

VOLUME 2: LOCAL BOARDS

2

AUCKLAND COUNCIL

ANNUAL REPORT

2013/2014



Auckland
Council
Te Kaunihera o Tāmaki Makaurau



He mihi

Tēnā, toko ake mā ngā motu pōteretere o te Waitematā
kia tau atu ō kamo ki Mahurangi tītapu i te raki.
Ka tarapeke ā-whenua tō haere ki ngā tāhuna o Kaipara i te uru,
i mua i tō hokinga ake mā uta ki te Waonui ā-Tiriwa ki reira titiro iho ai
ki ngā tai pōkarekare o te Manukau.
Ka kauhoe koe mā waho i te kūrae o Āwhitu kia ruruku mai anō
i te wahapū o te awa tapu o Waikato tukukiri o ngā tūpuna.
Ka rere tō haere i te tonga mā Te Paina ki Kaiaua i te rāwhiti
kia tau atu koe ki te Moana o Tīkapa ki te pae māhorahora o Hauraki.
Ka hoka tō rere ki te raki, whakatere ai i te Moananui a Toi-te-Huatahi
ka tau ki te taratara tapu o Aotea.
Koinei rā ngā pou here waka, herenga ā-iwi, hereherenga o te tāone tipua nei o Tāmaki,
mūrau a te tini, wenerau a te mano,
makau a te rau tangata kua whakakāinga motuhake nei i a koe.
Nau mai ki Tāmaki Makaurau, kāinga noho āhuru o te ao.

Welcome

Weave your way through the myriad of floating isles that is the Waitematā,
to gaze upon Mahurangi, a jewel in the north.
Then fly across country to the Kaipara bar in the west,
before returning inland to the Wilderness of Tiriwa where you can look down
upon the surging tides of the Manukau.
Swimming out beyond the Āwhitu headland you may return
by way of the ancestral Waikato River.
Traversing through Te Paina on my southern bounds to Kaiaua in the east
to Tīkapa Moana and the expansive Hauraki basin.
Wend your way northward across the Hauraki Gulf
then rest upon the sacred peak of Aotea.
These are the anchor posts, the ties that bind the people and secure this
super city that is Auckland,
the byword of the multitudes, the envy of thousands
and beloved by the hundreds who have made you home.
Welcome to Auckland, the world's most liveable city.

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Introduction

About Auckland Council

The council has two complementary decision-making parts:

- the governing body, consisting of the mayor and 20 councillors
- twenty-one local boards.

The governing body

This consists of the mayor and 20 councillors who are elected on a ward basis. The governing body focuses on the big picture and on Auckland-wide strategic decisions that are important to the whole region. Auckland is split into 13 wards, which are used for council elections. Councillors are elected to represent wards and they also sit on council committees.

The mayor

The mayor is elected directly by electors across Auckland. The mayor leads the council and has enhanced responsibilities including promoting a vision for Auckland, providing leadership to achieve the vision, leading development of council plans, policies and budget, and ensuring engagement with the people of Auckland and its many communities and stakeholders. He also appoints the deputy mayor, establishes committees and appoints the committee chairs.

Local boards

There are 21 local boards, with between five and nine local board members. There are 149 local board members in total. Local boards represent their local communities and make decisions on local issues, activities and facilities. Local boards also provide important local input into Auckland-wide strategies and plans.

Local boards:

- provide leadership and create a strong local identity for their area, including making governance decisions on non-regulatory local activities, issues and services (such as parks, community halls and swimming pools)
- adopt local board plans every three years in consultation with their communities
- provide input into regional strategies, policies and plans
- propose local bylaws for the local area
- perform civic duties (such as ANZAC Day activities and citizenship ceremonies)
- engage with and represent their communities.

Each year, local boards and the governing body agree individual local board agreements, which set out the local activities, services and levels of service that will be provided over the coming year.

Local board overview

About local boards

Overall we have seen positive performance across the local boards. Over half (59 per cent) of all measures were achieved, exceeded, or substantially achieved. Encouragingly, a further 63 measures that were not met showed improvement on the year before.

There are some operational challenges that this report highlights and learnings from these may well influence services going forward. For instance, visitor numbers to libraries are below target, but digital uptake has improved. Perceptions of safety at night have remained static overall, but concern remains too high in some areas.

We know that local events such as movies in the park have proved very popular so there will be challenges in continuing to meet expectations. Sports field capacity is below expectation for many local boards so we need to ensure future capital investments are well targeted. Also, the low percentage of Māori residents who feel they can participate in local board decision-making indicates we need to focus on this area, and we have commissioned qualitative research to help us in this regard.

Local board activities

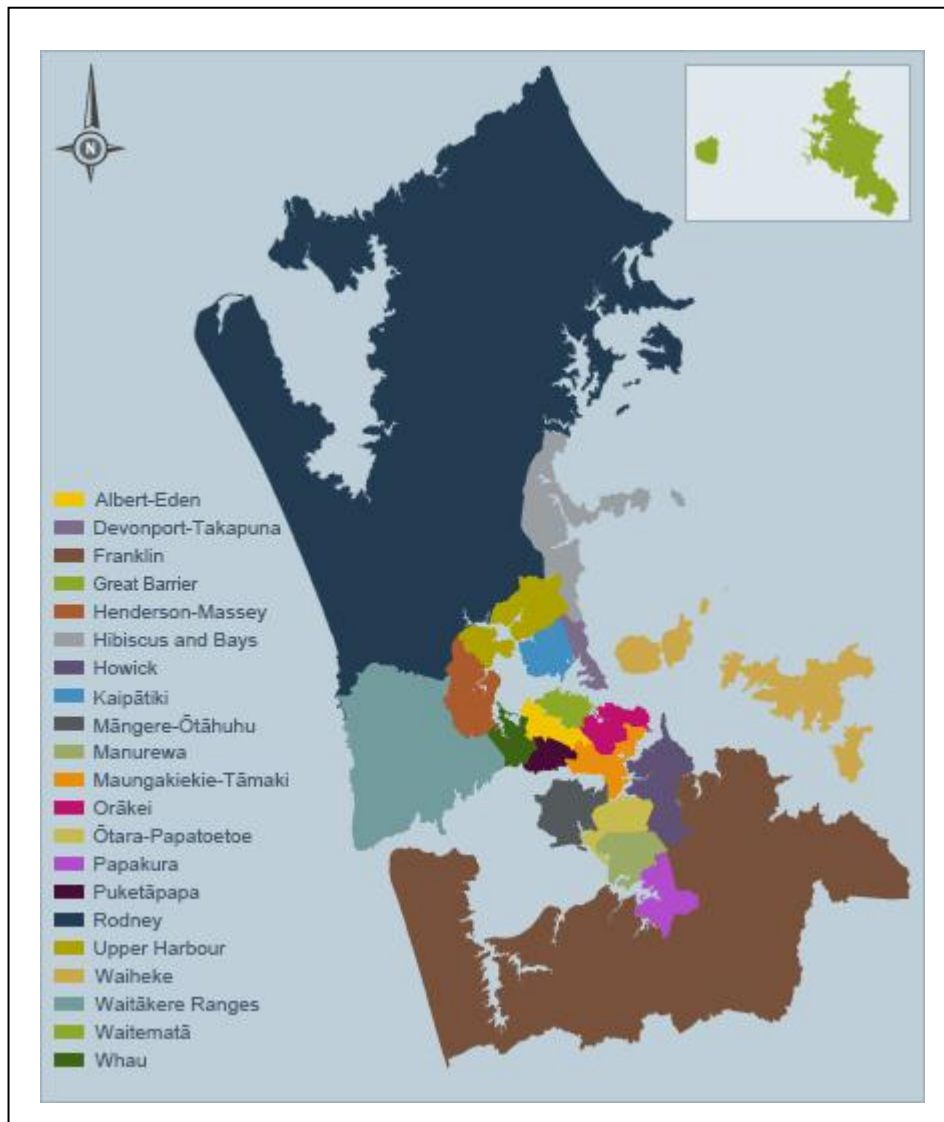
This is Volume 2 of Auckland Council's annual report for the 12 months from 1 July 2013 to 30 June 2014. This volume describes the council's performance against the Annual Plan 2013/2014.

This volume describes the activities undertaken by 21 distinct local boards across eight groups of activities.

The local boards report on the following groups of activities.

Group of activities	Activities
1. Local libraries	Local library facilities and services
2. Local community services	Local community development initiatives Local community facilities Local community safety programmes
3. Local arts, culture and events services	Local arts and culture facilities Local arts and culture initiatives Local events
4. Local parks services	Local parks
5. Local recreation services	Local recreation facilities and initiatives
6. Local economic development	Local business area planning Local street environment and town centres
7. Local built and natural environment	Local environment and heritage protection
8. Local governance	Local planning, policy and governance

Local board boundaries



For more information and to contact your local board go to aucklandcouncil.govt.nz/localboards



How to read this volume

The local board responsibilities provided for directly in legislation or allocated to boards have been summarised into the groups of activities and activities set out in the table below.

Local board sections	Purpose
Local board cover	This page provides both a local iconic image and an internet link to the local boards web page for additional information
The year in review	This page provides a summary snapshot of the local boards performance under the following four headings \$\$\$ Achievements Challenges in our area Looking forward
Message from the chairperson	This page is a local board report from the elected chairperson
Performance	This section summarises our performance across the eight local board groups of activities.
Performance measures	This section summarises our performance measures across the eight local board groups of activities. We compare our results to the prior year and to our published targets.
Key projects and initiatives	This table lists the key projects and initiatives that were part of the local boards' governance during the 2013/2014 year.
Financial information	This page provides an overview of the local boards operating and capital budget, broken down by the eight local board groups of activities.

Our performance measures



This year, we have adopted a new approach to reporting progress against targets.

Achieved	Substantially achieved	Not achieved but progress made	Not achieved	No result
				

Local board summary



For more information and to contact your local board
go to aucklandcouncil.govt.nz/localboards



Performance summary

0.1 Local libraries

We spent \$58 million in operating expenditure and \$18 million in capital expenditure on local libraries in 2013/2014.

Key achievements in 2013/2014 include:

- the new Wellsford Library which has seen a significant increase in use. It also won two Property Council New Zealand awards
- completion of Waiheke Pātaka Kōrero - Waiheke's new library
- significant efficiencies through the Resourcing Community Libraries project, redistributing service delivery staff across Auckland to optimise the customer experience. This was achieved without adding any additional staff
- literacy and information skills programmes have become increasingly popular, as new technologies such as eReaders, 3D printers and Makerspaces have been integrated to enhance learning
- preliminary needs/gap analysis research to enable future facilities planning
- the new builds at Ōtāhuhu, Rānui, Te Atatu and Devonport are expected to be delivered on time and budget.

We did not meet the target for library visits per capita. As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased this year, the website has gained in popularity to the point that the total count of physical and digital visits has increased by 4 per cent to 19.8 million visits.

Construction of new libraries and fitout of current libraries fell behind schedule. Westgate Library is in the planning stage and Devonport, Ōtāhuhu, Rānui and Te Atatu libraries are under construction. With the exception of the Ōtāhuhu and Westgate libraries, the remaining builds are due to be completed within the next financial year.

‘Key achievements include the opening of Waiheke Pātaka Kōrero - Waiheke's new library.’

0.2 Local community services

We spent \$27 million in operating expenditure and \$7 million in capital expenditure on local community services in 2013/2014.

Key achievements in 2013/2014 include:

- more community funding or grant recipients are meeting their grant obligations. Satisfaction with our funding process increased, mainly due to our new online funding application system (Smartygrants). Every local board has reported improved satisfaction with the funding process, ranging between +1 per cent (Ōrākei – which was already high) and +47 per cent (Franklin). Customer satisfaction on average across all local boards has improved by 8 per cent, showing a positive transition to an online funding process
- broadly maintaining perceptions of community safety at night overall for the last three years, though there is more work to be done. Concern is highest in Henderson-Massey (29 per cent), Māngere-Ōtāhuhu (25 per cent), Manurewa (22 per cent), Maungakiekie-Tāmaki (28 per cent) and Ōtara-Papatoetoe (27 per cent). An ongoing priority is to take innovative approaches to neighbourhood safety, mainly by focusing on strengthening neighbourliness and local connection and partnering with groups such as civil defence, Neighbourhood Support, and resident and community groups. Insurance providers have also shown interest in partnering in this area.

The percentage of community groups satisfied with assistance was significantly below target but an improvement on 2013.

We did not meet our target for use of community centres and halls. This figure is down on last year and below target. Improved business practices, including a new cancellation process and management of internal bookings, have resulted in more accurate records of use for our venues for hire. A change to the utility calculation for holidays resulted in a small decrease. There is a distinct difference between rural and urban use and targets for 2014/2015 have been reset to reflect this.

Renewals and upgrades of local community projects were below budget (\$9 million), primarily due to delays in planning. There were delays to the Warkworth Town Hall and Pioneer Women's and Ellen Melville Hall upgrade projects (\$3.1 million). Building of Warkworth Town Hall will start in 2014/2015 and is expected to be completed in late 2015. Pioneer Women's and Ellen Melville Hall has been delayed to enable further scoping of the project.

‘Movies in Parks was also a popular event this year with 19 movies screened and over 36,000 people attending.’

0.3 Local arts, culture and events services

We spent \$19 million in operating expenditure and \$8 million in capital expenditure on local arts, culture and events in 2013/2014.

Key achievements for 2013/2014 include:

- Music in Parks – 76 bands and 35 concerts attracted 30,630 people to parks from Maraetai to Warkworth
- Movies in Parks was also a popular event with 19 movies screened and over 36,000 people attending
- satisfaction with local events improved to 83 per cent. Although 16 of the events reported satisfaction at or well over 85 per cent, the mix of events surveyed changes each year. Results include Matariki Festival (85 per cent), Stand Up Stand Out (87 per cent), Schools' Trash 2 Fashion (98 per cent), Going West Festival (100 per cent), and Waitangi Day Celebrations (85 per cent)
- satisfaction with local art programmes significantly exceeded target
- satisfaction with council arts facilities is also extremely high at 92 per cent, improving for the fourth year in a row.

Lower than expected capital expenditure relates mainly to delays in two key projects - Glen Innes Music and Arts Centre (\$5.5 million) where development began later than scheduled, and Uxbridge Arts Centre redevelopment (\$2.7 million) which has had slower than expected delivery.

0.4 Local parks service

We spent \$139 million in operating expenditure and \$82 million in capital expenditure on local parks in 2013/2014.

Key achievements in 2013/2014 include:

- an improvement in the percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches. New parks maintenance contracts are in place and working well, and this is expected to bring greater consistency in service levels and the presentation of parks. Quality is also a factor of capital investment in facilities, and we expect this capital investment will continue to upgrade parks and reserves in 2014/2015, based on priorities set by the local board
- the installation of new synthetic pitches at Ashley Reserve and North Harbour Stadium, and numerous new sand carpet fields.

Massey North Open Spaces project's physical works were not completed due to delays in developing necessary adjacent roads and commercial/industrial properties (\$2.2 million). This project is expected to be completed in 2015/2016.

The Onehunga Foreshore upgrade (\$5 million) was delayed due to timing of construction for the bridge works and resequencing of some of the earthworks. This has not affected the overall programme schedule, which is due for completion in June 2015.

The Michaels Avenue Reserve sports field physical works were significantly delayed due to resource consents not being obtained in line with the project schedule, and the local board delayed progress to consider some public opposition (\$1.5 million).

Riverton Park Reserve (\$2.1 million) was not delivered. A contract has now been awarded for works on path, car park and field development, with work planned to start in early 2015.

The capex underspend was due in part to delays across these four projects, and Colin Dale Park and the McLennan Park extension.

0.5 Local recreation services

We spent \$52 million operating expenditure and \$10 million in capital expenditure on local recreation services in 2013/2014.

Key achievements in 2013/2014 include:

- procuring 13 facility management contracts, resulting in a positive response from the market and a successful outcome for the council. The new contracts reduced overall service costs by more than 40 per cent and will enhance service delivery throughout the region
- growth in early childhood education with the alignment of our systems and processes. When combined with increased childcare hours, this resulted in a 17 per cent increase in funding
- two large capital projects – Ōtāhuhu Pool and the Albany Stadium Pool – have moved through the design phase.

We did not meet target for satisfaction with pool facilities, programmes or facilities. There were declines in aquatic visits in areas that introduced adult charges as part of the regional pricing policy. The southern facilities were largely impacted where three of the six pools introduced adult swim fees, significantly reducing satisfaction levels. We expect to increase numbers through targeted marketing and enhanced programme offerings.

Additional design work to add a learners' pool delayed the Albany Pool project (\$9.2 million). Construction of the Ōtāhuhu Pool fell behind schedule (\$2.8 million) but is due to be completed on time.

Aquatic and recreation renewals (\$5 million) were deferred to 2014/2015. Equipment is expected to be delivered in the first quarter of 2014/2015. We delayed \$2.5 million of capital works delivery over a shutdown period to reduce the disruption to the facilities and their users.

0.6 Local economic development

We spent \$30 million operating expenditure and \$4 million in capital expenditure on local economic development in 2013/2014.

Key achievements in 2013/2014 include:

- we began a major upgrade to Devonport Wharf and Marine Parade, key transformational elements of the Devonport Master Plan. A new pedestrian promenade will connect Devonport Wharf directly with Victoria Road, forming a strong relationship between the village and the wharf
- we began upgrading Pukekohe town centre to improve the town centre as an attractive and viable place to do business
- COMET Auckland secured SKYCITY Auckland Community Trust funding for the first year of two community-led family financial literacy projects in Tāmaki/Glen Innes and Randwick Park in Manurewa to grow financial literacy capacity and capability
- COMET Auckland delivered a Māori education snapshot to provide easily accessible evidence for decision-makers on Māori education in Auckland
- support of the Business Improvement District (BID) programme in over 50 centres and precincts across Auckland. The council works with its business association partners to deliver marketing and promotion, local events, business development plus targeted training and support for businesses. The Ōtāhuhu BID expanded its operating boundary to improve its reach and effectiveness. Highlights for the programme included the establishment of new BIDs in Devonport and North/West district (SH16 area)
- economic overviews were completed for all 21 local boards, presenting a range of indicators on the local economy, trends, issues and opportunities

- local economic development action plans were developed for the Kaipātiki, Franklin, Ōrākei, Whau and Papakura local boards. As a result of these plans, we worked with local boards and economic stakeholders to scope targeted economic development projects that will raise the prosperity of local areas. Projects include a Māori economic development programme in Papakura, commercial property market reports in Kaipātiki and Waitematā city fringe, an industrial precinct study in Morningside/Normanby, a water demand study and tertiary needs assessment in Franklin, a retail best practice guide in Ōrākei, a business stock take in Waitākere Ranges, and initial work on an integrated business precinct plan for the industrial south, including consultation with key business and industry organisations. We will continue to work with local boards and business communities to identify economic barriers and growth opportunities.

‘We started construction started on a major upgrade to Devonport Wharf and Marine Parade, key transformational elements of the Devonport Master Plan.’

Regional digital policy achievements include:

- delivery of the first of two mobile voice and broadband cell sites on Great Barrier Island with the second site due for completion in 2014/2015
- expansion of the Auckland Wi-Fi service in the city centre and Newmarket
- an information programme delivered to 22 BIDs on ultrafast broadband and technology use in business with Chorus. This was included in the *Local Government New Zealand Core Cities Business Friendly Case Studies* February 2014
- delivery of the Communities Go Digital event with COMET Auckland in November 2013
- a mayoral Memorandum of Understanding with the Manaiaakalani Education Trust signed in July 2013
- delivery of the Clevedon district centre upgrade with local economic development
- presentation materials for the mayor's presentation on The Future of Mobility at the World Cities Summit Singapore in June 2014
- a presentation to the Digital Strategies Public Sector conference in February 2014.

The percentage of residents satisfied with the cleanliness of their local town centre did not improve on 2013. Road corridor and local town centre maintenance depends on three departments, suggesting room for improved coordination between these services.

The percentage of residents satisfied with the quality and maintenance of the street environment is also below target by 18 per cent, although it has improved from 43 per cent last year.

Some construction projects in local street environments have been deferred past June 2014, including Pukekohe town centre and Devonport Wharf upgrade (\$5.6 million).

Consultation and/or revised scoping delayed a number of projects (\$4.2 million), including Onehunga Mall upgrade, Torbay plaza, Devonport Barclay-Clarence, and Māngere town centre canopy.

0.7 Local built and natural environment

We spent \$3 million in operating expenditure and \$1 million in capital expenditure on local built and natural environment in 2013/2014.

Key achievements in 2013/2014 include:

- delivering 85 local board-funded projects and programmes to restore native ecosystems, improve water quality, address pollution issues, and deliver sustainability. The Māngere-Ōtāhuhu project to reduce contaminant loads to stormwater, for example, has been actively implemented with Makaurau marae.

The number of environmental programmes with Māori participation is below target, but this may be due to a measurement error in previous years.

As part of the Auckland Heritage Survey programme, two rapid surveys were prepared for Pukekohe and Papatoetoe and a detailed survey for Pt Chevalier in conjunction with the Albert-Eden Local Board.

‘delivering 85 local board-funded projects and programmes to restore native ecosystems, improve water quality and address pollution issues...’

‘A pilot project is underway to evaluate and progress different options for Māori to contribute to local board decision-making.’

The low percentage of Māori residents who feel they can participate in local board decision-making indicates we need to focus on this area. We have commissioned qualitative research involving Māori residents and ratepayers to help the council better understand the barriers to participating in council decision-making processes and how to make council processes more accessible to Māori. The council is in the process of considering the findings, which will inform the development of specific initiatives in 2015/2016. A pilot project is also underway to evaluate and progress different options for Māori to contribute to local board decision-making.

0.8 Local governance

We spent \$28 million in operating expenditure and \$2 million in capital expenditure on local governance in 2013/2014.

