1	-	-
Local planning and development		-	-	-
Local governance		-	-	-
Total operating revenue		306	279	316
Operating expenditure				
Local community services		3,892	3,962	3,632
Local environmental services		236	215	206
Local parks sport and recreation	1	4,370	5,214	5,142
Local planning and development		799	956	868
Local governance		1,097	1,097	1,107
Total operating expenditure		10,394	11,444	10,955
Net expenditure		10,088	11,165	10,639
Subsidies and grants for capital expenditure				
Local community services		-	-	-
Local environmental services		-	-	-
Local parks sport and recreation		-	-	-
Local planning and development		23	20	-
Local governance		-	-	-
Total subsidies and grants for capital expenditure		23	20	-
Capital expenditure				
Local community services	2	315	2,669	950
Local environmental management		-	-	-
Local parks sport and recreation	3	2,475	4,664	3,770
Local planning and development		4	190	-
Local governance		54	-	170
Total capital expenditure		2,848	7,523	4,890

Variance explanations – Actual 2017 to Annual Plan 2017

- Operating expenditure for local parks sport and recreation is below budget due to planned maintenance not being undertaken as originally planned as a result of extreme weather conditions.
- Capital expenditure for local community services is below budget mainly due to delays in the delivery of the Avondale Community Centre as a result of changes in scope and suitable sites.
- Capital expenditure for local parks sport and recreation is below budget mainly due to parks asset and sports field renewal projects being delayed due to consent and tendering issues, which resulted in reassessment of the scope of the stormwater pond at Crown Lynn and has delayed the physical works programme.

Funding impact statement – Whau 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		12,164	12,018	11,969
Targeted rates		731	731	722
Subsidies and grants for operating purposes		31	31	10
Fees and charges		185	160	129
Local authorities fuel tax, fines, infringement fees and other receipts		89	88	175
Total operating funding		13,200	13,028	13,005
Applications of operating funding:				
Payment to staff and suppliers	1	8,873	9,943	9,970
Finance costs		1,441	1,441	1,235
Internal charges and overheads applied		1,627	1,627	1,651
Other operating funding applications		-	-	-
Total applications of operating funding		11,941	13,011	12,856
Surplus (deficit) of operating funding		1,259	17	149
Sources of capital funding:				
Subsidies and grants for capital expenditure		23	20	96
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	1,566	7,486	2,467
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
Total sources of capital funding		1,589	7,506	2,563
Applications of capital funding:				
Capital expenditure:				
- to meet additional demand		689	105	-
- to improve the level of service		198	3,922	1,083
- to replace existing assets		1,961	3,496	1,629
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
Total applications of capital funding	3	2,848	7,523	2,712
Surplus (deficit) of capital funding		(1,259)	(17)	(149)
Funding balance		-	-	-

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 mainly due to delays in:
 - delivery of Avondale Community Centre, due to changes in scope and suitable sites
 - parks asset and sports field renewals, due to consenting and tendering issues that resulted in reassessment of the scope of the stormwater pond at Crown Lynn, which has delayed the physical works programme.