Key achievements in 2013/2014 include:

- the successful administration of the conclusion to the 2010-2013 term for local boards
- 21 inaugural local board meetings, and induction of the incoming local board members
- development of 21 draft local board plans for formal consultation with the community
- 21 local board agreements adopted for 2014/2015
- holding many successful and innovative informal engagements with the community and mana whenua, including stakeholder meetings, market stalls, public meetings, expos and joint hui, general advice and support to progress local projects
- supporting for local boards in providing input into various region-wide policies

Measures

Performance measure status					
Local board					
Albert-Eden	15	2	4	8	0
Devonport-Takapuna	20	5	2	8	1
Franklin	20	2	3	9	0
Great Barrier	15	2	2	1	2
Henderson-Massey	13	3	6	12	0
Hibiscus and Bays	24	2	3	5	0
Howick	20	5	3	8	0
Kaipātiki	15	1	2	14	0
Māngere-Ōtāhuhu	14	7	4	9	0
Manurewa	15	3	3	10	0
Maungakiekie-Tāmaki	14	1	3	11	0
Orākei	17	2	1	7	0
Ōtara-Papatoetoe	16	1	8	9	0
Papakura	16	1	4	13	0
Puketāpapa	17	1	4	11	0
Rodney	15	2	2	10	1
Upper Harbour	18	1	1	6	0
Waiheke	16	1	4	11	0
Waitākere Ranges	18	1	3	10	1
Waitematā	20	2	2	11	1
Whau	14	0	1	12	0
Local board totals for the 663 measures	352	45	65	195	6

Key projects/initiatives

Key projects/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Local board					
Albert-Eden Mt. Albert town centre upgrade	The upgrade of the town centre is a priority for the board. The ground lease for the site has been secured to enable further work to start		\$4.7M	Lead	1-3 years
Albert-Eden Upgrades of town centres in Sandringham, Pt. Chevalier, Greenwoods Corner	Project to start and be completed over the next three years.		\$5.0M	Lead	1-3 years
Devonport-Takapuna Devonport Library	Construction of the new Devonport Library is underway		\$8.5M	Lead	1-3 years
Devonport-Takapuna Victoria Wharf Devonport	Restoration of Victoria Wharf due to be completed next financial year		\$7.0M	Lead	1-3 years
Henderson-Massey Ranui Library	Main structural works are nearing completion. Scheduled to open in October 2014		\$6.9M	Lead	1-3 years
Henderson-Massey Te Atatu Peninsula Library and Community Centre	Construction is underway. Expected completion date late September 2014 with official opening late 2014		\$6.1M	Lead	1-3 years
Henderson-Massey Westgate Library and Community centre	Construction not likely to start before September.		\$16.2M	Lead	1-3 years
Hibiscus and Bays Stanmore Bay Leisure Centre	Resource consent applied for		\$5.8M	Lead	2-3 years
Kaipātiki Mainstreet project - Highbury town centre development	The Bush Gateway design has focused on delivering a five stage package of works - public open space deck, canopy, café, lookout and bush connection		\$5.4M	Lead	1-3 years
Māngere-Ōtāhuhu Ōtāhuhu Precinct	The Ōtāhuhu Library and Recreation Precinct are under construction and due for completion in 2016		\$23.0M	Lead	1 year

Key projects/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Local board					
Howick Uxbridge Arts Centre redevelopment	Final concept design approved by the local board and into final planning stage. On target to be completed by Dec 2015		\$6.4M	Lead	2 years
Howick Flat Bush (Ormiston) Library	New build with concept designs started this year. Estimated completion June 2016		\$15.8M	Lead	2 years
Howick Flat Bush (Ormiston) aquatic, recreation and sports centre	New build starting 2016		\$16.8M	Lead	2-3 years
Howick Barry Curtis Park – Premier Park	Continuing to develop the much-needed sporting facilities at Barry Curtis Park to align with new growth. This will be the largest park in the region		\$15.0M	Lead	1-8 years
Howick Sports parks	Continuing to develop sports fields and install artificial turf in key sports parks. Upgrading Lloyd Elsmore Park No1 cricket pitch to first-class status		\$9.0M	Lead	1-3 years
Māngere-Ōtāhuhu Ōtāhuhu linkages	In conjunction with Auckland Transport and City Transformation Team the local board has contributed \$655,000 to enhance affected parts of the Ōtāhuhu business district as part of the bus and rail linkage network due for completion in June 2015		\$24.0M	Lead	1 year
Maungakiekie-Tāmaki Onehunga Bay foreshore upgrade	The local board funding policy remains unchanged		\$25.0M	Lead	6 years
Maungakiekie-Tāmaki Glen Innes Music and Arts Centre for Youth	The local board funding policy remains unchanged		\$14.0M	Lead	3 years
Orākei Stonefields open space redevelopment	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		\$7.0 M	Lead	4-5 years
Ōtara-Papatoetoe Sports and Premier Parks development	We are committed to continuing upgrades to sports and premier parks especially Colin Dale Motorsport Park, East Tāmaki Reserve–Hampton Sports Park and Rongomai Park and Hayman Park		\$5.3M	Lead	1-3 years

Key projects/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Local board					
Rodney Warkworth Showgrounds	Creation of multi-purpose sports facility, changing and toilets		\$7.5M	Lead	1-5 years
Upper Harbour Albany Stadium Pool	The detailed design of the pool has been developed. Construction is due to begin next year		\$21M	Lead	1-3 years
Waiheke Waiheke Library – Waiheke Pātaka Kōrero	Completed		\$6.5M	Lead	Opened July 2014
Waitākere Ranges Lopdell Precinct	Scheduled to open in November 2014, with the completion of the new contemporary art gallery - Te Uru		\$12.8M	Lead	2-5 years

Local board summary financial information

\$M	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014
Total operating revenue	33	39
Operating Expenditure		
Local libraries	58	57
Local community services	27	29
Local arts, culture and events services	19	19
Local parks services	139	136
Local recreation services	52	53
Local economic development	30	31
Local built and natural environment	3	2
Local governance	28	30
Total operating expenditure	356	357
Net expenditure	323	318
Capital Expenditure		
Local libraries	18	26
Local community services	7	19
Local arts, culture and events services	8	17
Local parks services	82	115
Local recreation services	10	31
Local economic development	4	19
Local built and natural environment	1	4
Local governance	2	3
Total capital expenditure	132	234

Variances to budget:

1. For variance analysis please refer to the 21 local boards' financial information contained in this volume.

1. Albert-Eden



For more [information](#) and to contact this local board go to aucklandcouncil.govt.nz/alberteden



The year in review

\$\$\$

Key investments in Albert-Eden in 2013/2014 included \$1.2 million in preparation for the Mt. Albert town centre renewal and \$1.5 million in local parks services, including improving sports field capacity, renewing sports park facilities, walkway and cycleway renewals. This commitment supports our priority of improving Albert-Eden's community and recreation facilities.

Achievements and events

We worked closely with local communities to develop programmes that support volunteers and safety and well-being initiatives and ensured community groups could access funding for their activities. We supported community events including Christmas Carols by Candlelight, citizenship ceremonies, and the Albert-Eden Schools Cultural Festival, and funded special events like the Bungalow Festival, the Rocket Blast-Off Party at Rocket Park, and the Youth with Disabilities Disco with Puketāpapa Local Board.

The Billy Apple artwork at Monkey Hill was completed and we funded local arts exhibitions at our office and temporary art installations on Dominion Road. We continued to protect our maunga/volcanic cones, supported stream clean-ups and volunteer training and continued restoration projects. We signed off the Albert-Eden Greenways Plan and started a sports field renewal programme. We continued to advocate for the community on the Waterview Connection project to offset any adverse impacts.

Challenges in our area

With Auckland's lowest levels of open space, lack of suitable land and budget constraints, we are focusing on renewing and improving existing facilities. The planned upgrade of Mt. Albert town centre is behind schedule due to leasing issues and the Small Local Improvement Projects capital programme has been underspent and will be deferred, contributing to the large underspend in local parks.

Looking forward

The Albert-Eden Transformation Programme comprises upgrades at Mt. Albert, Pt. Chevalier, Greenwoods Corner and Sandringham town centres. The planned Mt. Albert plaza will include a bridge linking it with the train station and we are investigating related projects including traffic calming, greenways and cycleways.

Our sports field upgrades will deliver artificial and sand carpeting to existing fields. We are reviewing the use of Chamberlain Golf Course for passive and active recreation opportunities. We will continue reviewing and maintaining our community and recreation facilities, including an investment of \$3 million for refurbishing the Mt. Albert Aquatic Centre.

Message from the chairperson

We are proud of our achievements over the last year and delighted to have this opportunity to present the highlights.

We actively engaged with the community over the Proposed Auckland Unitary Plan and draft Albert-Eden Local Board Plan. The community had a range of opportunities to hear information and provide feedback through community meetings, workshops, events, expos, surveys and drop-in sessions. The board has also consulted widely with local residents and regular users about developing a number of parks and sports fields. These views have been incorporated into concept plans and designs.

The board continued to adopt a prudent approach to spending, as our ratepayers expect. We have managed to achieve a number of projects and activities within this limited budget in all our portfolio areas. Careful reprioritisation of our budgets allowed us to provide for the first time a community arts programme and public art, and extend our coastal and environmental restoration works.

A key investment in Mt. Albert in 2013/2014 was \$1.17 million for the long-term lease of the site for a town plaza, preparing the way for town centre renewal work over the next three years.

Other highlights over the last year included the construction and opening of the splash pad at Potters Park. This unique water play feature was very popular over the summer months drawing families from all over Auckland. Stage 1 of the Mt. Albert Rail Station upgrade was opened in July 2013. The board worked closely with Auckland Transport and local iwi to ensure an excellent facility for commuters and the community. We worked with mana whenua, business owners and local stakeholders to represent the community's interests to Auckland Transport on the Dominion Road upgrade.

As always, it has been a great privilege to meet and to represent the diverse and engaged communities of Albert-Eden in 2013/2014.

Dr Peter Haynes

Chairperson

Performance

1.1 Local libraries

We spent \$2.4 million in operating expenditure and \$0.2 million in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating our three libraries.

We upgraded the heating, ventilation and air conditioning at Epsom Library along with structural work to the roof of the Mt. Albert and Pt. Chevalier libraries.

Across the three libraries, we offered a variety of programmes that proved to be very popular, which is reflected in the high satisfaction levels. The programmes represented the cultural diversity of the community and included celebrations for the Lunar, Pasifika and Matariki festivals.

The libraries worked closely with local schools, enrolling school children and providing ongoing training using library resources. This partnering approach is building strong community links and providing learning opportunities.

The number of Wi-Fi and library website users continues to grow. We mirrored this growth with an increase in the collection of eBooks and digital resources in order to meet shifting community needs.

‘The number of Wi-Fi and library website users continues to grow.’

1.2 Local community services

We spent \$1.3 million in operating expenditure and \$0.2 million in capital expenditure on local community services in 2013/2014.

Occupancy and maintenance costs of the Albert-Eden community centres, which are a component of the total operating expense, are under budget. There were good usage levels, with most facilities exceeding the previous year's use.

The board distributed \$45,000 to the community by way of grants. The percentage of community funding/grant recipients meeting their obligations (e.g. financial project completion reporting) is improving.

We have developed a regional approach and timeframes which will be implemented in 2014 to standardise practice around grant obligations.

A priority area for the board was youth development. The Albert-Eden Youth Board developed an action plan and provided support to 'New Kiwi Voices', a newly established creative writing programme for the community's migrant youth.

Safety remained a priority for the local board; we worked in collaboration with police to reduce vehicle property crime in Maungawhau car parks and replanted the Roy Clement Treeway to improve sightlines.

1.3 Local arts, culture and events services

We spent \$0.7million in operating expenditure on local arts, culture and events in 2013/2014.

The Albert-Eden Local Board Service Centre hosted a new exhibition: Auckland Philharmonic orchestra: Auckland Dance Project, selected Images 2011 – 2013. This project was part of the Albert-Eden Tunnel Gallery art activities.

Recognising the importance of bringing the community together for shared fun, the board supported a number of events. These included the re-opening of Rocket Park, the annual Heritage festival, Matariki and the movies and music in parks series.

The board granted \$50,000 for community-led events.

1.4 Local parks service

We spent \$6.6 million in operating expenditure and \$1.5 million in capital expenditure on local parks in 2013/2014.

The severe weather events in the later stages of the year bought down trees in Oakley Creek and put pressure on the operating budget.

Local parks activity received the most funding, acknowledging the importance of these assets to the Albert-Eden community.

We completed a number of important projects. One of our biggest achievements is the new sand carpet renewal at Fowlds Park. Another project that appealed to the youngsters was the splash pad at Potters Park.

With one of the lowest levels of open space in the Auckland region, and constraints of suitable land, the focus of the board was to maintain the areas, make improvements and upgrades as funding permits.

1.5 Local recreation services

We spent \$0.6 million operating expenditure and \$34,000 in capital expenditure on local recreation services in 2013/2014.

The satisfaction results for two recreation facilities in the board area, the Mt. Albert pool and the Albert-Eden Recreation Centre were down on previous years. Visitor numbers per capita to the recreation centre were less than the previous year and visits to the pool were consistent.

1.6 Local economic development

We spent \$2.2 million in operating expenditure and \$1.2 million in capital expenditure on local economic development in 2013/2014.

We focused on three key areas during 2013/2014.

The Albert-Eden Local Board worked with the Puketāpapa Local Board to develop a resource recovery plan of the combined area.

At a local level, we gave priority to maintaining safe clean and vibrant town centres.

A local economic development action plan was developed for the Albert-Eden local board which will identify specific ongoing new and local initiatives.

‘At a local level, we gave priority to maintaining safe clean and vibrant town centres.’

1.7 Local built and natural environment

We spent \$0.2 million in operating expenditure on local built and natural environment in 2013/2014.

The priority was to undertake stream cleaning and arboricultural work at Oakley Reserve and implementing the coastal management plan.

1.8 Local governance

We spent \$1.6 million in operating expenditure and \$0.3 million in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Albert-Eden Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
1.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		90%	90%	91%
	Average number of library visits per capita		6.0	7.2	6.4
	Total library building floor space per 1,000 residents (m ²)		25	24	25
1.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		68%	75%	51%
	Percentage of community funding/grant recipients meeting grant obligations		90%	95%	45%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		77%	75%	91%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		49%	50%	45%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		91%	85%	85%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		42%	55%	41%
1.3 Local arts, culture and events services					
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		89%	85%	92%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		647	206	206

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
1.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		77%	75%	73%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		82%	85%	75%
	Percentage of residents who visited a local park or reserve in the last 12 months		92%	80%	91%
	The playing capacity of sports fields (playing hours per week)		384	484	484
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		98%	98%	97%
1.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		77%	85%	81%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		81%	85%	88%
	Average number of visits to swimming pools per capita		3.0	3.2	3.0
	Average number of visits to recreation facilities (excl swimming pools) per capita		3.0	3.5	3.5

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
1.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		50%	65%	59%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		49%	65%	57%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		80%	80%	100%
1.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		3	2	2
	Number of environmental programmes with Māori participation		0	0	0
1.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		25%	23%	23%
	Percentage of Māori residents who feel they can participate in local board decision-making		14%	15%	15%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Mt. Albert town centre upgrade	The upgrade of the town centre is a priority for the board. The ground lease for the site has been secured to enable further work to start		\$4.7M	Lead	1-3 years
Upgrades of town centres in Sandringham, Pt. Chevalier, Greenwoods Corner	Project to start and be completed over the next three years.		\$5.0M	Lead	1-3 years
Refurbish Mt. Albert Aquatic Centre	To be refurbished over the next three years		\$3.0M	Lead	1-3 years
Well-designed and safe streets	Further traffic calming projects in residential streets where speeding is an issue		\$0.6M	Advocate	1-3 years
Cycling and walking options that make it easy to get around and through our area	Implement the planned network of greenways, including cycleways		\$0.4M	Advocate	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	427	838	
Operating Expenditure			
Local libraries	2,434	2,631	
Local community services	1,348	1,637	
Local arts, culture and events services	652	650	
Local parks services	6,595	6,347	
Local recreation services	598	872	
Local economic development	2,248	2,286	
Local built and natural environment	198	156	
Local governance	1,623	1,621	
Total operating expenditure	15,696	16,200	
Net expenditure	15,269	15,362	
Capital Expenditure			
Local libraries	230	139	
Local community services	163	203	
Local arts, culture and events services	0	51	
Local parks services	1,487	3,443	1
Local recreation services	34	544	
Local economic development	1,171	2,171	
Local built and natural environment			
Local governance	342	75	
Total capital expenditure	3,427	6,626	

Variances to budget:

1. Delivery constraints of the planned renewals programme for local sports parks have contributed to the reduced actual expenditure.

2. Devonport-Takapuna



For more [information](#) and to contact this local board go to aucklandcouncil.govt.nz/devonporttakapuna



The year in review

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Key investments in Devonport-Takapuna in 2013/2014 included \$6 million on upgrading Victoria Wharf, \$1 million on the Bayswater Pipe Bridge and \$2 million on the new Devonport Library. Our priority of improving community and recreation facilities saw over \$2 million invested in local parks, including public conveniences and playgrounds.

Achievements

We officially opened the Bayswater Pipe Bridge, a popular cycling and pedestrian link between Bayswater Road and Eversleigh Road. In Hauraki, we opened a special playground at Lake Town Green with in-ground trampolines, a giant xylophone, sand pit and trike track. Devonport's new library is now under construction and due to open in early 2015. Other projects included restoration of Victoria Wharf and the upgrade of Marine Square.

Challenges in our area

Managing a finite budget that best meets conflicting community priorities was difficult in the 2013/2014 year and will continue to be a challenge. Traffic congestion was and is a challenge, with no single solution.

Looking forward

We will be reviewing your submissions on our draft local board plan. This plan sets the framework that will guide our decision-making for the next three years. In the current financial environment, whatever we do must be affordable.

Message from the chairperson

On behalf of the Devonport-Takapuna Local Board, I am pleased to reflect on the board's achievements over the last financial year.

The last year was an especially exciting time for the board as a number of long-anticipated projects were started or completed.

Devonport will benefit from approximately \$24 million of infrastructure upgrades, including a new library, a boardwalk linking Devonport Wharf to Victoria Street, a new-look for Marine Square and the repair of Victoria Wharf. I am particularly pleased that the new Bayswater Pipe Bridge is completed, enabling better use of the Green Route for both commuters and recreational users.

Elsewhere, we have a new community park in Hauraki (Lake Town Green) which is already proving popular for local families. We have new changing rooms and toilets for Sunnynook Park, and purchased a section adjacent to Kennedy Park that will help protect the history of the site and provide better overall use of the park.

This financial year includes the first eight months of the new electoral term. We have two new members on the board who are already providing fresh insights, and all of us remain committed to maintain the momentum started in the first term.

The new term includes some significant challenges for the board. As we develop our new local board plan we will need to be careful to exercise fiscal prudence. There are a number of projects and initiatives which we would like to deliver this coming year, but we know we cannot fund them all. We will need to look imaginatively at new ways of funding some projects important to the community, and we will be careful to understand your priorities as we develop the final version of our three-year plan. We are committed to find solutions that address Lake Road's congestion. In the coming year transport engineers will explore ways to optimise traffic flows, such as looking at traffic light phasing. Later in the year Auckland Transport will prepare a corridor network plan that should provide a range of longer term solutions. We will also advocate fiercely to ensure the new Bayswater Ferry Terminal is completed as soon as possible.

You have my assurance that the board will continue to strongly advocate for the investment our community requires and deserves, and for a fair return on your important rates contribution

Mike Cohen, QSM, JP

Chairperson

Performance

2.1 Local libraries

We spent \$2.7 million in operating expenditure and \$2.2 million in capital expenditure on local libraries in 2013/2014.

Good progress has been made on the redevelopment of the Devonport Library, a key project for the board. This \$8.5 million investment will result in a high-quality community building on Windsor Reserve, with dedicated teens' and children's areas, a fireside lounge, reading and study spaces, and a community meeting space with after-hours access.

Despite Devonport Library being a temporary facility, both Devonport and Takapuna libraries offered a number of programmes throughout the year that proved to be very popular. These included New Zealand Music Month, themed rhyme times, author events with the Michael King Centre Writer in Residence attending and celebrations for Matariki.

We offered learning sessions with a focus on using new technologies which led to more Wi-Fi users, and this was mirrored in the increase in our eBook collection and digital resources, reflecting a shift in reader behaviour.

2.2 Local community services

We spent \$1 million in operating expenditure and \$23,000 in capital expenditure on local community services in 2013/2014.

Community services are delivered through a community-led model in partnership with the Takapuna and Devonport Community Coordination Trusts. Programmes included Summer Fun events, a mid-winter swim and the annual harvest fair.

There was a big focus on involving youth in decision-making with projects including canvassing ideas for a youth space in Takapuna, seeking input from youth on the local board plans, and providing support for the youth event Converge.

Improved business practices including an effective cancellation process has given us more accurate information about use of community facilities. Average use of our facilities was low against the average for Auckland, so staff recommended the target be 25 per

cent. We will assess the Mary Thomas Centre, Takapuna Service Centre and Wyn Williams Room with the aim of identifying how to best use these facilities.

‘Recognising the importance of bringing the community together for shared fun, we supported a number of events like the Weetbix TRYathlon.’

2.3 Local arts, culture and events services

We spent \$1.1 million in operating expenditure and \$155,000 in capital expenditure on local arts, culture and events in 2013/2014.

We approved an upgrade for the Pump House Theatre as part of our capital works programme. The project included replacement of the roof, removal of asbestos sheeting and seismic strengthening. Other facilities to be upgraded included the Michael King Centre and the Depot Artspace.

Recognising the importance of bringing the community together for shared fun, we supported a number of events such as the Weetbix Kids TRYathlon, the State King of the Bays, Devonport Dog Parade, Movies in Parks, Music in Parks and the Easter Weekend Regatta. Attendance at ANZAC ceremonies increased again this year.

2.4 Local parks service

We spent \$9.9 million in operating expenditure and \$9.2 million in capital expenditure on local parks in 2013/2014.

Two significant projects represented the majority of the capital spend. The Bayswater Pipe Bridge was finished, receiving positive community feedback. The bridge provides a popular cycling and pedestrian link between Bayswater Road and Eversleigh Road, offering an alternative walking and cycling route to Lake Road.

The other major project is the upgrade to Victoria wharf and Marine Square. Physical works include repair to the piles, deck replacement and ramp construction. The project is on track for completion by December 2014.

We are also monitoring parks maintenance, recording high compliance with the contract.

‘Bayswater Pipe Bridge was finished, receiving positive community feedback. The bridge provides a popular cycling and pedestrian link.’

2.5 Local recreation services

We spent \$1.8 million operating expenditure and \$120,000 in capital expenditure on local recreation services in 2013/2014.

The Takapuna Leisure Recreation Centre is the sole council-owned recreation facility in our area. While attendance appears down, this is because of a change to a more accurate method of counting visitors. The swim school continues to show growth and we are investigating options to mitigate peak lane congestion.

2.6 Local economic development

We spent \$1.3 million in operating expenditure and \$0.8 million in capital expenditure on local economic development in 2013/2014.

We successfully established a new Business Improvement District (BID) Partnership Programme for Devonport.

A workshop on local economic development highlighted the need for greater clarity of roles, better alignment between regional initiatives and local priorities, and more expert economic development advice to provide on-the-ground, practical support at the local level.

Opportunities exist to better leverage local knowledge and connections for local economic development and to expand the funding options available to support local initiatives.

We developed the Devonport-Takapuna Visitor Strategy, the Devonport-Takapuna Retail Strategy, and a Devonport-Takapuna Precinct Plan.

2.7 Local built and natural environment

We spent \$395,000 in capital expenditure on local built and natural environment in 2013/2014.

The majority of the expenditure relates to the upgrade of the Pump House Theatre which is a historic site.

2.8 Local governance

We spent \$1.4 million in operating expenditure and \$221,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Devonport-Takapuna Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
2.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		88%	90%	92%
	Average number of library visits per capita		9.1	10.0	9.5
	Total library building floor space per 1000 residents (m ²)		65	64	65
2.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		56%	75%	47%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	59%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		100%	75%	97%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		48%	50%	20%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		88%	85%	97%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		53%	55%	55%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
2.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		91%	85%	91%
	Average number of visits to local arts facilities per 1000 residents		2691	1785	3025
	Number of participants in arts programmes at facilities per 1000 residents		627	126	90
	Percentage of participants satisfied with community art programmes overall		95%	80%	93
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		54,011	6,899	60,020
	Number of performances provided by arts organisations who receive council arts grants		463	17	620
	Number of arts and culture activities that contribute to Māori outcomes		14	19	19
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		77%	85%	86%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1685	840	941
2.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		77%	75%	84%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		79%	85%	77%
	Percentage of residents who visited a local park or reserve in the last 12 months		95%	80%	90%
	The playing capacity of sports fields (playing hours per week)		386	442	442
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		97%	98%	97%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
2.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		79%	85%	82%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		Not measured	85%	Not measured
	Average number of visits to swimming pools per capita		0.4	3.5	3.8
	Average number of visits to recreation facilities (excl swimming pools) per capita		0.4	0.5	0.6
2.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		87%	65%	77%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		78%	65%	73%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		70%	80%	0%
2.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		0	0	0
	Number of environmental programmes with Māori participation		0	0	0
2.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		22%	24%	24%
	Percentage of Māori residents who feel they can participate in local board decision-making		22%	11%	11%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Devonport Library	Construction of the new Devonport Library is underway		\$8.5M	Lead	1-3 years
Bayswater Pipe Bridge	The bridge was officially opened during 2014		\$2.6M	Lead	Delivered 2014
Victoria Wharf Devonport	Restoration of Victoria Wharf due to be completed next financial year		\$7.0M	Lead	1-3 years
Fort Takapuna	Repair of the WW2 barracks at Fort Takapuna. Construction due to begin next financial year		\$1.6M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	1,510	1,448	
Operating Expenditure			
Local libraries	2,728	2,538	
Local community services	1,020	914	
Local arts, culture and events services	1,097	1,050	
Local parks services	9,853	9,338	
Local recreation services	1,807	1,551	
Local economic development	1,309	1,362	
Local built and natural environment	2	16	
Local governance	1,444	1,664	
Total operating expenditure	19,260	18,433	
Net expenditure	17,750	16,985	
Capital Expenditure			
Local libraries	2,224	4,195	1
Local community services	23	145	
Local arts, culture and events services	155	63	
Local parks services	9,179	7,678	2
Local recreation services	120	299	
Local economic development	764	6,637	3
Local built and natural environment	395	1,779	4
Local governance	221	497	
Total capital expenditure	13,081	21,293	

Variances to annual plan:

1. The Devonport Library development is progressing well. The capital spend was less than anticipated in this financial year. The unspent budget will be carried forward with completion due in the next financial year.
2. The Victoria Wharf project is 80 per cent complete. The spend for the year was well ahead of budget but overall we are on track with costs appropriate over the three years of the project.
3. The Devonport Wharf Boardwalk extension and Marine Square upgrade are progressing well and expected to be completed by early 2015. The budget assumption was that more of this work would have been carried out in this financial year, so there is an actual underspend which should be carried forward.
4. Construction on the Fort Takapuna project is expected to start next financial year. The budget assumption was that construction would begin in this financial year but only planning and design was carried out.

3. Franklin



For more information and to contact this local board
go to aucklandcouncil.govt.nz/franklin



The year in review

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Key investments in Franklin over 2013/2014 have included \$1.0 million in the renewal of the Pukekohe town centre, and \$2.3 million in local parks services, including improving sports field capacity, renewing sports park facilities, walkway and cycleway renewals, esplanade development and Clevedon show grounds drainage. We spent a further \$432,000 on library refurbishments. This commitment supports our priority of improving Franklin's community and recreation facilities.

Achievements

The Pukekohe Area Plan, which sets out the vision for how Pukekohe will grow over the next 30 years, has been developed by the Franklin Local Board.

The local board worked with the Auckland Museum to bring the Everest Exhibition to the Franklin Art Centre. The exhibition celebrates the 61st anniversary of Sir Edmund Hillary's ascent of Mt Everest.

The newly constructed Beachlands–Maraetai Walkway is a 6km coastal trail and cycle path that connects areas with significant Māori and European history. This asset to the community is one that the local board is very proud of.

Challenges in our area

The population of Pukekohe is expected to increase to 50,000 over the next three decades. The Pukekohe Area Plan will play an important part in managing complex strategies for this growth. Continuing to grow our rural community needs to be balanced against the urban growth and spaces allocated to special housing areas in the Franklin region.

Looking forward

The Franklin Economic Development Action Plan was adopted and the local board has initiated two new projects as part of this plan: a tertiary hub needs assessment for tertiary provision within Franklin and the study of water supply and demand for the horticultural sector. Next steps in the implementation of the local board plan and Pukekohe area plan will be supported in the coming year.

Message from the chairperson

This past year has in many ways highlighted the importance of local boards in a council structure the size of Auckland Council. Without the ability of local boards to engage and communicate with our communities and to be the voice of those communities within the wider council organisation, I believe there would be a far greater feeling of disconnection.

The other important aspect to the role of local boards is our role in supporting our communities and community groups through initiatives such as event funding and support, assistance with projects of varying sizes or simply being an advocate.

This year has not resulted in any major one-off projects or initiatives standing out, but smaller and often individualised initiatives. These may be small in the wider context of Auckland Council and the Auckland region, but are massively significant to our communities and those impacted upon.

What this shows is that it is not always about the big stuff that makes the news. It is often the small things that have greater influence on individual or community lives.

Andrew Baker

Chairperson

Performance

3.1 Local libraries

We spent \$1.6 million in operating expenditure and \$0.4 million in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and updating two libraries, including a full refurbishment at Waiuku Library with new carpet, furnishings, lighting, paintings and toilets. The library was reconfigured to include the former council chamber; the result is a more open, inviting community space.

Our two libraries offered a number of programmes throughout the year that proved to be very popular and are reflected in the high satisfaction levels. The programmes represented the diversity of the community.

Both libraries offered support on the use of technology which proved very popular. The support covered eBook, genealogy/research to more formal computer training offered in conjunction with Manukau Institute of Technology.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour. As the library's digital resources improve, users are better able to choose how and when to access services and collections.

3.2 Local community services

We spent \$1.8 million in operating expenditure and \$0.2 million in capital expenditure on local community services in 2013/2014.

The most funding was allocated to operating the 13 community facilities, acknowledging the importance of these venues to remote communities. Use of venues for hire and community centres is currently at 19 per cent which is below the target of 50 per cent.

Community grants are an important way for small community groups to access funding from the board. Recipients continue to meet our grant obligations and we distributed more than \$92,000 to the community.

‘Franklin Arts centre hosted a number of exhibitions this year, including the popular celebration of the 61st anniversary of Sir Edmund Hillary and Tenzing Norgay’s ascent to the summit of Mt. Everest.’

3.3 Local arts, culture and events services

We spent \$0.8 million in operating expenditure on local arts, culture and events in 2013/2014.

Franklin Arts centre hosted a number of exhibitions this year, including the popular celebration of the 61st anniversary of Sir Edmund Hillary and Tenzing Norgay’s ascent to the summit of Mt. Everest.

Recognising the importance of bringing the community together for shared fun, the board supported a number of events by giving grants of \$116,000. These events were a mixture of fun runs, triathlons and heritage festivals such as the Waiuku Steel and Wheel festival.

3.4 Local parks service

We spent \$8.9 million in operating expenditure and \$2.3 million in capital expenditure on local parks in 2013/2014.

Local parks activity received the most funding, acknowledging the importance of these assets to the Franklin community.

We completed a number of important projects such as coastal erosion control and development of the esplanade on the Omana walkway and drainage of the A and P Showgrounds at Clendon. A number of playgrounds installed, including the Loungbourne/Possum Bourne playground.

3.5 Local recreation services

We spent \$1.3 million operating expenditure and \$0.3 million in capital expenditure on local recreation services in 2013/2014.

The Franklin Recreation Centre is the sole council-owned recreation facility in the Franklin Local Board area and is managed under a Regional Facilities Management contract. Fitness figures have increased due to an increase in group fitness classes coupled with several new programmes that have been initiated over the last 12 months, reflected by an increase in satisfaction levels.

The board distributed over \$15,000 by way of grants to schools with pools and works in partnership with schools to open the pools to the wider community over the summer.

‘The board distributed over \$15,000 by way of grants to schools with pools.’

3.6 Local economic development

We spent \$1.1million in operating expenditure and \$1.1 million in capital expenditure on local economic development in 2013/2014.

The key multi-year project was the continuation of the upgrade for Pukekohe town centre, aimed at supporting the rural economy.

Two smaller projects were the Clevedon Village town centre revitalisation and gateway to Lady Jane Franklin Botanical Reserve.

We continued to provide support to local Business Improvement Districts’ (BIDs) executive boards, including Pukekohe and Waiuku.

The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve the satisfaction rates of residents.

3.7 Local built and natural environment

We spent \$35,000 on local built and natural environment in 2013/2014.

We restored the Mauku Stream and completed soil mapping.

3.8 Local governance

We spent \$1.6 million in operating expenditure and \$2,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Franklin Local Board Plan which details our vision for the next three years. The plan will guide the development of the council’s long-term plan (10-year budget) which is reviewed every three years.

Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
3.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		91%	90%	92%
	Average number of library visits per capita		5.3	7.2	7.1
	Total library building floor space per 1,000 residents (m ²)		31	26	31

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
3.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		77%	75%	30%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	100%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		81%	75%	85%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		19%	50%	22%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		89%	85%	90%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		43%	55%	54%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
3.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		91%	85%	92%
	Average number of visits to local arts facilities per 1000 residents		123	315	397
	Number of participants in arts programmes at facilities per 1000 residents		0	5	46
	Percentage of participants satisfied with community art programmes overall		83%	80%	89%
Deliver, facilitate and fund diverse and high quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		32	30	30
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		84%	85%	86%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1,495	284	1,205
3.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		74%	75%	67%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		65%	85%	74%
	Percentage of residents who visited a local park or reserve in the last 12 months		87%	80%	91%
	The playing capacity of sports fields (playing hours per week)		729	749	749
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		95%	98%	93%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
3.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		80%	85%	82%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		85%	85%	84%
	Average number of visits to swimming pools per capita		1.8	3.7	3.4
	Average number of visits to recreation facilities (excl swimming pools) per capita		1.8	0.7	1.1
3.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		74%	65%	62%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		56%	65%	53%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		90%	80%	0%
3.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		2	0	0
	Number of environmental programmes with Māori participation		0	0	0
3.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		28%	24%	24%
	Percentage of Māori residents who feel they can participate in local board decision-making		22%	26%	11%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	232	238	
Operating Expenditure			
Local libraries	1,551	1,599	
Local community services	1,790	1,503	
Local arts, culture and events services	751	710	
Local parks services	8,915	7,352	
Local recreation services	1,260	1,484	
Local economic development	1,089	1,194	
Local built and natural environment	35	30	
Local governance	1,567	1,690	
Total operating expenditure	16,958	15,562	
Net expenditure	16,726	15,324	
Capital Expenditure			
Local libraries	432	146	
Local community services	218	410	
Local arts, culture and events services		18	
Local parks services	2,306	2,953	
Local recreation services	252	284	
Local economic development	1,068	1,871	
Local built and natural environment			
Local governance	2	45	
Total operating expenditure	4,278	5,727	

4. Great Barrier



For more information and to contact this local board
go to aucklandcouncil.govt.nz/greatbarrier



The year in review

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Key capital investments in Great Barrier over 2013/2014 have included \$1.5 million for resealing of Okiwi Airfield runway and \$300,000 for establishing broadband coverage to key parts of the island. A further \$220,000 has been allocated to community groups and projects such as the restoration of the Grey House Museum purchase of a community vehicle for the Aotea Family Support Group and refurbishment of the Motairehe Marae.

Achievements

Resealing the Okiwi airfield runway was our biggest capital investment this year. We started work on the new Medland Vodafone cell phone site as part of a board-funded initiative to improve the island's access to mobile communications. The board-funded Destination Great Barrier tourism and visitor group appears to be bearing fruit. We agreed to begin community engagement on enhancing the island's ecology and to focus more on growing use of alternative energy. Smaller capital projects included a new floating pontoon in Port Fitzroy, two new bridges on the Harataonga Walkway and Stage 1 of the Station Rock Road Walkway.

Challenges in our area

The major storm in June 2014 caused significant road and environment damage with total repair costs estimated at \$6-8 million.

Our biggest challenge has been in advocating for things we need to meet the outcomes in our local board plan. While there has been generally good support from Auckland Council and CCOs, our remote location, lack of growth and lower priority for mainland-focused work programmes continues to require our close attention.

Looking forward

Finalising the Aotea Great Barrier Local Board Plan, with activities starting in October.

We have set up a new dedicated Capital Grants Fund for projects that create assets at community facilities open to the public.

Decisions on funding for the possible retention of Glenfern Sanctuary in public ownership, including a local board contribution, are expected before Christmas.

We made progress on supporting a social enterprise trust which will be the umbrella for projects like the proposed abattoir and shared accommodation facility.

Formation of the new 12,000ha Aotea Conservation Park across Department of Conservation land is expected to boost our visitor industry.

Message from the chairperson

I am pleased to present the Great Barrier Local Board section of the 2013/2014 Auckland Council Annual Report.

This has been a very busy year for our board and at times we have been stretched to meet expectations. Our community is very engaged and the board is keenly aware of people's expectations and issues.

The recent major storm has badly affected our northern communities and the damage caused to public infrastructure alone is expected to take years and millions of dollars to repair. Our operating expenditure is around six per cent over budget with governance, parks, community services and arts culture and events contributing equally to this. These reflect the higher than expected costs of delivering services to the island. In contrast our capital expenditure is almost 37 per cent underspent resulting from frustrating delays in resourcing and delivering a range of projects.

The relevance of service levels and performance measures set in this year's annual plan continues to improve and in most areas we are meeting or close to our targets. We have continued to advocate strongly to the Auckland Council governing body and CCOs, particularly Auckland Transport and Auckland Tourism Events and Economic Development, in areas where the board sees action as being needed. These relate to our roads and wharves, tourism and economic development, all of which are central to achieving the outcomes we have set for our community.

The board has begun to form a closer relationship with our mana whenua - Ngāti Rehua Ngatiwai ki Aotea - and the mutual understanding around views and shared objectives can only be good for both parties and our island. This relationship extends to the Department of Conservation. With the recent announcement of the new Aotea Conservation Park, the department is an increasingly key player in our island's future visitor economy.

Izzy Fordham

Chairperson

Performance

4.1 Local libraries

We spent \$1,000 in operating expenditure on local library services in 2013/2014, giving the Claris Library a facelift with fresh paint.

In addition to providing the library's popular book request service, we focused on increasing use of the library's electronic resources, including eBooks, an online booking service and terminals for internet access. Electronic resources were made possible because of the broadband rollout to the island and they reflect a wider trend of library users embracing new technologies.

4.2 Local community services

We spent \$0.5 million in operating expenditure on local community services in 2013/2014.

Our key focus was support for Destination Great Barrier with funds to provide for a part-time staff member based at Claris Airport.

Supporting the youth of Great Barrier find their voice was another initiative, with seven young people forming the foundation Aotea Youth Speak caucus. The youth came from both ends of the island to ensure a good geographic representation. One of the objectives was to provide the board with access to a range of youth perspectives to inform their decision-making.

Nortessa Montgomerie, the Great Barrier Island Youth Panel Representative, represented us at the Aspiring Leaders Forum in Wellington. This forum is hosted by MPs with the emphasis on encouraging young people to be better leaders in their respective fields, be it community, arts, business, politics or sport.

Satisfaction of community groups who receive assistance or advice from Community Development, Arts and Culture (CDAC) as part of the grants application process last year was highest across Auckland at 83 per cent, improving significantly from 41 per cent in 2012/2013. We awarded \$222,000 in community grants in 2013/2014 to 16 recipients.

4.3 Local arts, culture and events services

We spent \$311,000 in operating expenditure on local arts, culture and events in 2013/2014.

The board continued to fund events for the island, recognising the importance of bringing the community together to celebrate. Events included New Year's Picnic, Wharf to Wharf, Barrier Babe Day, Santa Parade, Sea Feast, North Barrier School reunion and the annual ANZAC Day remembrance service.

The Wharf to Wharf is an annual marathon-length running, walking or cycling event, on and off road, traversing some of the island's most spectacular scenery. The board granted \$7,000 for event which is an important fundraiser for Kaitoke Primary School. The October 2013 event had 202 competitors, 89 from mainland Auckland, 31 from elsewhere in New Zealand and 10 from overseas, bringing outside money into the community.

'We completed the Okiwi airport upgrade which was opened by the mayor in May.'

4.4 Local parks service

We spent \$1.2 million in operating expenditure and \$1.6 million in capital expenditure on local parks in 2013/2014.

We had a very successful year, completing a number of projects, some of which are highlighted below. As indicated with the budget, this activity received the most funding.

We completed the Okiwi airport upgrade which was opened by the mayor in May. The board is now

focused on encouraging airlines and northern communities to use the airfield.

Puriri Bay boat ramp was resurfaced, making it easier to use and protecting it from erosion.

Kaitoke Beach Restoration has continued. This project included the planting of 7900 native sand binding plants, and managing a school planting day.

A remote aviation weather camera station was installed at the Claris Airfield.

Year two of the four-year project to upgrade the Harataonga Trail was completed, with 3000m of track at the Okiwi end upgraded and two new bridges completed.

The June 2014 storm brought some of the strongest winds and highest rainfall recorded. This caused widespread damage such as major washouts and slips, closed roads, scoured out bush, destroyed tracks and loss of mature trees. Road clean-up costs alone to date are \$700,000 with total repair costs estimated at between \$6-8 million.

4.5 Local recreation services

We did not spend any operating expenditure on local recreation services in 2013/2014, as there are no council-owned or operated recreation or leisure facilities in this area.

The board used discretionary funding for a recreational pontoon at Port Fitzroy.

4.6 Local economic development

We spent \$0.7 million in operating expenditure on local economic development in 2013/2014.

We supported two initiatives to grow our economy - the continued expansion of the broadband rollout and promoting the island as a tourist destination.

Construction of the second tower for broadband was delayed, resulting in an underspend for the year. The budget will be carried forward into 2014/2015.

In June 2014, the government announced a new conservation park encompassing more than 12,000 hectares of Great Barrier. This park, to be named the Aotea Conservation Park, will be the biggest conservation park run by the Department of Conservation, comparable in size to the Hunua and

Waitākere Ranges parks. The aim is to ensure greater protection for the island's unique flora, fauna, birds and wildlife, and to boost tourism.

4.7 Local built and natural environment

We spent \$155,000 on local built and natural environment in 2013/2014.

We established an environment committee to ensure the unique environment of Great Barrier was protected.

We funded a number of programmes including riparian planting and rabbit control research and we contributed local funding to a contestable fund supporting landowners to fence and plant riparian areas.

We completed a number of biosecurity projects, including the rabbit control programme noted above, and further surveillance for rainbow skinks. Rabbit control was carried out in nine areas.

We completed significant weed management, including the removal of brush wattle, in the Kaitoke area and planted the area with native specimens.

The board has proposed to contribute towards the purchase of Glenfern Sanctuary because it sees the sanctuary as a potential future centre of excellence for environmental education and research.

We continued to investigate marine protection options and linked these to the Sea Change – Tai Timu Tai Pari project (Hauraki Gulf Marine Spatial Plan).

4.8 Local governance

We spent \$1.1 million in operating expenditure on local governance in 2013/2014.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

We developed and began consultation on the Great Barrier Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
4.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		89%	90%	100%
	Average number of library visits per capita		10	8	Not measured
	Total library building floor space per 1000 residents (m ²)		65	62	65
4.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		83%	75%	41%
	Percentage of community funding/grant recipients meeting grant obligations		98%	95%	76%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		95%	85%	97%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		81%	55%	77%
4.3 Local arts, culture and events services					
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		87%	85%	Not measured
	Estimated number of attendees at council delivered and funded local events per 1000 residents		3334	2682	2682

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
4.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		67%	75%	61%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		82%	85%	80%
	Percentage of residents who visited a local park or reserve in the last 12 months		78%	80%	91%
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		85%	98%	Not measured

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
4.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	There are no council-owned recreation facilities on Great Barrier, such as public swimming pools, or recreation centres.	—	Not measured	Not measured	Not measured
4.6 Local economic development					
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre	—	Not measured	65%	79%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)	✓	68%	65%	63%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget	✓	No upgrades	80%	No upgrades
4.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported	✓	11	11	11
	Number of environmental programmes with Māori participation	✓	7	7	7
4.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making	✓	65%	60%	60%
	Percentage of Māori residents who feel they can participate in local board decision-making	✓	83%	74%	74%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings	✓	100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Installing 3G/wireless broadband to island	The board is halfway through completion with one of the two towers required up and running. The second tower will be installed by 2015		\$0.6M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	2		
Operating Expenditure			
Local libraries	1		
Local community services	556	437	
Local arts, culture and events services	311	284	
Local parks services	1,166	1,087	
Local recreation services			
Local economic development	731	885	
Local built and natural environment	155	158	
Local governance	1,078	911	
Total operating expenditure	3,998	3,762	
Net expenditure	3,996	3,762	1
Capital Expenditure			
Local libraries		2	
Local community services			
Local arts, culture and events services			
Local parks services	1,621	2,523	2
Local recreation services			
Local economic development			
Local built and natural environment			
Local governance	(7)	28	
Total capital expenditure	1,614	2,553	

Variances to annual plan:

1. Included in the operating expenditure is a prior year adjustment relating to capital grants for 2012/2013 year.
2. The Okiwi Airport project is showing an underspend of \$300,000 at the end of the project.

5. Henderson-Massey



For more information and to contact this local board go to aucklandcouncil.govt.nz/hendersonmassey



The year in review

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Key investments in Henderson-Massey in 2013/2014 included \$8.6m for the Ranui Library build and the multi-use library/community centre at Te Atatu Peninsula and \$3 million in local parks services. This commitment supports our priority of improving Henderson-Massey's community and recreation facilities.

Achievements

Advocating alongside other local boards, we accelerated and improved development of a Local Approved Products Policy for legal highs. Construction began on the new Te Atatu Peninsula library and community centre. Ranui Library was almost complete. We developed a 40-year Henderson Implementation Plan in partnership with Beca consultancy services, focused on increasing local employment opportunities. With the traditional Rotary Christmas Parade moving to Westgate, we worked with local businesses to put on a street festival in Henderson town centre.

Challenges in our area

We are advocating strongly to the governing body and external agencies such as the Ministry of Education to raise awareness about the impact of future growth at Westgate because we do not believe community infrastructure planning and development are keeping pace. Public engagement during the local board plan proved extremely successful with quality conversations and a clearer understanding of the challenges faced by our more deprived communities. A number of our areas face safety issues with Henderson town centre being thrown into the media spotlight recently. We are developing a community-led safety plan for Henderson which will link in with other safety plans.

Looking forward

Together with the Rodney and Upper Harbour local boards, we will advocate for a growth plan to show how the aims of the Auckland Plan will be achieved at Westgate. We will review community facilities and activities to ensure they meet the needs of our diverse community. We will support language learning opportunities through community organisations, and look at funding and supporting events that reflect the changing diversity of Henderson-Massey. With Henderson designated a metropolitan area in the Unitary Plan, we want to ensure development is high-quality and on a scale that is right for Henderson.

We have funded a coordinator to help develop a Henderson business association, a key part of working towards the creation of a Henderson-Lincoln Metro Business Improvement District.

Message from the chairperson

We are now well into our second term and I am extremely proud that the Henderson-Massey Local Board is working harder than ever for its communities.

We continue to ensure your local voice is heard clearly by the mayor and governing body and advocate for the essential services, infrastructure and facilities we deserve.

Over the past 12 months, we have faced a range of challenges, not least the recent violent crimes that put the spotlight on community safety and the need to improve central Henderson. We have taken significant steps to address these issues and secured the mayor's support to make the Henderson town centre a better place for business, local people and visitors. This should not detract from some real successes in 2013/2014.

We joined other local boards in fighting the social negative impacts of legal highs and played a key part in council's development of a Local Approved Products Policy. This means we will be able to restrict the presence of retail outlets in key areas should the need arise in future.

We adopted an implementation plan setting a 40-year vision for the area and agreed priorities to enhance our main town and to boost local employment prospects.

We funded and worked with local businesses to deliver the Henderson Christmas Festival, and were overwhelmed by the positive response. This and other events are locked into the calendar for the coming year and provide a fantastic opportunity to engage with residents and further develop the strong sense of community we have in the west.

We were thrilled to see construction start on the new Ranui Library and Te Atatu Library and Community Centre, two top-class facilities.

I also want to pay tribute again to the many community groups, organisations and volunteers who so readily support our ideas and initiatives and go out of their way to make Henderson-Massey a better place.

We look forward to working with them and you over the next 12 months.

Vanessa Neeson

Chairperson

Performance

5.1 Local libraries

We spent \$5.1 million in operating expenditure and \$7.1 million in capital expenditure on local libraries in 2013/2014.

Our two major projects are our new libraries in Ranui and Te Atatu Peninsula. The Te Atatu Library will be more spacious than its predecessor, users will have access to free Wi-Fi and digital learning, and the community centre's capacity will be substantially increased. Construction of the Ranui Library is almost complete. Built using sustainable design principles, this two-level, 800 square metre building will be around four times the size of the existing library.

We continued investing in maintaining and operating our existing four libraries and in furniture and fitting renewals. The library worked closely with local schools in a reading together programme. This partnering approach is building strong community links and providing learning opportunities.

As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased this year, we have seen strong growth in the number of Wi-Fi and website users, and use of our eBook collection.

5.2 Local community services

We spent \$2.6 million in operating expenditure and \$1.6 million in capital expenditure on local community services in 2013/2014.

Community services include providing and supporting activities in community centres, community houses, community hubs and halls. Average use of venues for hire and community centres is 38 per cent which is consistent with prior years. A new booking system has been introduced and is expected to enable more users to access these facilities.

Safety in our local board is a major concern to the board. We are developing a community-led safety plan which will link in with other safety plans such as Safe Waitākere's West Auckland Community Safety Plan 2014/2015. The plan will focus on the Henderson

CBD, including a review of CCTV, and an integrated technical and social safety assessment of the CBD.

5.3 Local arts, culture and events services

We spent \$1 million in operating expenditure and \$17,000 in capital expenditure on local arts, culture and events in 2013/2014.

We continued supporting multi-cultural events and the arts with grants to local arts facilities and groups as well as sponsoring local sporting clubs and regional events such as movies and music in parks.

'Safety in our local board is a major concern to the board. We are developing a community-led safety plan which will link in with other safety plans such as Safe Waitākere.'

5.4 Local parks service

We spent \$11.1 million in operating expenditure and \$3.0 million in capital expenditure on local parks in 2013/2014.

We completed a number of capital projects including McLeod Park sand carpet and footpath, Huruihuru

Creek walkway lighting, and Te Pai Park netball courts/ground improvements.

The parks and reserves operational maintenance standards are uniform across Auckland and we are monitoring the contractual requirements to ensure compliance.

5.5 Local recreation services

We spent \$9.4 million operating expenditure and \$0.7 million in capital expenditure on local recreation services in 2013/2014.

Important maintenance closed the West Wave facility but fitness memberships and attendance remain steady. We are planning the new Te Rangi Hiroa Recreation facility which will offer a greater variety of youth activities. The new facility should also help improve reported local satisfaction levels.

5.6 Local economic development

We spent \$0.7 million in operating expenditure on local economic development in 2013/2014.

We developed the 40-year Henderson Implementation Plan in partnership with Beca consultancy services. This plan identifies six key moves that provide a framework of short-, medium- and long-term projects to further enhance Henderson and help increase future local employment opportunities.

We continued supporting the Business Improvement Districts (BIDs) executive board at Te Atatu and are working on a BID for Henderson. The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve resident satisfaction rates.

5.7 Local built and natural environment

We spent \$142,000 operating expenditure and \$0.6 million in capital expenditure on local built and natural environment in 2013/2014.

The major capital work involved Twin Streams a collaborative project with the Waitākere Ranges Local Board, using volunteers to improve the storm water quality, promote ecosystem rehabilitation and implement flood mitigation.

We also supported environmental programmes such as the Sustainable Living Centre and War on Weeds project.

5.8 Local governance

We spent \$1.5 million in operating expenditure on local governance in 2014/2015.

We developed and began consultation on the Henderson-Massey Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

‘Twin Streams, a collaborative project with the Waitākere Ranges Local Board, using volunteers to improve the storm water quality, promote ecosystem rehabilitation and implement flood mitigation.’

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
5.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		89%	90%	92%
	Average number of library visits per capita		7.0	8.4	7.6
	Total library building floor space per 1000 residents (m ²)		41	41	41
5.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		67%	75%	43%
	Percentage of community funding/grant recipients meeting grant obligations		97%	95%	90%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		71%	75%	92%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		38%	50%	39%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		83%	85%	80%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		29%	55%	31%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
5.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		97%	85%	Not measured
	Average number of visits to local arts facilities per 1000 residents		141	525	76
	Number of participants in arts programmes at facilities per 1000 residents		175	641	115
	Percentage of participants satisfied with community art programmes overall		98%	80%	98%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		1	45	45
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		81%	85%	97%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		927	431	412
5.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		72%	75%	76%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		71%	85%	79%
	Percentage of residents who visited a local park or reserve in the last 12 months		83%	80%	91%
	The playing capacity of sports fields (playing hours per week)		561	443	443
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	92%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
5.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		73%	85%	82%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		79%	85%	82%
	Average number of visits to swimming pools per capita		5.4	7.9	7.9
	Average number of visits to recreation facilities (excl swimming pools) per capita		5.4	4.5	5.1
5.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		54%	65%	49%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		59%	65%	51%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		80%	80%	No upgrades
5.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		9	0	0
	Number of environmental programmes with Māori participation		1	0	0
5.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		24%	25%	25%
	Percentage of Māori residents who feel they can participate in local board decision-making		20%	32%	32%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Ranui Library	Main structural works are nearing completion. Scheduled to open in October 2014		\$6.9M	Lead	1-3 years
Te Atatu Peninsula Library and Community Centre	Construction is underway. Expected completion date late September 2014 with official opening late 2014		\$6.1M	Lead	1-3 years
Westgate Library and Community Centre	Construction not likely to start before September		\$16.2M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	5,376	6,805	
Operating Expenditure			
Local libraries	5,055	5,802	
Local community services	2,580	2,987	
Local arts, culture and events services	972	1,000	
Local parks services	11,136	10,915	
Local recreation services	9,398	8,748	
Local economic development	655	430	
Local built and natural environment	142	154	
Local governance	1,492	1,354	
Total operating expenditure	31,430	31,390	
Net expenditure	26,054	24,585	
Capital Expenditure			
Local libraries	7,146	12,035	1
Local community services	1,560	2,017	
Local arts, culture and events services	17	35	
Local parks services	3,011	6,066	2
Local recreation services	671	2,397	
Local economic development			
Local built and natural environment	596	917	
Local governance	-113	41	
Total capital expenditure	12,888	23,508	

Variances to annual plan:

- Delays in appointment of contractors resulted in physical works programme on Ranui Library build being behind schedule. A consent appeal delayed demolition and construction phase of the new Te Atatu Peninsula Library.
- The open space physical works at Massey North were reliant on the development of the adjacent roads and commercial/industrial properties but due to the programme of works for the roading and some land acquisition issues, the anticipated works are now deferred to future years. Protracted negotiations with homeowners delayed the land purchase of Tui Glen site. Lengthy consultation process around development of programme of works for Waterview Connection. Physical works to start in 2015/2016.

6. Hibiscus and Bays



For more information and to contact this local board
go to aucklandcouncil.govt.nz/hibiscusandbays



The year in review

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Key investments in Hibiscus and Bays in 2013/2014 included \$770,000 on the Metro Park multi-sports facility and \$330,000 on reserves in the new Long Bay subdivision. These key initiatives support the following priorities in our local board plan – providing quality local parks, reserves and facilities for our community; building on the strong identity of our communities; and protecting our natural environment.

Achievements

We completed enhancing Phoenix Plaza in Browns Bay, providing a pleasant place to sit and enjoy one of our beautiful coastal towns. The Mairangi Bay toilets were refurbished, including artwork created by Murrays Bay Intermediate schoolchildren. We continued Weiti River restoration work with our partner Conservation Volunteers who helped clear and re-plant along the estuary to improve the local natural environment. Local businesses also contributed in kind to this project.

Challenges in our area

We continued consulting residents to agree a suitable design to enhance Torbay Plaza, with a start proposed in 2015. Pre-Christmas and winter 2014 storms caused significant damage that now require urgent attention and substantial funds. We had discussions with the community on the wharf at Murrays Bay which is coming to the end of its useful life and needs replacing.

Looking forward

Work will begin shortly on a new community hall for Stillwater, Murrays Bay wharf and the Estuary Arts Centre education wing. Further work on Metro Park and the redevelopment of Ashley Reserve incorporating two artificial pitches will give Hibiscus and Bays residents' access to better facilities over the next 12 months.

Message from the chairperson

On behalf of the Hibiscus and Bays Local Board I am pleased to reflect on our achievements as part of the 2013/2014 Auckland Council Annual Report.

It has been another busy year for our local board with a number of projects completed. The local community was involved in the refurbishment of the Mairangi Bay toilets with Murrays Bay Intermediate school children creating artwork for the interior and exterior of the building. Weiti River restoration work continued with our partner Conservation Volunteers who helped clear and replant along the estuary to improve the local natural environment. Local businesses also contributed in kind to this project.

We completed a new reserve area in Long Bay as part of the new residential development. The board is strongly committed to ensuring our residents have access to green open spaces, particularly as our area is one of the fastest growing in Auckland.

We introduced the Youth Connections programme into our area this year through a successful partnership with CYC Trust. The programme connects our youth to further education, training and employment opportunities. We will continue to support the programme to grow in future years.

We engaged in a great deal of planning work to enable us to deliver on some key projects for our communities in 2013/2014. Construction of a new community hall for Stillwater is due to start in 2014, as is the construction of the new education wing for Estuary Arts Centre in Orewa.

We have worked closely with Te Herenga Waka o Orewa to relocate their marae to a new site in Silverdale and look forward to seeing this used for Māori education and community gatherings.

We continue to advocate to the governing body and council-controlled organisations to achieve better outcomes on key initiatives for our communities.

Without volunteers a lot of important work in our area wouldn't happen, particularly community development and environmental initiatives. We are thankful for the many hours contributed voluntarily by people in our community to make our area a better place to live.

Julia Parfitt

Chairperson

Performance

6.1 Local libraries

We spent \$3.4 million in operating expenditure and \$21,000 in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating our three libraries and in furniture and fitting renewals. All three libraries offered a number of programmes throughout the year that proved to be very popular and these are reflected in the high satisfaction levels. These included hosting music month, sleepovers for Scouts, as well as the traditional Wriggle and Rhyme sessions and celebrations for the Lunar and Matariki festivals.

The library worked closely with local schools, enrolling schoolchildren and providing ongoing computer training and lessons on the use of iPads and the use of a 3D printer for the Minecraft group. This partnering approach is building strong community links and providing learning.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour.

6.2 Local community services

We spent \$1.2 million in operating expenditure and \$195,000 in capital expenditure on local community services in 2013/2014.

Community services were delivered through our partnership with the Hibiscus Coast Community coordinator and the East Coast Bays Community Centre. Projects included families in parks and the annual Cape Town to Cairo fun day celebration with the South African community. We distributed over \$86,000 in grants to the community.

We partnered with the Coast Youth Community Trust (CYC) to help youth understand the skills they need to gain employment. We invited youth to participate in the Engage to Change youth consultation on our local board plan. This ensured the decision-makers heard the voices of our young people.

Use of venues for hire and community centres is 33 per cent. A new booking system has been introduced and should enable more users to access these facilities.

6.3 Local arts, culture and events services

We spent \$1.0 million in operating expenditure and \$200,000 on capital expenditure on local arts, culture and events in 2013/2014.

The Estuary Arts Centre gained the necessary resource consent so that work can begin late 2014.

We granted \$50,000 to the Mairangi Arts Centre Upgrade and \$2,420 to the Real Writing workshop programme held in association with the Michael King Writers' Centre.

We provided funding to deliver 'From Bauhaus to Your House', a series of half-day art making workshops for retired local residents. They were hosted at the Estuary Arts and Mairangi Arts centres and were led by experienced and award-winning contemporary craft/object artists.

We also funded a number of local events such as the Teddy Bears' picnic, Santa parades, and Fairies and Pirates Day in Mairangi Bay.

6.4 Local parks service

We spent \$12.6 million in operating expenditure and \$5.1 million in capital expenditure on local parks in 2013/2014.

Local parks received a large part of the funding, acknowledging the importance of these assets to the Hibiscus and Bays community.

Extreme weather caused significant damage to coastal seawalls and access ways. Some damage was repaired within existing budgets but there are sites that require more extensive repair.

The playing capacity of sports fields (playing hours per week) is down this year due to the closure and upgrade of Ashley Reserve. The local soccer club

membership has continued to grow and they have had to relocate many home games further afield.

The parks and reserves operational maintenance standards are uniform across the region and we are closely monitoring the contractual requirements to ensure compliance.

6.5 Local recreation services

We spent \$4.2 million operating expenditure and \$82,000 in capital expenditure on local recreation services in 2013/2014.

We have two facilities - East Coast Bays Leisure Centre and Stanmore Bay Recreation Centre. Both are seeing reduced numbers of visits, with 99 per cent of visits to the aquatic centre at Stanmore Bay being under-16s.

An upgrade is planned for Stanmore Bay which should improve satisfaction levels with the facility.

We continued partnering with Murray's Bay Sailing Club, East Coast Rugby League and North Harbour Volleyball to develop their respective facilities.

'We continued partnering with Murray's Bay Sailing Club, East Coast Rugby League and North Harbour Volleyball to develop their respective facilities.'

6.6 Local economic development

We spent \$0.7 million in operating expenditure and \$43,000 on capital expenditure on local economic development in 2013/2014.

We worked closely with the four Business Improvement Districts and the Silverdale Commercial Business Association.

We monitored maintenance contracts for the public toilets, and town centre street cleaning and gardens to improve resident satisfaction.

6.7 Local built and natural environment

We spent \$142,000 on local built and natural environment in 2013/2014.

Projects included Weiti festival held in March, planting days, weed control, site preparation and plants for riparian planting, and walking track formation at Flexman Place Berm Reserve. We allocated \$92,000 to these projects.

We collaborated with the Hibiscus and Bays Youth Voice group in enhancing Phoenix Plaza in Browns Bay, providing a pleasant place to sit and enjoy one of our beautiful coastal towns. Browns Bay Market provided the funding to complete this project.

Clean-up crews between Duck Creek and Stillwater in November saw 26 volunteers collecting a total of 40kg of rubbish.

6.8 Local governance

We spent \$1.5 million in operating expenditure and \$393,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Hibiscus and Bays Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
6.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		94%	90%	92%
	Average number of library visits per capita		9.3	11.5	10.8
	Total library building floor space per 1000 residents (m ²)		38	37	38
6.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		62%	75%	57%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	77%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		81%	75%	100%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		33%	50%	31%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		97%	85%	96%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		55%	55%	57%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
6.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		90%	85%	Not measured
	Average number of visits to local arts facilities per 1000 residents		969	630	76
	Number of participants in arts programmes at facilities per 1000 residents		135	28	138
	Percentage of participants satisfied with community art programmes overall		95%	80%	88%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		2	2	2
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		83%	85%	84%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		914	242	487
6.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		68%	75%	69%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		73%	85%	68%
	Percentage of residents who visited a local park or reserve in the last 12 months		91%	80%	94%
	The playing capacity of sports fields (playing hours per week)		532	645	645
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	96%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
6.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall	✓	87%	85%	87%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl. swimming pools)	✗	80%	85%	86%
	Average number of visits to swimming pools per capita	✓	3.7	2.0	2.0
	Average number of visits to recreation facilities (excl. swimming pools) per capita	✓	3.7	3.3	3.8
6.6 Local economic development					
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	✓	100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre	✓	76%	65%	77%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)	✓	70%	65%	69%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget	✓	No upgrades	80%	No upgrades
6.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported	✓	1	1	1
	Number of environmental programmes with Māori participation	✓	0	0	0
6.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making	✓	22%	22%	22%
	Percentage of Māori residents who feel they can participate in local board decision-making	✗	13%	34%	34%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings	✓	100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Metro Park	Continued development of multi-sport facility		\$2.4M	Lead	1-5 years
Stillwater Community Hall	Work will begin in late 2014		\$1.0M	Lead	1-3 years
Torbay Plaza enhancement ¹	Public consultation has begun and construction will begin in 2015		\$1.2M	Lead	1-2 years
Stanmore Bay Leisure Centre ¹	Resource consent applied for		\$5.8M	Lead	2-3 years
Estuary Arts extension	Resource consent has been obtained and work will begin in late 2014		\$0.9M	Partner	1-2 years

Note:

1. A decision on the deferral of capital projects within the 2014/2015 financial year will be made by Auckland Council at the end of August 2014. This decision may affect delivery timeframes for the Torbay Plaza and Stanmore Bay Leisure Centre projects.

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	2,754	3,404	
Operating Expenditure			
Local libraries	3,373	3,415	
Local community services	1,181	1,332	
Local arts, culture and events services	981	704	2
Local parks services	12,590	12,380	
Local recreation services	4,165	3,884	3
Local economic development	732	667	
Local built and natural environment	142	133	
Local governance	1,475	1,521	
Total operating expenditure	24,639	24,036	
Net expenditure	21,885	20,632	
Capital Expenditure			
Local libraries	21	149	
Local community services	195	1,384	
Local arts, culture and events services	214	46	
Local parks services	5,061	6,304	
Local recreation services	82	973	
Local economic development	43	1,160	
Local built and natural environment			
Local governance	393	499	
Total capital expenditure	6,009	10,515	1

Variances to annual plan:

- Capital expenditure variances relate to delays in the following projects:
 - Torbay Plaza (\$1.2 million) and Parks (\$1.2 million) due to additional consultation
 - Metro Park is a continuing project that is behind plan due to resource consent delays
 - Stoney Homestead (\$200,000) and Stillwater Hall (\$576,000) delayed by resource consent. Additional underspend on facility renewals has been transferred to Stillwater Hall project for 2015.
- Hibiscus and Bays was granted \$310,000 from Auckland Regional Services Trust during 2013/2014 which was allocated to Estuary Arts Trust, Orewa Theatre Trust, Music Department Orewa College and The Vintage Collective.
- The variance relates to actual staffing costs required for the centres differing from budget assumptions for vacancies.

7. Howick



For more information and to contact this local board
go to aucklandcouncil.govt.nz/howick



The year in review

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The majority of our spend has been on sports parks and beach restoration and sand replenishment projects. Community car parks, recreation centre renewals, Uxbridge Creative Arts Centre, neighbourhood parks renewals, and various walkways, cycleways and esplanades have also been key initiatives. We allocated \$1.5 million for local community activities and groups through our discretionary funding budgets.

Achievements

Howick Local Board has progressed significant community projects over the past financial year.

We continued to develop esplanade walkways and local sports parks, extended the Rotary Walkway, built two new playgrounds at Toplands and Clavoy parks, and developed access and sports fields at Barry Curtis Park.

We progressed sand replenishment/erosion control at Eastern Beach, advanced planning for the redevelopment of the Uxbridge Creative Arts Centre and begun plans for developing the library and multi-use community facility at Flat Bush.

Challenges in our area

Direct and aggressive competition from commercial gyms continues to be a challenge. While we met targets for our recreation facilities, numbers are down on the previous year. This is mainly because of reduced membership numbers which has lowered revenue by up to 25 per cent.

We will fund and investigate measures to manage coastal erosion and beach sand replenishment.

An important challenge for the development of the draft Pakuranga Town Centre Master Plan is managing a range of stakeholders and interests. The draft plan is a land use response to multi-modal transport initiatives being delivered through the Auckland Manukau Eastern Transport Initiative (AMETI).

Looking forward

We want to complete the redevelopment of the Uxbridge Creative Arts Centre.

In co-operation with New Zealand Landcare Trust, we want to extend existing walkways and cycleways with a view to linking parks, shopping precincts and beaches.

We will continue beach restoration and protection and improving the water quality of our freshwater streams and look to progress the Mangemangeroa Environment Education Centre to stage two.

We will continue developing sports fields, community facilities, supporting the Business Improvement District (BID) Partnership Programme and advocating for efficient public transport.

Message from the chairperson

As I reflect on the Howick Local Board's achievements as part of the 2013/2014 Auckland Council Annual Report, I am delighted to report that over the past year, there has been excellent progress made in implementing key projects.

In 2013/2014, priority has been on continuing sports field and infrastructure development at Barry Curtis and Lloyd Elsmore parks. We have developed a new road, several new sports fields and pedestrian access into the southern end of Barry Curtis Park. At Lloyd Elsmore Park, we have progressed drainage and irrigation for the 'top flat' sports fields used by cricket and football.

We have continued to develop our esplanade walkways and extended the Rotary Walkway from Wakaaranga Creek to Palmyra Way which is drawing many people, young and old to our area. We have also built two new playgrounds at Toplands and Clavoy parks to cater for children and young teens.

As part of our environment priorities, the board has maintained a programme to restore and protect our beaches, particularly at Eastern Beach. We have also focused on improving the area's poor water quality in streams at Botany and Wakaaranga creeks in conjunction with Volcano to the Sea project. A further project that is underway to improve water quality is the Industry Pollution Prevention programme that aims to work collaboratively with businesses to manage and reduce pollution leaving the site.

We have provided feedback on the proposed Unitary Plan including the need for further evaluation of historic sites and significant trees in the Howick area.

We have endorsed stage 1 of the proposed Environmental Education Centre at Mangemangeroa Reserve and agreed moving to Stage II of the project. To reach this stage of the project has been an accomplishment for the board.

We continue to advocate for improvements to the transport network, particularly AMETI, Half Moon Bay and the East/West Link to help support business growth and take pressure off our existing roading network. We have also engaged with the community on a draft Pakuranga Town centre Masterplan in partnership with Auckland Transport.

Planning to build the new multi-use community facility and library at Flat Bush/Ormiston and the Uxbridge Creative Centre for Arts upgrade are both progressing well. Design concept plans have been approved for each of these major projects. We hope that construction will begin for the Uxbridge Creative Arts Centre in 2014/2015, and at Flat Bush a year later.

We engaged with you on the development of the draft local board plan and are encouraged by your feedback which will help us set the direction for the next three years. We look forward to continue working with you and progressing many of our projects in 2014/2015.

David Collings

Chairperson

Performance

7.1 Local libraries

We spent \$5.8 million in operating expenditure and \$88,000 in capital expenditure on local libraries in 2013/2014. Investments were made in maintaining and operating the four libraries and for furniture and fitting renewals.

The drop in the number of visits and issues per capita can partly be attributed to the changing behaviour of library customers. Customers are now more knowledgeable about using libraries both online and for specific purposes, for example to pick up requested items or to attend a programme, rather than dropping in regularly to browse.

This shift in behaviour is reflected in the increased use of digital resources, continued high rates of item requests, and increased participation in events and information skill programmes.

7.2 Local community services

We spent \$1.3 million in operating expenditure and \$168,000 in capital expenditure on local community services in 2013/2014.

Occupancy and maintenance costs of the Howick community centres, which are a component of the total operating expense, are under budget.

The percentage of community funding/grant recipients meeting grant obligations (e.g. financial project completion reporting) is consistent with last year.

A regional approach and timeframes have been developed and will be implemented in 2013/2014 to standardise practice around grant obligations.

7.3 Local arts, culture and events services

We spent \$1.8 million in operating expenditure and \$171,000 in capital expenditure on local arts, culture and events in 2013/2014.

Attendance at arts and cultural events has continued to grow. Grants for Howick Historical Village, Howick Little Theatre, Uxbridge Centre and Howick Children's

and Youth Theatre are among some of the groups the local board supports.

Community feedback shows a 92 per cent satisfaction rate with arts facilities in the area. Events are consistently well-attended with 62 per cent more attendees than the previous year. Discretionary funding for events was fully spent this year.

‘Attendance at arts and cultural events has continued to grow.’

We have advanced planning for the redevelopment of the Uxbridge Creative Arts Centre in Howick Village and begun plans for the development of the library and multi-use community facility at Flat Bush. We will also continue to work closely with Todd Group and Auckland Council Property Limited to ensure the Pakuranga town centre is an exciting opportunity to renew and invigorate the area.

The upgrade to the Uxbridge Creative Arts Centre has achieved final concept design stage and refurbishment will begin in 2015 with completion in 2016. The budget for this is over \$6 million. The costs of temporary relocation and storage of the current arts collection is yet to be allocated.

7.4 Local parks service

We spent \$12.0 million in operating expenditure and \$5.1 million in capital expenditure on local parks in 2013/2014.

The percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches averaged 78% an increase from 69% the previous year.

The result may reflect residents' perception of the now embedded service delivery standards in the area using the facility contracts introduced in 2012. The costs of maintaining parks facilities came in at 3 per cent lower than budget. Compliance with the parks maintenance standards was 97 per cent.

We continue to develop our esplanade walkways and local sports parks and have completed the extension of the Rotary Walkway from Wakaaranga Creek up to Palmyra Way, built two new playgrounds at Toplands Park and Clavoy Park and developed a new road, new sports fields and pedestrian access into the southern end of Barry Curtis Park.

We have progressed sand replenishment/erosion control at Eastern Beach an Industry Prevention Pollution Programme in conjunction with the Greater East Tamaki Business Association Inc (GETBA) in the Highbrook and East Tāmaki areas.

7.5 Local recreation services

We spent \$7.3 million in operating expenditure and \$86,000 in capital expenditure on local recreation services in 2013/2014.

There are four recreation facilities in the Howick Local Board area. Average visitor numbers to recreation facilities and pools are lower compared to last year.

We made facility partnership grants to Pakuranga Bowling Club, Tennis Pakuranga Club, Pakuranga United Rugby Club and Pakuranga Athletics Club.

Through the Howick Sports Plan fund the local board has continued to ensure participation in sport, leisure and recreation continues to be a part of daily life.

7.6 Local economic development

We spent \$0.6 million in operating expenditure and \$113,000 in capital expenditure on local economic development in 2013/2014.

Collaboration with GETBA continued through the support of the business improvement programme.

Community satisfaction with town centre cleanliness was 84 per cent compared to 77 per cent last year. Satisfaction with street environment maintenance also exceeded the target by a further 4 per cent.

7.7 Local built and natural environment

We spent \$37,000 on local built and natural environment in 2013/2014.

The Howick Local Board has funded an intensive Rhamnus weed management programme at Musick Point and Bucklands Beach this year.

7.8 Local governance

We spent \$2.1 million in operating expenditure and \$0.2 million in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Howick Local Board Plan which details our vision for the next three years

Operating expenditure was slightly under budget due to engagement costs, and some elected members costs, being under spent.

We supported the community with discretionary funds and grants.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
7.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		91%	90%	91%
	Average number of library visits per capita		9	11	10
	Total library building floor space per 1,000 residents (m ²)		28	30	28
7.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		72%	75%	54%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	100%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		76%	75%	91%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		49%	50%	53%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		88%	85%	85%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		47%	55%	44%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
7.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		92%	85%	90%
	Average number of visits to local arts facilities per 1000 residents		1535	3150	1544
	Number of participants in arts programmes at facilities per 1000 residents		729	230	447
	Percentage of participants satisfied with community art programmes overall		93%	80%	88%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		145,905	165,899	157,999
	Number of performances provided by arts organisations who receive council arts grants		298	56	253
	Number of arts and culture activities that contribute to Māori outcomes		38	43	43
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		86%	85%	82%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1067	830	657
7.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		75%	75%	75%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		78%	85%	69%
	Percentage of residents who visited a local park or reserve in the last 12 months		91%	80%	95%
	The playing capacity of sports fields (playing hours per week)		622	635	635
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		97%	98%	94%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
7.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		79%	85%	84%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		84%	85%	87%
	Average number of visits to swimming pools per capita		3.2	5.2	5.4
	Average number of visits to recreation facilities (excl swimming pools) per capita		3.2	3.1	3.4
7.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		84%	65%	77%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		69%	65%	73%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No Upgrades	80%	No Upgrades
7.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		2	3	3
	Number of environmental programmes with Māori participation		0	0	0
7.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		30%	27%	27%
	Percentage of Māori residents who feel they can participate in local board decision-making		43%	49%	49%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Uxbridge Arts Centre redevelopment	Final concept design approved by the local board and into final planning stage. On target to be completed by December 2015		\$6.4M	Lead	2 years
Flat Bush (Ormiston) multi-use facility	New build of multi-use community centre with an arts emphasis is currently in planning stage with estimated completion June 2016		\$4.2M	Lead	2 years
Flat Bush (Ormiston) Library	New build with concept designs started this year. Estimated completion June 2016		\$15.8M	Lead	2 years
Flat Bush (Ormiston) aquatic, recreation and sports centre	New build starting 2016		\$16.8M	Lead	2-3 years
Barry Curtis Park–Premier Park	Continuing to develop the much-needed sporting facilities at Barry Curtis Park to align with new growth. This will be the largest park in the region		\$15.0M	Lead	1-8 years
Sports parks	Continuing to develop sports fields and install artificial turf in key sports parks. Upgrading Lloyd Elsmore Park No1 cricket pitch to first-class status		\$9.0M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	4,067	5,333	
Operating Expenditure			
Local libraries	5,820	5,641	
Local community services	1,339	1,532	
Local arts, culture and events services	1,846	2,227	
Local parks services	11,974	12,060	
Local recreation services	7,301	8,474	
Local economic development	624	653	
Local built and natural environment	37	94	
Local governance	2,146	2,193	
Total operating expenditure	31,087	32,874	
Net expenditure	27,020	27,541	
Capital Expenditure			
Local libraries	88	69	
Local community services	168	353	
Local arts, culture and events services	171	2,889	1
Local parks services	5,085	5,741	
Local recreation services	86	394	
Local economic development	113	157	
Local built and natural environment	19		
Local governance	199	45	
Total capital expenditure	5,929	9,648	

Variances to budget:

1. Uxbridge Arts Centre refurbishment has achieved final concept design stage and the 2014 budget will be deferred to match the delivery timeline.

8. Kaipātiki



For more information and to contact this local board
go to aucklandcouncil.govt.nz/kaipatiki



The year in review

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Key investments in Kaipātiki in 2013/2014 include the acquisition of 136 Birkdale Road for \$1.3 million primarily as a community facility and open space. We invested in our local parks and sports fields, upgraded lighting and improved our Northcote and Birkenhead town centres.

Achievements

This year, the Kaipātiki Local Board has focused on improving and renewing existing assets. We invested over \$0.5m to renew the sand carpets on two of our popular sports fields at McFetridge and Kaipātiki parks. In Northcote, we continued to prioritise walking and cycling by extending the wetland boardwalk and the learn-to-ride track at Onepoto Domain. We adopted the Kaipātiki Local Economic Development Plan and began a commercial property market study.

Challenges in our area

Capital delivery in 2013/2014 was significantly under budget. Some of this was due to delays in obtaining resource consents. With a limited construction period over the summer months, we could not progress some projects within this period.

Looking forward

With the help of our community we developed the draft Kaipātiki Local Board Plan which has been published for consultation. This sets the framework that will guide our decision-making and actions for the next three years. The plan will also help us prioritise our outcomes in a tight financial environment as we prepare for the long-term plan next year.

Message from the chairperson

I am pleased to present the Kaipātiki Local Board Annual Report for 2013/2014. This report summarises our delivery against our local board agreement for 2013/2014 which focused on both operating important services to our communities as well as investing in new assets and facilities.

Our service delivery in our three libraries continues to be excellent. Our pools and leisure centres are working to improve the services offered as part of the wider network of facilities through Auckland Council pools and leisure facilities.

Our partnership with the Kaipātiki Community Facilities Trust has grown stronger over the last year with a number of new events and initiatives being delivered as well as the hugely successful and long-standing Summer Fun programme.

A number of developments in our parks have been completed with more being planned in 2013/2014 for delivery in 2014/2015. Completed projects included significant new walking and cycling tracks at Onepoto Domain and upgraded sports fields with new sand carpets at Kaipātiki and McFetridge parks.

Our town centre projects gathered momentum through strong leadership from our city transformation team with planning underway for improvements in Birkenhead and improvements to Northcote. We have signed off the first economic development action plan for the north this year and have supported the establishment of a new business association in the Wairau Valley.

While we are proud of the overall performance we continue to be concerned about the delays in delivery of budgeted capital projects. We expect service delivery will improve in 2015.

Please take the time to read this report for more information on how your local board is working for you, and stay in touch with your local board members on the issues that are important to you and your community.

Kay McIntyre

Chairperson

Resolution number KT/2014/158 – 13 August 2014

MOVED by Chairperson K McIntyre, seconded by Deputy Chairperson A Hartley:

That the Kaipātiki Local Board:

- a) reject the Annual Report 2013/2014 as presented to the board, pending the inclusion of a breakdown in the performance section on opex of:
 - i) corporate overheads, business unit costs and depreciation, and
 - ii) local service delivery costs
- b) request that future reports provide this information to improve transparency for our community.

Comment

The Local Government Act provides for each local board to comment on the section of the annual report relating to their local board area. The Kaipātiki local board did not accept their report. Kaipātiki requested detailed financial information, more than is included in the annual plan for the year. This information was not able to be provided and if it were available it would have meant the Kaipātiki financial statements were not consistent with all other boards.

Performance

8.1 Local libraries

We spent \$2.8 million in operating expenditure and \$170,000 in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating the three libraries including a refurbishment of Northcote Library with new carpets and furnishings.

Our three libraries offered a number of programmes throughout the year that proved to be very popular and are reflected in the high satisfaction levels. The programmes represented the cultural diversity of the community. Over 120 children attended a number of activity stations when players from the Warriors took part in the 'League in Libraries' programme.

The Northcote library worked closely with local schools during Samoan Language Week, offering sessions involving music and storytelling. Wriggle and Rhyme continues to grow with over 100 people attending the latest session. Mandarin Rhymetime is also growing in popularity.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour. As the library's digital resources improve, users are better able to choose how and when to access services and collections.

8.2 Local community services

We spent \$1.3 million in operating expenditure and \$1.4 million in capital expenditure on local community services in 2013/2014.

In partnership with the Kaipātiki Community Facilities Trust, the board continued to support community development initiatives. Community grants are an important way for small community groups to access funding from the board. There was a considerable increase in the number of recipients meeting grant obligations and we distributed more than \$200,000 to the community.

The trust received funding to deliver the jobs for youth programme and also supported the Kaipātiki Local Youth Board. Our community centres continue to provide key services to our community. Once again we

have met satisfaction target for our community centres.

8.3 Local arts, culture and events services

We spent \$0.7 million in operating expenditure on local arts, culture and events in 2013/2014.

We delivered key events such as the Winter and Summer Fun Programmes, ANZAC Day and Christmas events.

Continued funding was provided to NorthArt to assist them in operating a community arts facility for the benefit of both the local and wider communities. There was an increase in the percentage of participants satisfied with the overall community arts programme.

8.4 Local parks service

We spent \$10.1 million in operating expenditure and \$2.2 million in capital expenditure on local parks in 2014/2015.

Kaipātiki is home to a large number of parks, reserves and native bush, and a large network of sports facilities. A lot of work is being undertaken in our local parks with a number of renewal and development projects underway. The maintenance standards of our parks have improved on last year and are also above the target for the year.

Our investment in sand carpets at McFetridge and Kaipātiki parks has extended playing times and training hours for local sports teams and our community. At each field, the top 50mm of sand, drainage and irrigation systems were completely replaced.

The percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches averaged 80 per cent across the local area, up from 71 per cent last year. While this is an improvement, it is still below the desired target.

The boardwalk and learn-to-ride projects at Onepoto Reserve have many community benefits, providing better links throughout the reserve and giving young people a safe place to learn to ride their bikes.

8.5 Local recreation services

We spent \$5.7 million operating expenditure and \$230,000 in capital expenditure on local recreation services in 2013/2014.

We have Activezone and three leisure centres in Kaipātiki. Despite good facilities, customer satisfaction and visitor numbers fell.

While the Glenfield Pool and Leisure Centre were closed for annual maintenance, we created four new family changing rooms. New programmes were introduced which were well received and are expected to translate into increased retention and acquisition of new members.

The Birkenhead Pool and Leisure Centre were closed for maintenance and we took the opportunity to make improvements to the changing rooms.

8.6 Local economic development

We spent \$1.0 million in operating expenditure and \$0.5 million in capital expenditure on local economic development in 2013/2014.

The Kaipātiki Local Economic Development Action Plan was approved by the local board in June 2014. The plan provides a framework that guides local actions in Kaipātiki for the next three-five years. The key priorities align with the themes of the Auckland Economic Development Strategy.

We approved funding for a commercial property market study to identify potential demand, trends and prospects for future commercial property investment within our key business areas and town centres.

In the first half of 2013/2014, the board funded a project to investigate the appetite for a business association and identify business champions in the Wairau Valley business area. This supported the formation of the Wairau Valley Business Association (WVBA) and we agreed to provide further funding to help WVBA with their establishment phase.

We have two business improvement districts (BID) - at Birkenhead and Northcote - and work closely with them to promote and develop the local economy.

At a local level, maintaining safe and clean and vibrant town centres remained a priority.

8.7 Local built and natural environment

We spent operating expenditure of \$5,000 on local built and natural environment in 2013/2014.

This budget was for mangrove removal. The Kaipātiki Local Board recognises and appreciates the number of volunteers and community groups working to provide environmental and sustainability programmes and ongoing regular, sustainable management of the Kaipātiki environment. We continue to support these groups where possible through discretionary budgets.

8.8 Local governance

We spent \$1.2 million in operating expenditure and \$193,000 in capital expenditure on local governance in 2014/2015.

We developed and began consultation on the Kaipātiki Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

‘We approved funding for a commercial property market study to identify potential demand.’

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
8.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		93%	90%	93%
	Average number of library visits per capita		8.3	8.7	8.3
	Total library building floor space per 1000 residents (m ²)		34	26	34
8.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		60%	75%	51%
	Percentage of community funding/grant recipients meeting grant obligations		93%	95%	30%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		89%	75%	93%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		39%	50%	Not measured
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		93%	85%	90%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		39%	55%	45%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
8.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		88%	85%	83%
	Average number of visits to local arts facilities per 1000 residents		121	147	144
	Number of participants in arts programmes at facilities per 1000 residents		9	8	7
	Percentage of participants satisfied with community art programmes overall		98%	80%	100%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		6	1	1
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		71%	85%	76%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		417	231	217
8.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		82%	75%	75%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		80%	85%	71%
	Percentage of residents who visited a local park or reserve in the last 12 months		92%	80%	96%
	The playing capacity of sports fields (playing hours per week)		505	537	537
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		99%	98%	97%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
8.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		80%	85%	81%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		79%	85%	81%
	Average number of visits to swimming pools per capita		3.5	3.9	3.9
	Average number of visits to recreation facilities (excl swimming pools) per capita		3.5	4.1	4.4
8.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		52%	65%	66%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		53%	65%	62%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		45%	80%	No upgrades
8.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	The local board will continue to support these activity through discretionary budgets.	—	Not measured	Not measured	Not measured
8.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		32%	23%	23%
	Percentage of Māori residents who feel they can participate in local board decision-making		14%	38%	38%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Network Plan Connections	Planned development of new tracks, improving existing paths and providing information to residents about connections through improved signage		\$1.4M	Lead	1-3 years
Mainstreet project -Highbury town centre development	The Bush Gateway design has focused on delivering a five stage package of works - public open space deck, canopy, café, lookout and bush connection		\$5.4M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	4,393	4,535	
Operating Expenditure			
Local libraries	2,832	2,960	
Local community services	1,336	1,238	
Local arts, culture and events services	746	672	
Local parks services	10,114	8,642	1
Local recreation services	5,701	2,226	2
Local economic development	1,016	1,127	
Local built and natural environment	5	5	
Local governance	1,203	1,327	
Total operating expenditure	22,987	18,197	
Net expenditure	18,594	13,662	
Capital Expenditure			
Local libraries	170	31	
Local community services	1,419	213	3
Local arts, culture and events services			
Local parks services	2,240	3,553	4
Local recreation services	230	635	
Local economic development	505	1,682	5
Local built and natural environment			
Local governance	193	463	
Total operating expenditure	4,757	6,577	

Variances to budget:

- 1 A new contract for local parks maintenance came into effect on 1 July 2012. The annual plan budgets were not aligned to the new contracts.
- 2 The allocation of property related costs for leisure and fitness/aquatic centres were not aligned with annual plan budgets.
- 3 The local board purchased 136 Birkdale Road. The acquisition was not budgeted for in the 2014 annual plan.
- 4 The delivery of certain parks development projects have been deferred to next year.
- 5 The projects-related town centre upgrades are in progress with increased expenditure expected next year

9. Māngere-Ōtāhuhu



For more information and to contact this local board go to aucklandcouncil.govt.nz/mangereotahuhu



The year in review

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Construction of the replacement Ōtāhuhu Library and new swimming pool complex began in October 2013. The Auckland Council contributed \$18 million to this long awaited project and we contributed a further \$5 million for a linking outdoor space. This is on schedule to be completed by June 2015. Planning and detailed design for the Moana-Nui-a-Kiwa Pool upgrade is under way with completion in late 2015. The recently completed all-weather boat ramp by the old Māngere Bridge has proved to be a welcome asset to boat users. We granted \$525,000 to 16 local community initiatives through our Small Local Improvement Programme scheme (SLIPS).

Achievements

The Māngere-Ōtāhuhu walkway/cycle way is underway. We are nearing completion of a shared path which will provide a safe route from the busy Beach Road in Ōtāhuhu to Māngere-Ōtāhuhu station.

We are monitoring the environmental effects of artificial turf installed to meet growing demand for sports fields.

Challenges in our area

Erecting a canopy over Māngere town centre to mitigate wet weather continues to prove challenging and not just because of cost. The canopy alone will not prevent wet footpaths, and there are wider issues around the look and feel of the town centre and safety problems.

Looking forward

The Ōtāhuhu precinct incorporating the new Ōtāhuhu Library and Pools will be completed by June 2015. The upgrade at the Moana-Nui-a-Kiwa Pool may help to improve attendance. We are advocating for a well-connected public transport, cycleways and walkways network, including the Ōtāhuhu bus and rail and Māngere bus interchange projects. Improvements to sports fields including lighting is funded for Massey, Williams, Moyle and Centre parks.

Message from the chairperson

It has been a rewarding year with great progress made in key projects. These include the opening of the all-tide boat ramp at Māngere Bridge, the library and swimming pool complex in Ōtāhuhu, restoration projects for improving the Manukau Harbour and new bus shelters.

We gave grants of \$1.3 million to local communities for a variety of activities, projects and events. We completed smaller projects to encourage active lifestyles, such as including a basketball court at David Lange Park, the walkway and fitness stations close to the Māngere Leisure Centre, a new volleyball court on Harania Reserve and a drinking water fountain at the waterfront at Māngere Bridge. The toilets at Kiwi Esplanade are completed. All members of our community continue to have free access to the local pool, Moana-nui-ā-kiwa, through a targeted rate of \$13.64 on local residential units to cover adult entry.

Local community facilities are in high demand, with use at about 54 per cent, well above the regional average of 40 per cent. Active removal of graffiti has led to fewer requests for removal. We have strongly advocated to reduce harm caused by alcohol and the proliferation of liquor off-licenses, and have communicated our concerns to the District Licensing Committee.

Overall, we have been fiscally responsible and made good use of budgets for local community services, libraries, parks, built and natural environment and economic services. Capital expenditure is on track for the delivery of the Ōtāhuhu Recreation Precinct. We have also prioritised sites for mangrove removal and the resource consenting requirements.

We are committed to ensuring high-quality services and improvements in the Māngere-Ōtāhuhu local board area. The board will continue to strongly advocate for the investment that our community needs and deserves.

Lydia Sosene

Chairperson

Performance

9.1 Local libraries

We spent \$2.6 million in operating expenditure and \$3.0 million in capital expenditure on local libraries in 2013/2014.

Construction of the new Ōtāhuhu Library and recreation precinct is well underway. All four existing libraries offered a number of programmes throughout the year that proved to be very popular and are reflected in the reported satisfaction levels.

The programmes represented the cultural diversity of the community and included Samoan story time, Māori Wriggle and Rhyme sessions and celebrations for the Lunar and Matariki festivals. New Zealand Post Family Day was celebrated with a large free public event held at Manukau to recognise the 2014 New Zealand Post Children's Book awards. The day featured live music performances, face painting and story time.

The library worked closely with local schools on the reading together programme. This partnering approach is building strong community links and re-enforces the benefits of parents and children reading together and regular library visits.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour.

9.2 Local community services

We spent \$1.4 million in operating expenditure and \$170,000 in capital expenditure on local community services in 2013/2014.

Youth have been well represented by the Māngere-Ōtāhuhu Youth group and Ōtāhuhu Youth Panel. These groups have worked together as a youth advocacy group for the area.

Groups receiving assistance or advice from Community Development Arts and Culture report significantly improved satisfaction which is now above the council average. We distributed over \$177,000 in grants to the community.

Use of venues for hire and community centres is 54 per cent compared to the target of 50 per cent. Improved business practices including an effective cancellation process has resulted in more accurate use being recorded.

Three events were held in partnership with the community, the events profiled safety and promoted neighbourhood support. Following the Windrush Safety Day, three new neighbourhood support groups were established.

Another event, held in partnership with the Breakthrough Church was the Omega Family Day which attracted more than 2500 people and featured performances by local culture groups. The Omega Family day was used to promote Neighbourhood Support, Junior Neighbourhood Support, Pacific wardens, community pastors, water safety, injury prevention and other community safety initiatives.

A community safety day and park makeover was held at the Nikau Road end of Sturges Park, Ōtāhuhu. This event promoted safety and crime prevention strategies combined with a park makeover which included painting and repairing fences, weeding and general cleaning.

9.3 Local arts, culture and events services

We spent \$1.4 million in operating expenditure and \$38,000 in capital expenditure on local arts, culture and events in 2013/2014.

Throughout the year, the Māngere Arts Centre – Ngā Tohu o Uenuku took part in a number of festivals, such as the Pollywood in Mumuland show.

David Lange Park was the venue for the popular Movies in Parks and Music in Parks events which provided an opportunity for local artists to showcase their talent.

We provided funding of \$111,205 towards community-initiated events through a contestable process.

9.4 Local parks service

We spent \$7.1 million in operating expenditure and \$4.1 million in capital expenditure on local parks in 2013/2014.

Local parks received the most funding, acknowledging the importance of these assets to the Māngere-Ōtāhuhu community. We completed a number of important projects including an all-tide boat ramp and erosion mitigation.

We also completed a shared path which will provide a safe recreational and walking cycle commuter route from the busy Beach Road, Ōtāhuhu to the Māngere-Ōtāhuhu station. We continue environmental monitoring of the artificial turf installation at sports fields.

We distributed \$524,000 to community-based organisations through Small Local improvement Projects (SLIPs). These funds were for operational grants and also for capital projects for toilet facilities, sports courts, drinking fountains and fitness stations.

9.5 Local recreation services

We spent \$4.7 million operating expenditure \$4.9 million in capital expenditure on local recreation services in 2013/2014.

Free swimming has an impact on the pool visitors around the region as residents prefer the free entry pools. The two council-owned recreation facilities in area are the Moana-nui-a-kiwa Pool and Leisure Centre and the Ōtāhuhu Recreation and Youth Centre. We adopted a targeted rate to pay for free swimming, as a result visitor numbers have picked up again following important messaging around the Māngere pool being free for all residents.

9.6 Local economic development

We spent \$1.3 million in operating expenditure \$358,000 in capital expenditure on local economic development in 2013/2014.

We focused on the upgrade of the Kiwi Esplanade toilets and the Ōtāhuhu town centre revitalisation.

Collaboration with the business improvement districts continued through the support of the BID Partnership Programme.

9.7 Local built and natural environment

We spent \$92,000 in operating expenditure and \$2,000 in capital expenditure on local built and natural environment in 2013/2014.

Our single focus was the Manukau Harbour Restoration Projects and this will continue in the coming year.

‘We allocated \$240,000 in discretionary funding towards the all-tide boat ramp near the old Māngere Bridge, and refurbishment of the Kiingi Taawhiao cottage.’

9.8 Local governance

We spent \$1.4 million in operating expenditure and \$190,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Māngere-Ōtāhuhu Local Board Plan which details our vision for the next three years.

We allocated \$240,000 in discretionary funding towards the all-tide boat ramp near the old Māngere Bridge, and refurbishment of the Kiingi Taawhiao cottage.

Local government elections were held in October, followed by swearing-in and induction of newly – elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
9.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		89%	90%	88%
	Average number of library visits per capita		9.3	11.0	9.0
	Total library building floor space per 1000 residents (m ²)		32	34	32
9.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		74%	75%	43%
	Percentage of community funding/grant recipients meeting grant obligations		98%	95%	92%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		73%	75%	89%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		54%	50%	83%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		71%	85%	82%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		25%	55%	28%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
9.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		86%	85%	84%
	Average number of visits to local arts facilities per 1000 residents		940	987	995
	Number of participants in arts programmes at facilities per 1000 residents		22	820	138
	Percentage of participants satisfied with community art programmes overall		82%	80%	100%
Deliver, facilitate and fund diverse and high quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		91	10	10
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		84%	85%	69%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		740	966	485
9.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		67%	75%	67%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		66%	85%	57%
	Percentage of residents who visited a local park or reserve in the last 12 months		90%	80%	83%
	The playing capacity of sports fields (playing hours per week)		533	533	533
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		94%	98%	88%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
9.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		83%	85%	89%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		83%	85%	90%
	Average number of visits to swimming pools per capita		2.8	4.1	3.8
	Average number of visits to recreation facilities (excl swimming pools) per capita		2.8	2.5	2.7
9.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		36%	65%	33%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		43%	65%	34%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No upgrades	80%	No upgrades
9.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		8	7	7
	Number of environmental programmes with Māori participation		4	2	2
9.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		22%	25%	25%
	Percentage of Māori residents who feel they can participate in local board decision-making		24%	23%	23%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Ōtāhuhu Precinct	The Ōtāhuhu Library and Recreation Precinct are under construction and due for completion in 2016		\$23.0M	Lead	1 year
Moana-nui-a-Kiwa Pool refurbishment	Work will start in August on the children's water play area, changing block and fencing		\$1.7M	Lead	1 year
Ōtāhuhu linkages	In conjunction with Auckland Transport and City Transformation Team the local board has contributed \$655,000 to enhance affected parts of the Ōtāhuhu business district as part of the bus and rail linkage network due for completion in June 2015		\$24.0M	Lead	1 year
All-weather canopy over Māngere town centre	We are working with the City Transformation Team and Property Department to develop the best strategy around this initiative to mitigate wet weather conditions inside the mall		\$1.5M	Lead	3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	1,332	1,694	
Operating Expenditure			
Local libraries	2,586	2,405	
Local community services	1,427	1,507	
Local arts, culture and events services	1,386	1,658	
Local parks services	7,106	7,240	
Local recreation services	4,667	4,988	
Local economic development	1,283	1,681	
Local built and natural environment	92	17	
Local governance	1,377	1,522	
Total operating expenditure	19,924	21,018	
Net expenditure	18,592	19,324	
Capital Expenditure			
Local libraries	2,962	2,864	
Local community services	170	216	
Local arts, culture and events services	38	35	
Local parks services	4,063	3,245	
Local recreation services	4,920	9,079	1
Local economic development	358	1,512	
Local built and natural environment	2		
Local governance	190	37	
Total capital expenditure	12,703	16,988	

Variances to annual plan:

1. Ōtāhuhu Precinct Pool development is being built concurrently with the Ōtāhuhu library and is due to be completed by June 2015. The unspent funds will be deferred to 2015.

10. Manurewa



For more information and to contact this local board
go to aucklandcouncil.govt.nz/manurewa



The year in review

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Key investments in Manurewa over 2013/2014 have included \$2.5 million on the redevelopment of Riverton Reserve, and \$0.4 million for upgrades to Mountford Park and \$0.7 million on Netball Manurewa. This commitment supports our priority of improving Manurewa's community and recreation facilities.

Achievements

Significant progress has been made this year in the development of Riverton Reserve with installation of lighting for the upgraded playing fields, a new car park and the opening of a large skateboard facility. Planning is underway for a new community building on the reserve. Stage one of the Netball Manurewa Community Events Centre was completed and the second stage has begun. Work continues on developing and improving playing fields at Mountford Park.

As part of a programme to revitalise the Manurewa town centre, funding has been provided for a strategic business plan and new CCTV cameras. A project group has been established to focus on town centre improvements ranging from the visual to economic vitality and including safety and transport links.

We've begun the removal of mangroves from the Puhinui Stream adjacent to Manurewa Marae and are making progress in our efforts to improve water quality at Weymouth Beach.

Challenges in our area

The key challenge for the board has been working through the ongoing transition to a new Auckland Council, from legacy policies, plans and funding, and changes to staffing structures. Managing and prioritising community expectations and aspirations within the board's budget envelope will continue to be a challenge into the foreseeable future.

Looking forward

We conducted extensive informal engagement to develop a draft Manurewa Local Board Plan which will inform the board's decision-making through to 2017.

Over this next year, we will complete several key projects and begin preliminary work on priorities such as the town centre revitalisation.

Message from the chairperson

It is with immense pride that I write my Chairperson message for the 2013/2014 year. This Board has achieved the outcomes we promised to you and more. Randwick Park has a state-of-the-art skate park and Netball Manurewa has had stage one completed with stage two underway. Playing fields at Mountfort Park continue to be drained and irrigated; Jellicoe Park, Gallagher Park and Memorial Park will be our focus for the 2014/2015 year.

Our town centre and Wiri Business Improvement District continue to be supported through their strategic plans. Additional monitored CCTV cameras in Manurewa town centre have been added as part of the safety strategy. Financial spend in the town centre has grown consistently and business growth in Wiri has also increased in the past year.

Mangrove removal has begun with just over 2ha being cleared from the Clendon foreshore adjacent to Manurewa Marae. This will enable waka ama to launch from the Clendon foreshore and traverse the Manukau Harbour. Additional funding and a focus on water testing at Weymouth Beach is leading us to water quality improvement. Our beach will become accessible for swimming and food gathering once more.

This Board's advocacy to Auckland Council and central government has seen significant progress on the Local Alcohol Policy and Psychoactive Substances Policy. We represented Manurewa strongly in the development of the Proposed Auckland Unitary Plan which saw significant positive change in the Draft Unitary Plan.

We are not without our challenges. Our budget is still based on legacy funding and we look forward to a new funding model that will provide better equity across the region. However this Board is diligent and pragmatic with its decision-making around our budgets and to that end we have managed to deliver on our promises to you.

This year we will be laying the foundation for the new three year plan. Advocacy to Auckland Council on the long-term plan is critical in ensuring that we can deliver on the new three -ear plan.

Angela Dalton

Chairperson

Performance

10.1 Local libraries

We spent \$2.2 million in operating expenditure on local libraries in 2013/2014. Investments were made in maintaining and operating the two libraries and for furniture and fitting renewals.

Both the Manurewa and Clendon libraries offered a number of programmes throughout the year that proved to be very popular, which is reflected in the reported satisfaction levels. The programmes represented the cultural diversity of the community and included celebrations for the Lunar and Matariki festivals. The library worked closely with local schools, providing literacy programmes and ongoing training on the use of library resources. This partnering approach is building strong community links and providing learning opportunities.

The number of Wi-Fi users continued to grow and is reflected in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour.

10.2 Local community services

We spent \$1.1 million in operating expenditure on local community services in 2013/2014.

A new agreement with Te Whare Awhina o Tamworth Incorporated and funded by the local board ensured the continued delivery of community programmes and services. Examples include healthy cooking and an outreach gardening programme delivered at the Randwick Park community house and garden. Another was designed to build financial wellness in the community to assist families achieve independence.

Improved business practices, including an effective cancellation process, have resulted in more accurate data about utilisation of community facilities being recorded. The average utility for venues for hire in the Manurewa local board area is 46.5 per cent.

The board distributed over \$177,694 to the community through grants.

The Community Safety team worked with the Social Housing team, Police and Injury Prevention to provide key safety messages that highlighted the importance of security in the home. A brochure has been delivered

to 10,000 homes. Other safety initiatives included addressing illegal dumping in Hatherly Place.

The Manurewa Youth Council has been very active holding a number of successful events that included the Manurewa Youth Fest, workshops and engagement with youth to provide feedback on the draft Manurewa Local Board Plan.

10.3 Local arts, culture and events services

We spent \$1.2 in operating expenditure on local arts, culture and events in 2013/2014.

Recognising the importance of bringing the community together for shared fun, the board supported many popular events over the past year. They included Elvis in the Gardens, Carols in the Park, the Santa Parade, Waitangi Day and Sunrise Walk for Hospice. Movies in Parks attracted 30,000 people to 19 screenings over 11 weeks.

Attendance at ANZAC Day ceremonies increased again this year. In addition the board provided specific event funding of \$119,644 to community groups.

10.4 Local parks service

We spent \$6.9 million in operating expenditure and \$3.3 million in capital expenditure on local parks in 2013/2014.

The local parks activity received the most funding, acknowledging the importance of these assets to the Manurewa community

Sports park developments included Riverton Reserve sports field and skate park, Netball Manurewa car park and Mountfort Park sports field drainage and irrigation. The sports park developments received the highest portion of funding from the Manurewa Local Board.

A number of other projects were also completed. These included garden enhancements at Clendon roundabout and Puhinui stream restoration planting in Totara Park and Rata Vine.

10.5 Local recreation services

We spent \$6.0 million operating expenditure and \$1.0 million in capital expenditure on local recreation services in 2013/2014.

There are four recreation facilities in the Manurewa Local Board area. Average visitor numbers to recreation facilities have fallen slightly and visits to pools are lower when compared to last year.

Recreation and aquatic facility building renewals have mostly been spent on the refurbishment of the Manurewa Recreation Centre. Stage one of the Netball Manurewa Community Events Centre was completed and the second stage has begun.

10.6 Local economic development

We spent \$0.5 million in operating expenditure and \$25,000 in capital expenditure on local economic development in 2013/2014.

The Manurewa Local Board supported the Wiri Business Improvement District (BID) and Manurewa BID to develop strategic action plans. The board also supported the Southern Business Market at the Vodafone Events Centre.

10.7 Local built and natural environment

We spent \$0.1 million on local built and natural environment in 2013/2014.

The Manurewa Local Board provides funding support to the eight Enviroschools within the local board boundaries.

Enviroschools is an action-based approach to education through which children and young people plan, design and implement sustainable projects and become catalysts for change in their families and the wider community.

The local board also funded mangrove removal adjacent to the Manurewa Marae and supported further water quality monitoring at Weymouth Beach to identify the source of the contaminants that make it unsafe to swim and gather seafood from there.

‘Enviroschools is an action-based approach to education through which children and young people plan, design and implement sustainable projects’

10.8 Local governance

We spent \$1.5 million in operating expenditure on local governance in 2013/2014.

Local government elections were held in October, followed by swearing-in and induction of the newly-elected members. A key element of the work programme was the development of the Annual Agreement for 2014-2015 and the draft Manurewa Local Board Plan.

This plan details the vision for the Manurewa Local Board area for the next three years. Consultation on the plan is underway. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
10.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		88%	90%	88%
	Average number of library visits per capita		7.2	7.0	7.0
	Total library building floor space per 1000 residents (m ²)		27	30	27
10.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		57%	75%	43%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	97%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		75%	75%	91%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		46%	50%	71%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		74%	85%	74%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		22%	55%	28%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
10.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		93%	85%	78%
	Average number of visits to local arts facilities per 1000 residents		822	914	871
	Number of participants in arts programmes at facilities per 1000 residents		67	53	64
	Percentage of participants satisfied with community art programmes overall		90%	80%	89%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		905	525	Not Measured
	Number of performances provided by arts organisations who receive council arts grants		10	5	Not Measured
	Number of arts and culture activities that contribute to Māori outcomes		4	3	3
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		71%	85%	84%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1112	515	490
10.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		72%	75%	63%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		67%	85%	54%
	Percentage of residents who visited a local park or reserve in the last 12 months		90%	80%	90%
	The playing capacity of sports fields (playing hours per week)		535	459	459
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	95%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
10.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		77%	85%	86%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		79%	85%	86%
	Average number of visits to swimming pools per capita		2.8	5.1	4.9
	Average number of visits to recreation facilities (excl swimming pools) per capita		2.8	2.6	2.9
10.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		22%	65%	23%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		33%	65%	33%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No upgrades	80%	No upgrades

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
10.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		0	0	0
	Number of environmental programmes with Māori participation		0	0	0
10.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		22%	18%	18%
	Percentage of Māori residents who feel they can participate in local board decision-making		23%	20%	20%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	3,073	4,045	
Operating Expenditure			
Local libraries	2,233	2,001	
Local community services	1,067	1,318	
Local arts, culture and events services	1,222	816	
Local parks services	6,860	7,613	
Local recreation services	6,007	5,938	
Local economic development	458	502	
Local built and natural environment	101	12	
Local governance	1,502	1,560	
Total operating expenditure	19,450	19,760	
Net expenditure	16,377	15,715	
Capital Expenditure			
Local libraries		76	
Local community services	(13)	136	
Local arts, culture and events services			
Local parks services	3,337	5,904	1
Local recreation services	950	1,753	
Local economic development	25	117	
Local built and natural environment			
Local governance		41	
Total capital expenditure	4,299	8,027	

Variances to budget:

1. The development of the pavilion and field development works at Randwick Park were delayed awaiting consents. These have now been approved and construction will start in 2015.

11. Maungakiekie-Tāmaki



For more information and to contact this local board
go to aucklandcouncil.govt.nz/maungakiekietamaki



The year in review

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Key investments in Maungakiekie-Tamāki in 2013/2014 included \$7 million on the upgrade of Onehunga Bay foreshore, \$1.2 million on the Glen Innes Music and Art Centre (GIMAC) and \$800,000 on local parks renewals. This commitment supports our priority to meet local needs in terms of community and recreation facilities.

Achievements

The \$28 million Onehunga Foreshore Restoration project has seen beaches, small bays and rocky headlands take shape between the Manukau Cruising Club and Hillsborough cliffs. January saw the opening of Panmure Station transport interchange enabling commuters to walk between buses and trains in less than one minute. March was a major milestone with construction starting on the Glen Innes Music and Arts Centre (GIMAC). Our Youth Connections programme enabled students at local schools to get a driver's license where this would be a barrier to them being employed in their desired area. We worked with landlords and tenants and key stakeholders to deliver housing assessments, education, and insulation subsidies.

Challenges in our area

A number of upgrades and Small Local Improvement Projects, including the Jubilee Bridge upgrade, are behind schedule due to varying consenting, consultation, planning and design-related delays. Unspent capital programme budget is deferred to future financial years.

Looking forward

An exciting year of milestones is coming up for the communities within our board. In 2014/2015, we keenly anticipate completion of the GIMAC and Onehunga Foreshore projects, adoption of a new local board plan to set the strategic direction for the next three years, the renewal of Jubilee Bridge and the completion of several upgrades to parks and open spaces.

Message from the chairperson

Tena kotou katoa

This annual report is the third and final to report progress against our 2011/2014 local board plan and the first year of the second term of the Maungakiekie-Tāmaki Local Board. This plan was the first time our communities engaged with the council in this form of strategic planning. The projects progressed by the previous and current local board over the last year reflected the community's aspirations and priorities. Continuity and sustainability are pillars by which our community thrives.

We continued to prioritise the well-being of the community with projects such as the Housing Quality Programme, which saw improvements to rental properties and living conditions for tenants. We piloted the capacity building project, providing support and training to many of our community-based providers and volunteer groups. We focused on ongoing ecological restoration and regeneration, piloted an Industry Pollution Blitz, and worked with businesses to lessen their impact on the environment.

At the heart of these projects, and others, was a real desire to work with the community, providing tangible tools for their sustainability and continuation. These projects are examples of testing and measuring the temperature of the community and their appetite for initiatives which involve them; we have heard loud and clear that you want to work with us.

The most significant milestone was construction starting on the Glen Innes Music and Arts Centre for Youth, a community aspiration for over 20 years. Our other major project is the Onehunga Foreshore restoration, one of New Zealand's largest reclamation projects, which is due to be completed later in 2014.

Finally, we began developing our new local board plan, the key strategic document that guides the board. We spent time engaging with the community to ensure the plan expresses what you want.

This report demonstrates the progress we have made in the past year. Where there are pauses and challenges, the board approached these with a determination to get it right, and to honour the aspirations and ambitions of the community.

Nga mihi

Simon Randall

Chairperson

Performance

11.1 Local libraries

We spent \$2.4 million in operating expenditure and \$87,000 in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating our three libraries and in furniture and fitting renewals. All three libraries offered a number of programmes throughout the year that proved to be very popular and are reflected in the high satisfaction levels.

The programmes represented the cultural diversity of the community and included Samoan story time, Chinese New Settlers Club, and celebrations for the Lunar and Matariki festivals. The library worked closely with local schools, enrolling schoolchildren and providing ongoing training on the use of library resources. This partnering approach is building strong community links and providing learning opportunities.

As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased this year, we have seen strong growth in the number of Wi-Fi and website users, and use of our eBook collection.

11.2 Local community services

We spent \$1.6 million in operating expenditure and on local community services in 2013/2014.

Community programmes were delivered through the Onehunga Community Centre and the Oranga Community Centre, resulting in an increase in revenue for the Onehunga centre.

We funded a capacity building project to help community organisations build their financial and governance practice through health check assessments.

Improved business practices including an effective cancellation process has given us more accurate information about use of community facilities. Average use of our facilities was 41 per cent.

We distributed over \$80,000 to the community through grants.

The Maungakiekie-Tāmaki Youth Council was very active, holding including the Maungakiekie-Tāmaki Youth Fest and workshops, and engaging with youth to provide feedback on the Maungakiekie-Tāmaki Local Board Plan.

11.3 Local arts, culture and events services

We spent \$1.4 in operating expenditure and \$1.2 million in capital expenditure on local arts, culture and events in 2013/2014.

Our standout project is the Glen Innes Music and Arts Centre for Youth. This project was initially delayed while the board sought additional funding but is now making good progress. Completion is expected by February 2015.

The board contributed \$86,000 toward community events, including the Oranga Cultural Festival, Onehunga Christmas Lights, Kids Safety Day, Jellicoe Park Festival (Onehunga Bay Festival) and Glow in the Park. The Movies in the Park and Music in the Park events and ANZAC Day ceremonies were well attended.

11.4 Local parks service

We spent \$9.1 million in operating expenditure and \$8.5 million in capital expenditure on local parks in 2013/2014.

Local parks activity received the most funding, acknowledging the importance of these assets to the Maungakiekie-Tāmaki community. We completed a number of important projects, including upgrading all public conveniences at Hamlin Park, McManus Park, Waikaraka Park and Point England Reserve.

Another important project was the remediation of Jubilee Bridge and it will be monitored regularly over the next two years.

Footpath and cycleway renewals were completed at Elstree North Reserve, Hamlins Hill (Park Road) and Simson Reserve.

The Onehunga Bay foreshore upgrade is in the execution and delivery stage. We spent \$7 million and the project is tracking well against plan.

11.5 Local recreation services

We spent \$1.5 million operating expenditure and \$163,000 in capital expenditure on local recreation services in 2013/2014.

The Maungakiekie-Tāmaki community is well served with six recreational facilities. Attendance and satisfaction levels were down for the year, but we expect this trend to be reversed with a new contract being awarded to the YMCA for Glen Innes and Onehunga pools. The gym and fitness areas were fitted out with new equipment.

The Sir William Jordan Recreation Centre saw a large increase of stadium use in the last quarter of the year.

Patronage at the Onehunga War Memorial Pool, Lagoon Leisure and Fitness (aquatic) and Glen Innes Pool decreased in the last quarter through closure, refurbishment work and road works resulting in road closure.

11.6 Local economic development

We spent \$2.3 million in operating expenditure and \$4,000 in capital expenditure on local economic development in 2013/2014.

We have four Business Improvement Districts (BID) within our area and the board works closely with them to promote and develop the local economy.

The Upper Onehunga Mall Upgrade planned for this year has been delayed, with the \$1.6m funding deferred to future years.

At a local level, maintaining safe clean and vibrant town centres streets remained a priority.

11.7 Local built and natural environment

We spent \$184,000 in operating expenditure on local built and natural environment in 2013/2014.

We focused on helping improve water quality in the Manukau Harbour and Tāmaki Estuary, and ecological restoration at the Apirana, Bycroft and Captain Springs reserves.

11.8 Local governance

We spent \$1.3 million in operating expenditure and \$42,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Maungakiekie-Tāmaki Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members

‘The Maungakiekie-Tāmaki community is well served with six recreational facilities.’

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
11.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		93%	90%	92%
	Average number of library visits per capita		8.2	9.0	9.1
	Total library building floor space per 1000 residents (m ²)		50	43	50
11.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		74%	75%	56%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	45%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		87%	75%	81%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		41%	50%	46%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		88%	85%	86%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		28%	55%	34%
11.3 Local arts, culture and events services					
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		89%	85%	72%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		151	199	199

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
11.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		59%	75%	69%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		76%	85%	69%
	Percentage of residents who visited a local park or reserve in the last 12 months		95%	80%	90%
	The playing capacity of sports fields (playing hours per week)		446	491	491
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		99%	98%	97%
11.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		81%	85%	84%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		83%	85%	85%
	Average number of visits to swimming pools per capita		5.9	7.7	7.5
	Average number of visits to recreation facilities (excl swimming pools) per capita		5.9	6.6	6.7
11.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		46%	65%	45%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		36%	65%	36%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		80%	80%	No upgrades

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
11.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		7	7	7
	Number of environmental programmes with Māori participation		0	0	0
11.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		17%	23%	23%
	Percentage of Māori residents who feel they can participate in local board decision-making		19%	9%	9%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Onehunga Bay foreshore upgrade	The local board funding policy remains unchanged		\$25.0M	Lead	6 years
Glen Innes Music and Arts Centre for Youth	The local board funding policy remains unchanged		\$14.0M	Lead	3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	637	488	
Operating Expenditure			
Local libraries	2,405	2,528	
Local community services	1,581	2,002	
Local arts, culture and events services	1,379	1,389	
Local parks services	9,074	8,466	
Local recreation services	1,485	1,759	
Local economic development	2,287	2,981	
Local built and natural environment	184	191	
Local governance	1,266	1,371	
Total operating expenditure	19,662	20,689	
Net expenditure	19,026	20,201	
Capital Expenditure			
Local libraries	87	152	
Local community services	(34)	1,193	
Local arts, culture and events services	1,166	6,696	1
Local parks services	8,539	17,769	2
Local recreation services	163	1,272	
Local economic development	4	1,530	
Local built and natural environment			
Local governance	42	37	
Total capital expenditure	9,967	28,649	

Variances to annual plan:

1. Consenting delays to the Glenn Innes Music and Arts Centre.
2. Delays in contractor programmes on the Onehunga Bay foreshore upgrade (\$5 million), scoping issues for Waikaraka Park (\$1.2 million) and sports field capacity (\$1.7 million) are dependent on decisions on types of fields required for Mt. Smart Stadium and Waikaraka Park; master planning for playground renewals (\$1.5 million).

12. Orākei



For more information and to contact this local board go to aucklandcouncil.govt.nz/Orakei



The year in review

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The Orākei Local Board invested \$6 million in capital expenditure and \$17 million in operational expenditure in 2013/2014. Key capital investments included \$2 million on renewing and upgrading sports fields, and installing a new artificial playing surface and lighting at Michaels Avenue Reserve. We funded completion of the Orākei Point to Shore Road walkway. We funded popular local events such as the Winter Splash, Remuera Bastille Day, Christmas Carols on the Green, and ANZAC Day events; helped support local economic development with a local visitor strategy for Orākei; and provided grants to community groups.

Achievements

Key achievements include ecological and recreational improvements at Wilson's Beach in Remuera and the playground upgrade at Roberta Reserve in Glendowie.

We have also adopted key planning documents to guide decision-making on local activities. These include the Orākei Local Board-initiated Hobson Bay Action Plan, The Landing Concept Plan, and The Stonefields Heritage Trail Concept Plan.

Challenges in our area

A major challenge for the board was unforeseen delays in project delivery, particularly in the parks area. This put projects such as the Stonefields Heritage Trail, Orākei Basin management plan, elements of the Michaels Avenue Reserve sports field development project and various renewals programmes behind schedule.

Due to capacity issues only \$6 million of our total \$10.4 million capital expenditure budget was spent. The remainder has been deferred to future years. The board is working to address this issue so that future project phasing better takes into account events which can delay delivery.

Looking forward

As outlined in the draft Orākei Local Board Plan, we will advocate for the separation of cyclists, pedestrians and vehicles along Tāmaki Drive; continue advocating for an additional train station between Meadowbank and Glen Innes; and develop more walking/cycling paths around Hobson Bay and into the Pourewa Valley. We will also continue advocating for funds to be brought forward to upgrade the Meadowbank Community Centre. We will continue to deliver key projects from the Crossfields Reserve, Glover Park and Madills Farm Master Plan, and the Hobson Bay Action Plan. To protect our heritage, we will advocate for funding for heritage assessments for our pre-1944 and post-1944 buildings and character areas. We will continue working with AUT University, the community and Auckland Tourism Events and Economic Development to roll out the Orākei Visitor Strategy.

Finally, we will continue to advocate for fairer rates and for a greater amount of our rates revenue to be invested locally.

Message from the chairperson

This year was a year in which many of our flagship projects came to fruition: completion of the Orākei Point to Shore Road walkway, restoration of Wilson's Beach, the Orākei Local Economic Development Plan – the first for Auckland, sports field upgrades at Crossfields Reserve and Glover Park, and a new artificial turf at Michaels Avenue.

Most crucially we were successful in our longstanding advocacy for Auckland Council's strategic purchase of Colin Maiden Park. Unbudgeted and unplanned, this purchase was an opportunity Auckland could not afford to miss. Now under the guardianship of the Orākei Local Board, we are leading a master centre planning process to ensure this park remains a valued recreation space for the region.

We have also worked closely with the Oceania Football Federation to confirm their development of a high-performance football facility at Ngahue Reserve. This multi-million dollar development comes at no cost to ratepayers and includes world-class facilities, two artificial turf pitches and training facilities – most of which is reserved for community use.

We know that none of this could have been achieved without the strong support and mandate of our community, including our thriving sports clubs, and active residents' and business associations. The residents of Orākei remain one of the most highly motivated and engaged communities in all of Auckland, as attested by the overwhelming response to many feedback requests, including the draft Unitary Plan.

The proportion of rates paid from our ward versus rates investment back to our community remains a central concern to the board, especially as we continue to pay the highest residential rates in Auckland. The Orākei Local Board continues to advocate to the mayor and governing body for an increase in the Uniform Annual General Charge (UAGC) to reduce the overall rates burden on our residents.

Results collated by officers in this report are not always reflective of the considerable feedback we have received from our community - especially as part of our local board plan consultation. In October 2014, we will approve our next Orākei Local Board Plan, focusing on those priority projects you have told us you want to see delivered.

We believe we have demonstrated a strong commitment as an accessible, motivated and fiscally responsible local board.

We look forward to actively building on this work in the coming years and making the Orākei Local Board area even better.

Thank you for your support.

Desley Simpson JP

Chairperson

Performance

12.1 Local libraries

We spent \$1.8 million in operating expenditure on local libraries in 2013/2014.

Both the Remuera and St. Heliers Libraries offered programmes throughout the year that proved to be very popular and are reflected in the high satisfaction levels. The programmes represented topics of interest to the community and included a heritage programme held in conjunction with the Auckland Heritage Festival and sessions with authors. The younger children were catered for with the popular Wriggle and Rhyme sessions and a magician show.

Both libraries worked closely with local schools, providing ongoing training on using library resources. This partnering approach is building strong community links and providing learning opportunities.

Digital library resources have improved and users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased this year, we have seen strong growth in the number of Wi-Fi and library website users. Use of our eBook collection also grew.

12.2 Local community services

We spent \$1.2 million in operating expenditure and \$10,000 in capital expenditure on local community services in 2013/2014.

These funds were used to operate and maintain the Orākei, Meadowbank, Glendowie, St. Heliers, Ellerslie and Tahapa Crescent community facilities within the local board area.

Average use of venues for hire is 38 per cent, which is consistent with last year.

Community grants of \$37,327 were distributed.

A youth board has been established to provide opportunities for the youth to participate in local democracy and encourage youth to have a say in public consultation.

12.3 Local arts, culture and events services

We spent \$0.4 million in operating expenditure on local arts, culture and events in 2013/2014.

Recognising the importance of bringing the community together for shared fun, the board supported a number of events. These included the Remuera Bastille Day, Ellerslie Santa Parade, Christmas Carols on the Green and the Winter Splash. Movies and music events were held in local parks during summer. The board also provided specific events funding of \$19,000 to community groups via a contestable grant process.

12.4 Local parks service

We spent \$9.9 million in operating expenditure and \$5.9 million in capital expenditure on local parks in 2013/2014.

The purchase of Colin Maiden Park for \$60.7m provided badly needed recreation space for the benefit of the wider Auckland community. In the future, the park will be developed to be part of a large sports complex comprising the Auckland Tennis Centre, the Auckland Netball Centre, artificial fields and an indoor arena developed by the Oceania Football Federation - all close to the Glen Innes railway station.

Key capital investments included \$2 million on renewing and upgrading sports fields, sand carpeting fields at Glover Park, Crossfield Reserve, Shore Road and Michaels Avenue Reserve where we also installed new lighting. The Michaels Avenue artificial turf is already contributing an additional 32 hours of playing time each week.

In partnership with Auckland Transport we completed the Orākei Point to Shore Road walkway, safely connecting Shore Road to Orākei Station and extending the Orākei Coastal Walkway concept.

We brought forward funding to extend the coastal walkway and cycleway network into Hobson Bay.

A key Hobson Bay Action Plan project, the Wilson's Beach rejuvenation in Remuera, was completed, which has improved recreation and ecological potential. Community engagement on the playground upgrade at Roberta Reserve in Glendowie was also successful where the public voted on their preferences for new playground equipment.

'A key Hobson Bay Action Plan project, the Wilson's Beach rejuvenation in Remuera, was completed, which has improved recreation and ecological potential.'

12.5 Local recreation services

We spent \$165,000 in operating expenditure and \$63,000 in capital expenditure on local recreation services in 2013/2014.

The Ellerslie Recreation Centre is the sole council-owned recreation facility in the Orākei local area and is managed under a Regional Facilities Management contract. The stadium floor was refurbished and the female changing rooms upgraded.

12.6 Local economic development

We spent \$2.2 million in operating expenditure on local economic development in 2013/2014.

We continued supporting the three Business Improvement Districts (BIDs) and business and residents association within the area with the view to enable groups to engage in council-led community consultation, retain the character of local neighbourhoods, and enhance the wellbeing of their local communities.

The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve resident satisfaction rates.

12.7 Local built and natural environment

We spent \$3,000 on local built and natural environment in 2013/2014.

We undertook ecological restoration work at Waiatarua Reserve and the Michaels Avenue Reserve pond.

12.8 Local governance

We spent \$1.2 million in operating expenditure and on local governance in 2013/2014.

We developed and began consultation on the Orākei Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

We allocated \$103,450 to community-based projects, including mangrove removal and Enviroschools.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
12.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		96%	90%	93%
	Average number of library visits per capita		6.8	8.0	7.3
	Total library building floor space per 1000 residents (m ²)		15.7	13.6	15.7
12.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		70%	75%	69%
	Percentage of community funding/grant recipients meeting grant obligations		95%	95%	57%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		90%	75%	97%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		38%	50%	39%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		87%	85%	95%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		54%	55%	59%
12.3 Local arts, culture and events services					
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		71%	85%	72%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		34	15	15

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
12.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		78%	75%	83%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		76%	85%	83%
	Percentage of residents who visited a local park or reserve in the last 12 months		93%	80%	95%
	The playing capacity of sports fields (playing hours per week)		413	418	418
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		99%	98%	97%
12.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		80%	85%	84%
	Average number of visits to recreation facilities (excl swimming pools) per capita		3.0	2.8	1.8

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
12.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		69%	65%	77%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		70%	65%	67%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No Upgrades	80%	0%
12.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		1	1	1
	Number of environmental programmes with Māori participation		1	1	1
12.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		27%	32%	32%
	Percentage of Māori residents who feel they can participate in local board decision-making		11%	26%	26%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Sand fields (Glover Park/Crossfield Reserve) and lights (Glover Park)	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		\$2.3 M	Lead	4 years
Michaels Avenue Reserve sports field development	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		\$3.0 M	Lead	4-5 years
Walkway foreshore armouring and retaining walls (Orākei Basin)	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		\$2.7 M	Lead	4 years
Stonefields open space redevelopment	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		\$7.0 M	Lead	4-5 years
Coastal Walkway Network (Hobson Bay)	The local board funding policy remains unchanged. No more rates have been invested back in the local board area		3.7 M	Lead	10 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	777	243	
Operating Expenditure			
Local libraries	1,805	1,970	
Local community services	1,189	1,246	
Local arts, culture and events services	441	379	
Local parks services	9,951	9,203	
Local recreation services	165	231	
Local economic development	2,242	2,640	
Local built and natural environment	3	4	
Local governance	1,194	1,329	
Total operating expenditure	16,988	17,003	
Net expenditure	16,213	16,758	
Capital Expenditure			
Local libraries	(62)	70	
Local community services	10	143	
Local arts, culture and events services		31	
Local parks services	5,993	10,068	1
Local recreation services	63	21	
Local economic development			
Local built and natural environment		47	
Local governance		37	
Total capital expenditure	6,004	10,417	

Variances to budget:

- 1 Delay in earthworks for the lower fields of Michaels Avenue Reserve sports field development by \$1.5m due to winter season, and the renewals of assets by \$1.5m due lack of capacity to deliver the work programme.

13. Ōtara-Papatoetoe



For more information and to contact this local board
go to aucklandcouncil.govt.nz/otarapapatoetoe



The year in review

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The majority of our spend has been on sports parks, local parks, neighbourhood parks and play spaces, leading to changes in the satisfaction of the community with these facilities. We contributed \$1.5 million to the North Davies-Manukau Central upgrade which created new public spaces and links to the recently completed Manukau Institute of Technology (MIT) campus and rail station on Davies Avenue. We continued promoting neighbourhood and community safety, committing \$134,500 to a range of safety initiatives.

Achievements

We completed the North Davies Avenue Boulevard in Manukau. Hayman Park is now seamlessly connected to the Manukau metropolitan centre, providing fresh public space. We completed two major parks construction projects at East Tāmaki-Hampton Sports Park and at James Watson Park in Flat Bush. We supported numerous local events, including ANZAC Day commemorations, the Christmas lights at Ōtara and Papatoetoe, and the Papatoetoe Christmas Parade.

Challenges in our area

We need to find additional funding to meet the rising cost of refurbishing the Papatoetoe Chambers to provide more and better spaces for community lease occupants. We also have other community facilities requiring refurbishment and will need to assess how to accommodate these projects. Hayman Park development is on hold pending direction based on the new Te Papa Tongarewa Museum works. Despite free entry to all pools in the area, numbers are down and facility managers are looking at options to boost patronage. Papatoetoe Pool may need upgrading in the near future.

Looking forward

We want to provide more access to parks and recreation facilities, and boost participation in sports. Funds totaling nearly \$10 million have been budgeted to continue laying sand carpets at key facilities, improve playing fields and provide up-to-date sports venues.

We have budgeted \$3.2 million to develop a museum and arts facility in Old Papatoetoe to promote the area's heritage.

Progressing Ōtara Lake remediation is a priority and the board is seeking operational funding for scientific analyses and research potential. An interim steering group of key stakeholders will develop a long-term strategic action plan to achieve the vision.

Message from the chairperson

Over the past 12 months, the Ōtara-Papatoetoe Local Board has made good progress in implementing the six priorities from our local board plan.

The highlight was the completion of the North Davies Avenue Boulevard. This \$1.5 million project opened up Hayman Park from the Manukau metropolitan centre, providing attractive spaces for people to meet and visit. The boulevard is a great step towards creating a heart for Manukau.

Revitalising our other town centres was advanced through continued support for events, public art and community safety. Safety initiatives included improving CCTV networks and continuing to support the Ōtara, Hunters Corner and Old Papatoetoe ambassador programmes.

Accessible community and recreational facilities were promoted by continuing free entry for everyone to the Papatoetoe and Ōtara swimming pools. This was paid for from a targeted rate of \$31.16 per household.

We completed two major parks construction projects, at East Tāmaki-Hampton Sports Park and James Watson Park. Smaller improvements were carried out at many other parks to support sports and leisure activities.

To increase the well-being of our communities, we continued to advocate for a range of community outcomes and to support the youth connections programme and public art. The development of the Ōtara Cube exhibition space, in partnership with MIT was a public art highlight.

We continued to fund traditional Christmas events and ANZAC Day commemorations. Significant community grants included \$105,000 to Vaka Manu'kau Niue Community Trust towards a new community centre, and \$50,000 to Papatoetoe Gymnastics Club for a feasibility study of a facility on Murdoch Park.

We prepared a concept plan visualising the lake and waterways as they could be. The vision was funded and developed by the board ready for launch early next financial year. I gratefully acknowledge the support of MIT and Unitec.

There is always more work to do on all of the areas of board activity, but I am proud to say this has been another year of progress towards making Ōtara-Papatoetoe the most liveable part of the world's most liveable city.

Fa'anānā Efeso Collins

Chairperson

Performance

13.1 Local libraries

We spent \$3.6 million in operating expenditure and \$27,000 in capital expenditure on local libraries in 2013/2014.

All four libraries offered a number of programmes throughout the year that proved to be very popular and are reflected in the reported satisfaction levels. The programmes represented the cultural diversity of the community and included Punjabi, Hindi and Samoan story time, Māori Wriggle and Rhyme sessions, and celebrations for the Lunar and Matariki festivals. The library worked closely with local schools, enrolling schoolchildren and providing ongoing training on the use of library resources. This partnering approach is building strong community links and providing learning opportunities.

As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased this year, we have seen strong growth in the number of Wi-Fi users, and use of our eBook collection grew and digital resources website.

13.2 Local community services

We spent \$1.8 million in operating expenditure and \$60,000 in capital expenditure on local community services in 2013/2014.

Our priorities and work programme were delivered through a new funding agreement between the board and Clover Park Community House and Friendship House Trust.

Improved business practices including an effective cancellation process has given us more accurate information about use of community facilities. This year we included use of the Tui Room and halls within Housing for Older Persons villages. However, these venues have restrictions on use leading to much lower utility than other venues, leading to lower overall use.

The board distributed over \$153,130 in grants to the community.

In response to a number of home invasions, the Community Safety team worked with the Social Housing team and Police and Injury Prevention to provide key safety messages that highlighted the importance of security in the home. A brochure was delivered to 10,000 homes. Safety initiatives included improving CCTV networks and continuing to support the Ōtara, Hunters Corner and Old Papatoetoe ambassador programmes. We also included the roller door project to brighten up Ōtara town centre after business hours. High-quality art work was sought to begin transforming the unattractive roller doors into a community-sized urban art canvas.

The Ōtara-Papatoetoe Youth Council has been very active, holding successful events including the Ōtara-Papatoetoe Youth Fest and workshops, and engaging with youth to provide feedback on our local board plan.

13.3 Local arts, culture and events services

We spent \$1.3 million in operating expenditure and \$50,000 in capital expenditure on local arts, culture and events in 2013/2014.

We supported a number of events, recognising the importance of bringing the community together for shared fun, including For Ōtara By Ōtara (FOBO), the annual Christmas parade and seniors Christmas lunch in both Ōtara and Papatoetoe, ANZAC Day and Movies in Parks.

The refurbished Ōtara Fresh gallery hosted various exhibitions and the board contributed to the ŌTARA cube art project.

Clover Park Community House hosted a neighbours' day in March, attracting over 200 people.

The board provided specific events funding of \$172,620 to community groups via a contestable grant process.

13.4 Local parks service

We spent \$6.5 million in operating expenditure and \$4.2 million in capital expenditure on local parks in 2013/2014.

Local parks activity received the most funding, acknowledging the importance of these assets to the Ōtara-Papatoetoe community.

We upgraded sports fields at Ngāti Ōtara, Hampton Park and James Watson Park with a synthetic surface and sand carpets in response to requests for improved playing surfaces. We also completed projects including Rongomai sports park and wetland development, Colin Dale Park and Manukau Sports Bowl. The roof at Allan Brewster Recreation Centre was also replaced.

These projects have led to a significant increase in community satisfaction with parks and recreation facilities.

13.5 Local recreation services

We spent \$7.6 million operating expenditure and \$200,000 in capital expenditure on local recreation services in 2013/2014.

Visits to pools and recreation centres are lower this year overall compared to the same period last year. The drop in Papatoetoe Pool's numbers reflect upgrades that need addressing, while at Allan Brewster weekend and regular evening bookings have increased. Recreation centre patronage is struggling against commercial competition city-wide.

Recreation facility building renewals have mostly been spent on the roof replacement at the Allan Brewster Recreation Centre. We finalised the Aorere College Partnership Agreement in April 2014, forming better partnerships to improve access to existing recreation and sport assets and aligning planning for future provision of community facilities.

We made facility partnership grants to three groups – Papatoetoe Gymnastic Club, The Friendship House Trust and Vaka Manu'kau Niue Community Trust.

We completed the relocation and rebuild of the Hillary House Leadership Centre, which was officially opened by Lady June Hillary, and Peter and Sarah Hillary.

13.6 Local economic development

We spent \$1 million in operating expenditure and \$0.8 million in capital expenditure on local economic development in 2013/2014.

We partnered with Auckland Transport to develop North Davies Avenue Boulevard which connects the train station, the planned new bus interchange, the MIT campus, the surrounding residential and commercial areas, and the car park. The project enhances the integration of Hayman Park with MIT and the commercial area of Manukau city centre.

The North Davies-Manukau Central upgrade was completed and opened in June with the local board contributing \$1.5m to the project. The development included transforming part of Davies Ave into a boulevard and linear park with new seating, lighting and landscaping and shared cyclist/pedestrian paths. The north section development of Davies Ave enhances the connection between the park, the business centre and shopping areas. This upgrade links very attractively into the recently completed Manukau Institute Campus and rail station on Davies Ave.

We work closely with our four business improvement districts (BID) to promote and develop the local economy. At a local level, maintaining safe clean and vibrant town centres remained a priority.

‘We completed the relocation and rebuild of the Hillary House Leadership Centre, which was officially opened by Lady June Hillary.’

‘We set aside budget for refurbishment of the Papatoetoe Chambers to improve spaces for existing lease occupants, address accessibility issues and preserve the building’s heritage.’

13.7 Local built and natural environment

We spent \$18,000 in operating expenditure and \$15,000 in capital expenditure on local built and natural environment in 2013/2014.

We set aside budget for refurbishment of the Papatoetoe Chambers, improving spaces for existing lease occupants, address accessibility issues and preserve the building’s heritage.

Following more detailed scoping and some surprises on the state of the roof, the power supply, asbestos and seismic standards, the funds available in 2013/2014 were half of what will be required to refurbish the chambers. Te Puke o Tara Community Centre and Papatoetoe Town Hall also require refurbishment. We will need to further reprioritise capital programmes or reconsider the configuration of the facilities and future revenue potential.

13.8 Local governance

We spent \$2 million in operating expenditure and \$200,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Ōtara-Papatoetoe Local Board Plan which details our vision for the next three years. The plan will guide the development of the council’s long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Increased community engagement was evident through the development phase of the plan. We plan to strengthen our partnership with mana whenua and enable them to have increased involvement in decision-making through the delivery of the next local board plan. We allocated \$545,800 for initiatives in this area from our discretionary operating and capital expenditure funds.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
13.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		85%	90%	91%
	Average number of library visits per capita		11.5	13.0	11.9
	Total library building floor space per 1000 residents (m ²)		33	31	33
13.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		72%	75%	50%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	98%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		76%	77%	86%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		36%	50%	64%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		79%	85%	77%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		27%	55%	36%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
13.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		92%	85%	77%
	Average number of visits to local arts facilities per 1000 residents		671	567	557
	Number of participants in arts programmes at facilities per 1000 residents		72	196	62
	Percentage of participants satisfied with community art programmes overall		90%	80%	100%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		9	3	3
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		77%	85%	75%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		707	1785	288

13.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		61%	75%	64%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		68%	85%	61%
	Percentage of residents who visited a local park or reserve in the last 12 months		85%	80%	90%
	The playing capacity of sports fields (playing hours per week)		652	581	581
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	92%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
13.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		81%	85%	88%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		85%	85%	87%
	Average number of visits to swimming pools per capita		5.7	6.4	6.5
	Average number of visits to recreation facilities (excl swimming pools) per capita		5.7	3.9	4.6
13.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		48%	65%	47%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		42%	65%	42%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No upgrades	80%	No upgrades

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
13.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		1	1	1
	Number of environmental programmes with Māori participation		0	0	0
13.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		33%	28%	28%
	Percentage of Māori residents who feel they can participate in local board decision-making		25%	41%	41%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Community facilities upgrades and renewals	We set aside \$1.5 million in the long-term plan (LTP) with discussions around using this for the Papatoetoe Chambers upgrade. Further analysis has shown there are issues - asbestos removal, seismic stability and power supply. The local board seeks further funding, or may use its capital budgets in a staged upgrade into future years	—	\$3.1M	Lead	1-3 years
Community facilities upgrade and renewals	We want to refurbish Te Puke o Tara community facility to realise community aspirations and needs for the next 20 years. There is \$1.5 million in the current LTP for this activity and we need to consider using the funds for Te Puke o Tara or the Papatoetoe Chambers	—	\$1.2M	Lead	1-3 years
Sports and Premier Parks development	We are committed to continuing upgrades to sports and premier parks especially Colin Dale Motorsport Park, East Tāmaki Reserve—Hampton Sports Park and Rongomai Park and Hayman Park	●	\$5.3M	Lead	1-3 years
Papatoetoe Museum	We have budgeted funds to develop a museum and arts facility in Old Papatoetoe to promote the area's heritage	●	\$3.2M	Lead	1-3 years
Ngāti Ōtara Park	We are part-funding development of a new multi-sports building and a renewal of the current marae. A steering group has been set up to implement the governance model to procure additional funding of \$8.3m and manage the facility into the future	●	\$4.2M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	3,863	5,006	
Operating Expenditure			
Local libraries	3,620	3,487	
Local community services	1,849	1,617	
Local arts, culture and events services	1,299	1,205	
Local parks services	6,526	6,974	
Local recreation services	7,620	7,946	
Local economic development	1,024	1,084	
Local built and natural environment	18	24	
Local governance	2,024	2,069	
Total operating expenditure	23,980	24,406	
Net expenditure	20,117	19,400	
Capital Expenditure			
Local libraries	27	142	
Local community services	56	1,179	2
Local arts, culture and events services	49	197	
Local parks services	4,186	6,323	1
Local recreation services	172	768	
Local economic development	836	910	
Local built and natural environment	15	105	
Local governance	178	404	
Total capital expenditure	5,519	10,028	

Variances to annual plan:

1. Two projects contributed to the underspend. The premier park and sports parks funds are to be directed in 2015 to Colin Dale Park, currently under tender. The public conveniences at James Watson Park have been under considerable community consultation and will be deferred to 2015.
2. The proposed refurbishment of the Papatoetoe Chambers has been placed on hold because preliminary costings show the project needs more funds for unexpected seismic and electrical remediation.
- 3.

14. Papakura



For more information and to contact this local board
go to aucklandcouncil.govt.nz/papakura



The year in review

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Key investments in Papakura in 2013/2014 included our partnership with the Hugh Green Foundation for the Youth Connections contract to help local youth into employment. We also committed \$261,000 towards the construction of street-lighting improvements on Smith's and Redcrest avenues, and funded footpath improvements elsewhere and have been pleased to see these delivered.

Achievements

We were pleased to allocate \$40,500 to extend Papakura Museum's opening hours along with \$250,000 towards a museum extension with the aim of having it ready in early 2015 for the WWI centennial. We see this as a way of supporting Papakura's proud cultural history and showing a commitment to the town centre as a destination, complementing our great library and art gallery.

Challenges in our area

One of our major challenges continues to be the practical issue of Papakura becomes a metropolitan centre. We are advocating for a spatial development framework which addresses infrastructure and encourages investment for the Great South Road corridor and centres. The Papakura town centre needs targeted investment and the challenge is getting business, locals, developers and council working together to improve on what we have. Another challenge is how to provide a library in Takanini when there are currently no local funds for future support.

Looking forward

We want targeted improvements to the Papakura town centre to better connect it with the railway station. Transport remains a major issue in the area and we will continue to push Auckland Transport and the New Zealand Transport Authority to bring forward improvements to the Takanini Interchange. We look forward to outcomes from the economic development action plan, and to attracting more sporting events take advantage of our excellent local facilities.

Message from the chairperson

It has been a busy start to the term for us as a new local board, and we are pleased both to acknowledge some of the projects of the previous board and to draw attention to some of our own highlights from the past six months.

Local economic development continues to be important for the community and we approved a Papakura local economic development plan and commerce and industry programme in April of this year. This included a Māori economic development programme, which we are pleased to say is the first of its type in Auckland and which has helped to prompt the formation of the Māori Enterprise Association to support local businesses. It was great to see a stream of local people, local employers and students through the first Papakura careers expo in June, and heartening to see early outcomes from the Youth Connections Project to help young local people into work and employment.

A recent highlight for the new board was time spent interacting with local people to develop the 2014 local board plan, the final version of which will set the board's strategic agenda for the next three years. The opportunity to participate in the Southern Regional Hui in March with the other five southern boards and all southern mana whenua representatives was welcome as we work to strengthen existing relationships.

This term, we have strongly advocated for changes to the psychoactive substances regulations and have pressed for more community input into the new liquor license applications, as these issues continue to be important to local communities. In contrast, it has been a pleasure once again to financially support the myriad small local organisations that help to make Papakura a great place to live, work and play.

Bill McEntee

Chairperson

Performance

14.1 Local libraries

We spent \$2.2 million in operating expenditure and \$6,000 in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating our libraries and in furniture and fitting renewals.

The change in the number of visits and issues per capita can partly be attributed to the changing behaviour of library customers. They are now being more savvy about using libraries both online and for specific purposes, for example to pick up requested items or to attend a programme, rather than dropping in regularly to browse.

This shift in behaviour is reflected in the increased use of digital resources, continued high rates of item requests, and increased participation in events and information skill programmes.

14.2 Local community services

We spent \$1.1 million in operating expenditure and \$0.3 million in capital expenditure on local community services in 2013/2014.

Average use for venues for hire was 24 per cent. An effective cancellation process has resulted in more accurate use being recorded.

Community grants are an important way for small community groups to access funding from the board. The number of recipients meeting grant obligations was 100 per cent and we distributed more than \$166,000 to the community.

We held a free 'Safe2School' event for Takanini School and council staff promoted the Junior Neighbourhood support programme, highlighting the importance of looking out for friends and staying in school.

There was a steady decline in the number of graffiti incidents in the Papakura area over the year. This did not translate into the perception that the community considered their neighborhood is reasonably safe, with the results being lower than the previous year.

14.3 Local arts, culture and events services

We spent \$1.2 in operating expenditure and \$1,000 in capital expenditure on local arts, culture and events in 2014/2015.

The local board contributed \$108,000 to various events. These events included the NZRL Tournament, as well as the traditional fireworks, Christmas and ANZAC Day events. The board allocated \$40,500 to extend the Papakura Museum's opening hours along with \$250,000 towards a museum extension with the aim of having it ready in early 2015 for the WWI centennial.

14.4 Local parks service

We spent \$6.9 million in operating expenditure and \$5.6 million in capital expenditure on local parks in 2014/2015.

Within the local board area there are 234 local reserves covering 208 hectares, including Bruce Pulman Park, McLennan Park and Prince Edward Park.

Our key focus will be on projects which deliver new open space and the improvement of parks facilities to meet the needs of growth, as well as initiatives to upgrade existing sports fields to cater for a range of activities.

We had three key initiatives and projects planned for 2013/2014

Continuing the implementation of the Pukekiwiriki Pa management plan, through access improvements, tree and weed removal, fencing interpretation facilities and installation of Pou Whenua

Continuing the upgrades to sports fields and reserves and provide for new playgrounds and skate parks, including the start of works to deliver new facilities at Opaheke; upgrades to Drury Domain Sports Complex and Prince Edward Park; playground upgrades across the area; and investigating skate facilities at Keri Downs and Smiths Avenue reserves

Extending cycleways and walkways within parks and reserves, focusing first on the Children's Forest.

‘We held a free Safe2School event for Takanini School, council staff promoted the Junior Neighbourhood support programme, highlighting the importance of looking out for friends and staying in school.’

14.5 Local recreation services

We spent \$1.4 million operating expenditure and \$0.4 million in capital expenditure on local recreation services in 2014/2015.

The Papakura Recreation Centre is the only council-owned recreation facility in the Papakura Local Board area and is managed under a Regional Facilities Management contract.

Recreation centre facilities include the Papakura Recreation and Fitness Centre and Massey Park Aquatic Centre.

The key initiatives and projects we have planned for 2013/2014 include continuing the renewal and improvement of buildings and facilities at Papakura Recreation Centre. These key initiatives support our

local board plan priority of ‘Quality sports, recreational and cultural facilities’.

14.6 Local economic development

We spent \$0.3 million in operating expenditure on local economic development in 2014/2015.

We launched the Papakura Local Board Economic Plan which outlines actions to improve Papakura’s economic outcomes.

An innovative collaborative project that brought together the students from Papakura High School, Papakura Art Gallery, Papakura Business Association and MIT to design and install posters in selected empty shop windows in Papakura. The posters provided a creative solution using otherwise ‘dead’ spaces and assisted the local board to achieve its youth and living spaces and places priorities

A council grant will enable Rejuvenate Papakura Charitable Trust to minimise, recover and repurpose waste. We supported Mercy Missions to develop a community marketplace to complement its food bank and social services. We have created a database of Māori businesses in Papakura to complement the Papakura Māori Enterprise Association.

14.7 Local built and natural environment

We spent \$1,000 on local built and natural environment in 2014/2015.

14.8 Local governance

We spent \$1.2 million in operating expenditure on local governance in 2014/2015.

Operating expenditure was under budget due to communication work programmes and elected members professional development not being fully used.

We provided funding support to residents associations, including the newly-formed Picket Fence Association. This funding enables groups to engage in council-led community consultation, retain the character of local neighbourhoods and enhance the well-being of local communities.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
14.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		93%	90%	88%
	Average number of library visits per capita		5.7	6.0	5.5
	Total library building floor space per 1000 residents (m ²)		33	32	33
14.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		70%	75%	59%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	100%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		50%	75%	69%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		24%	50%	27%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		65%	85%	77%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		20%	55%	29%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
14.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		94%	85%	92%
	Average number of visits to local arts facilities per 1000 residents		1161	977	1385
	Number of participants in arts programmes at facilities per 1000 residents		149	277	296
	Percentage of participants satisfied with community art programmes overall		90%	80%	94%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		6	40	40
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		75%	85%	80%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1059	756	754
14.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		65%	77%	60%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		73%	85%	64%
	Percentage of residents who visited a local park or reserve in the last 12 months		87%	80%	89%
	The playing capacity of sports fields (playing hours per week)		432	409	409
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		97%	98%	95%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
14.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		81%	85%	84%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		78%	85%	87%
	Average number of visits to swimming pools per capita		2.7	2.2	4.4
	Average number of visits to recreation facilities (excl swimming pools) per capita		2.7	1.6	2.8
14.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		37%	65%	42%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		39%	65%	42%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No upgrades	80%	No upgrades

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
14.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		0	1	1
	Number of environmental programmes with Māori participation		0	0	0
14.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		28%	22%	22%
	Percentage of Māori residents who feel they can participate in local board decision-making		11%	29%	29%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	273	296	
Operating Expenditure			
Local libraries	2,235	2,086	
Local community services	1,083	1,108	1
Local arts, culture and events services	1,243	1,244	
Local parks services	6,915	6,719	
Local recreation services	1,399	1,797	
Local economic development	333	397	
Local built and natural environment	1	6	
Local governance	1,220	1,327	
Total operating expenditure	14,429	14,684	
Net expenditure	14,156	14,388	
Capital Expenditure			
Local libraries	6	20	
Local community services	261	460	
Local arts, culture and events services	1	57	
Local parks services	5,605	7,991	1
Local recreation services	429	420	
Local economic development			
Local built and natural environment			
Local governance		32	
Total capital expenditure	6,302	8,980	

Variances to budget:

1. Work at McLennan Park on a changing room facility was changed from a standalone facility to upgrading the existing clubrooms. This delayed the project as further investigation was required.

15. Puketāpapa



For more information and to contact this local board
go to aucklandcouncil.govt.nz/puketapapa



The year in review

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Key capital project investment in Puketāpapa area over 2013/2014 included \$1.2 million for the Keith Hay Park project, \$1.6 million on local park upgrades (renewals) and \$500,000 in discretionary funding. These commitments support our priority to meet local needs in terms of community and recreation facilities.

Operating expenditure accounted for \$11.6 million, which covered the running of essential services including libraries, community and recreational service, maintenance of parks, economic development for our local area, local governance and the full cost of locally delivered services.

Achievements

The board made significant progress in implementing the concept plan for Keith Hay Park, which is designed to improve one of the area's largest and most utilised parks.

The year saw continued progress on the Manukau foreshore walkway, playground and park upgrades, as well as concept plans and community consultation for the redevelopment of Fearon Park and Harold Long, Turners and Freeland reserves.

A series of local events presented or supported by the board created opportunities for the diverse groups in Puketāpapa to come together and help foster a sense of community.

The range of events included the Puketāpapa Santa Parade, Three Kings Carols by Candlelight, Business Breakfasts, Try-A-Craft community workshop, Movies in the park at Monte Cecilia, Manu Aute Kite Day, Disco for Youth with Disabilities, Fun Run and a Taste of Puketāpapa.

The Women's Suffrage memorial event and unveiling of artwork in Rose Park celebrated and honoured the suffragettes, some of whom lived locally.

The financial year ended with the sign-off of consultation on Three Kings Plan which will help shape the development of the concept plan.

Challenges in our area

Some planned projects were deferred as a result of varying consenting, consultation, planning and design-related delays.

More work is needed to better inform the board's decision-making process in order to accurately reflect affordability and a realistic timetable to deliver.

The board also funds various community development programmes and is looking to strengthen evaluation methods to accurately assess the impact of these initiatives.

Looking forward

The adoption of a new local board plan in October 2014 will set the strategic direction for the next three years, and the basis of our future work plans and annual agreements. The plan will also inform the development of Auckland Council's Long-term Plan for the next decade.

Message from the chairperson

On behalf of the Puketāpapa Local Board, I am pleased to present the Puketāpapa Local Board's achievements as part of the 2013/2014 Auckland Council Annual Report.

Puketāpapa is a diverse area and we continue to put a lot of focus on engaging the many different parts of our local community and ensuring everyone in Puketāpapa knows that they can have a say on issues that matter to them. We are encouraged by the increasing number of residents who are taking the time to make submissions and talk to us. The Three Kings Plan, developed in consultation with a very active local community, is a great example of how residents can help shape and inform the plans we put in place for the future. The plans we consult on and adopt now will drive investment in Puketāpapa.

We have progressed some major projects, such as the continued implementation of the Keith Hay Park concept plan. We developed two more such plans – to redevelop Fearon Park and Harold Long Reserve and to address safety concerns at Turners and Freeland reserves.

We have grown the Puketāpapa Greenways network through the development of cycle and pathways, working with Auckland Transport and active transport advocates.

The local events we have supported were intended to provide opportunities for our highly diverse community to come together, and help foster understanding of the different cultures in Puketāpapa. Some of these events have been so successful we will continue to build on them.

We successfully advocated for the remediation of the former Roskill Borough Council building, a part of local government history in our area, an important win for local heritage.

Our board will continue to advocate on our community's key priorities, advancing the aspirations in our local board plan and getting a fair share for Puketāpapa.

Julie Fairey

Chairperson

Performance

15.1 Local libraries

We spent \$1.2 million in operating expenditure and \$47,000 in capital expenditure on our local library in 2013/2014. Investments were made in maintaining and operating the library and for furniture and fitting renewals.

The Mt. Roskill Library offered a number of programmes throughout the year that proved to be very popular and this is reflected in the reported satisfaction levels. The programmes represented the cultural diversity of the community and included Samoan story time, Wriggle and Rhyme sessions, and celebrations for the Lunar and Matariki festivals. The library worked closely with local schools, enrolling schoolchildren and providing ongoing training on using library resources. This partnering approach is building strong community links and providing learning opportunities.

As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the number of visits to physical libraries has decreased slightly this year, we have seen strong growth in the number of Wi-Fi and website users and use of our eBook collection.

15.2 Local community services

We spent \$1.3 million in operating expenditure and \$2,000 in capital expenditure on local community services in 2013/2014.

Occupancy and maintenance costs of the Puketāpapa community centres, which are a component of the total operating expense, are under budget.

The percentage of community funding/grant recipients meeting grant obligations (e.g. financial project completion reporting) is above target.

A regional approach and timeframes were developed and implemented in 2013/2014 to standardise practice around grant obligations.

A priority area for the board was youth development and support was given to two young people to attend the Aspiring Leaders Forum in Wellington to build their

capacity as young leaders, to contribute to their communities and be successful in their chosen fields.

The Puketāpapa Youth Caucus received training on funding decision-making from the Ministry of Youth Development. The training provided good insights into making recommendations, the importance of criteria and the process of making collective decisions.

The board allocated \$40,000 to the community through grants.

The average utility for venues for hire and community centres in the Puketāpapa Local Board area is 52 per cent, this is consistent with previous years.

‘The board allocated \$40,000 to the community through grants.’

15.3 Local arts, culture and events services

We spent \$1.1 million in operating expenditure on local arts, culture and events in 2013/2014.

Recognising the importance of bringing the community together for shared fun, the board supported a number of events. These included Mataraki, the annual Kite day, Lunar and Diwali festivals and the movies and music in parks series.

The board granted \$23,000 for community led events.

The installation of a canopy planned for TSB Wallace Art Centre at Pah Homestead was delayed to allow time for further consultation.

15.4 Local parks service

We spent \$5.4 million in operating expenditure and \$3.4 million in capital expenditure on local parks in 2013/2014.

Local parks activity received the most funding, acknowledging the importance of these assets to the Puketāpapa community. Investment this year was directed toward the renewal of Keith Hay car park, installation of fitness equipment at Lovelock track, and the renewal of several playgrounds and public conveniences.

The parks and reserves maintenance standards are uniform across the region and the contractual requirements are closely monitored to ensure compliance.

‘Satisfaction levels increased for the two recreational facilities, being Cameron Pool and the Lynfield recreation centre.’

15.5 Local recreation services

We spent \$0.3 million operating expenditure and \$0.3 million in capital expenditure on local recreation services in 2013/2014.

Satisfaction levels decreased for the two recreational facilities, being Cameron Pool and the Lynfield recreation centre. Both facilities are managed under a Regional Facilities Management contract.

Capital was directed at renewal work upgrading the air conditioning, sauna and surrounds and, club room refurbishment at Cameron Pool. At Lynfield Recreation Centre squash court remediation work and equipment upgrades were completed.

15.6 Local economic development

We spent \$1.0 million in operating expenditure and \$3,000 in capital expenditure on local economic development in 2013/2014.

The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve the satisfaction rates of residents.

The planned Village Centre Upgrade (Mt Roskill/Dominion Road) was deferred and will be delivered in conjunction with the road works upgrade by Auckland Transport.

15.7 Local built and natural environment

We spent \$50,000 on local built and natural environment in 2013/2014.

The Puketāpapa Local Board worked with the Albert-Eden Local Board to develop a resource recovery plan of the combined area.

15.8 Local governance

We spent \$1.3 million in operating expenditure and \$58,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Puketāpapa Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years. Increased community engagement was evident through the development phase of the plan. The board plans to strengthen their partnership and enable increased involvement in decision-making with mana whenua through the delivery of the next local board plan.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members. .

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
15.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		87%	90%	93%
	Average number of library visits per capita		5.2	6.2	5.3
	Total library building floor space per 1,000 residents (m ²)		16	17	17
15.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		64%	75%	56%
	Percentage of community funding/grant recipients meeting grant obligations		96%	95%	37%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		80%	75%	86%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		52%	50%	52%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		86%	85%	85%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		49%	55%	39%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
15.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		94%	85%	96%
	Average number of visits to local arts facilities per 1000 residents		1606	2111	1637
	Number of participants in arts programmes at facilities per 1000 residents		108	123	123
	Percentage of participants satisfied with community art programmes overall		100%	80%	94%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		2	40	40
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		77%	85%	62%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		127	151	151
15.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		84%	75%	79%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		77%	85%	73%
	Percentage of residents who visited a local park or reserve in the last 12 months		95%	80%	88%
	The playing capacity of sports fields (playing hours per week)		419	557	557
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		100%	98%	100%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
15.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		80%	85%	81%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		81%	85%	84%
	Average number of visits to swimming pools per capita		3.7	2.6	2.7
	Average number of visits to recreation facilities (excl swimming pools) per capita		3.7	3.1	3.4
15.6 Local economic development					
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		50%	65%	56%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		48%	65%	53%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		80%	80%	No upgrades
15.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		2	2	2
	Number of environmental programmes with Māori participation		0	0	0
15.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		34%	30%	30%
	Percentage of Māori residents who feel they can participate in local board decision-making		8%	5%	5%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Keith Hay Park	The local board funding policy remains unchanged. No additional resources have been invested on improving the park.		\$3.6M	Lead	3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	410	449	
Operating Expenditure			
Local libraries	1,158	1,395	
Local community services	1,348	1,190	
Local arts, culture and events services	1,055	901	
Local parks services	5,422	5,415	
Local recreation services	294	425	
Local economic development	964	913	
Local built and natural environment	50	87	
Local governance	1,303	1,393	
Total operating expenditure	11,593	11,719	
Net expenditure	11,183	11,270	
Capital Expenditure			
Local libraries	47	12	
Local community services	2	75	
Local arts, culture and events services		359	
Local parks services	3,399	5,149	1
Local recreation services	282	162	
Local economic development	3		
Local built and natural environment			
Local governance	58	32	
Total capital expenditure	3,791	5,790	

Variances to budget:

1. The variance relates to underspend on renewals of \$900,000, and the Fearon Park project of \$400,000 and Manukau Walkway of \$400,000. The unspent funds have been deferred.

16. Rodney



For more information and to contact this local board
go to aucklandcouncil.govt.nz/rodney



The year in review

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Key investments in Rodney in 2013/2014 included \$1.8 million in developing the Warkworth Showgrounds for new netball courts, a playground upgrade and car parking. A further \$1.2 million was spent on improving sports field capacity and sports park facilities including walkways and cycleways.

Achievements

Car parks at Port Albert Reserve, Port Albert Wharf and Riverhead War Memorial Park have been sealed, and seawalls built at Whangateau, Omaha and Mangakura. The installation of lights at Shoesmith Reserve, Warkworth, will enable greater sports field use.

Local hall improvements include new car parks at South Head Hall, a new kitchen at Glasgow Park Hall (Waimauku) and an upgraded CCTV system at Helensville War Memorial Hall. Our major environmental activity was a survey of terrestrial ecological ecosystems in 168 local parks, and the information collected will inform future projects.

Local artist Ruby Watson's installation 'Ko nga Manu a te Mahurangi – Birds of the Mahurangi' on the Warkworth riverfront was blessed on 14 May 2014 followed by a community celebration.

Challenges in our area

Facility upgrades in Warkworth and Helensville were to be progressed to the construction phase by the end of the financial year. However, the planning phase for these projects has taken longer than anticipated. The Matakana playground has not been delivered due to delays in sourcing equipment. It is envisaged this will be completed by summer 2014.

The Warkworth Showgrounds toilet construction has been delayed due to unforeseen wastewater infrastructure issues. Physical works will now start in July 2014.

Road maintenance and provision of footpaths is a major challenge for the Rodney area. The local board has committed the small fund available to it (\$369,000 p.a. since 2012/2013) for a number of improvements including construction of new footpaths and footpath extensions, extending a bridleway, chip seal replacement on a local access way and construction of a mountable kerb providing a safer access point. Further projects are continuing to be delivered from this fund.

Looking forward

The Warkworth Town Hall restoration has been approved using a staged approach. Detailed design work is well underway and the aim is to begin construction in September 2014.

The Warkworth Showgrounds development will continue in stages. Floodlighting of the No.1 and No. 2 fields and netball courts will be undertaken, and a new toilet block will be constructed to replace the existing facilities. There will be a focus on the future multi-sport building which is an important partnership with this community.

Message from the chairperson

Tena kotou katoa

Greetings good people of Rodney

It has been great to see the completion of projects developed during the term of the first Rodney Local Board, such as those mentioned on the previous page as well as the skateboard ramp at Huapai and improvements to the Goodall Reserve skate park at Snells Beach. They wouldn't have happened without lots of planning and community consultation.

One of our most important projects to date has been advocating for more funding for rural roads and we are delighted that as a result of our efforts the governing body requested Auckland Transport to re-prioritise an additional \$1 million for the sealing of rural roads.

We have continued to address the inequities of the present system which leaves the Rodney Local Board area without much of what the rest of Auckland takes for granted. The Local Board Funding Policy currently does not take into account that Rodney has 46 per cent of the Auckland land mass, is largely rural, and has vast distances between its townships. We are pleased to see that the revised draft policy is more equitable.

We are thrilled with the response we've had from the community through the expos in Kumeu and Warkworth to get informal feedback in the preparation of the draft plan. It is vital that we get a steer from our communities as it's all about your future. The plan will also help inform the upcoming long-term plan 2015-2025.

We took great pleasure in hosting a volunteer recognition event in June to thank the wonderful volunteers who give their time and effort to the community. These volunteers make a difference to people's quality of life, community safety, the local environment and enrich our communities with a sense of pride and belonging. Without the efforts of these generous people, Rodney would not be what it is today.

Following the local body elections in October 2013 we welcomed three new members to the local board. We are committed to making a positive difference to the Rodney area.

Ngā mihi nui

Kind regards

Brenda Steele

Chairperson

Performance

16.1 Local libraries

We spent \$2.4 million in operating expenditure and \$38,000 in capital expenditure on local libraries in 2013/2014.

The Wellsford War Memorial Library won two awards at the Property Council of New Zealand Awards which recognise excellence and celebrate the best in the property sector.

Our key initiative was enhancing the services and resources for English Speakers of Other Languages, including languages such as Ikiribati and Tuvaluan, by sharing resources and growing collaboration with external partners.

We ran 'Make, Build, Do', an after-school workshop at Kumeu Library for 9-12 year olds aimed at engaging their imagination. An event a day at Kumeu during the April school holidays proved very popular with parents.

We ran a variety of holiday programmes across all five libraries, and joined in with the highly successful Frog Day which drew more than 600 people.

Library users are being savvy about using online services this is reflected in the increased use of digital resources. There continues to be high rates of item requests, increased participation in events and information skill programmes.

16.2 Local community services

We spent \$1.2 million in operating expenditure and \$340,000 in capital expenditure on local community services in 2013/2014.

We reviewed heating and insulation in all council-owned halls in Rodney and properties needing attention have been included in our 2014/2015 work plan. We continue to work with the community on possible uses for the old Wellsford Library building. Occupancy and maintenance costs of the Rodney community centres are under budget due to budgets not being aligned with actual costs.

The South Kaipara Repair shed provides a new and different skill development opportunity for local residents. Under the guidance of a skilled volunteer, they will learn how to repair bicycles, farm machinery and furniture, putting the items back into use.

16.3 Local arts, culture and events services

We spent \$563,000 in operating expenditure and \$2,000 on capital expenditure on local arts, culture and events in 2013/2014.

We unveiled the Mosaic Clock Tower in Warkworth, and funded arts programmes in Kumeu, Helensville and Warkworth (Kowhai). The board approved the Matakana/Point Wells Walkway project with \$72,000 from the Auckland Regional Services Trust fund.

We added to our public art with 'Ko nga Manu a te Mahurangi - Birds of the Mahurangi' on the Warkworth river front and a mural on the Warkworth Library by Mahurangi College student Grace Newson.

'We ran 'Make, Build, Do', an after-school workshop at Kumeu Library for 9-12 year olds aimed at engaging their imagination.'

16.4 Local parks service

We spent \$13 million in operating expenditure and \$3.1 million in capital expenditure on local parks in 2013/2014.

Key projects included a new skateboard ramp at Huapai and ongoing development of Warkworth Showgrounds. New volunteer groups were developed to support Buckleton's Beach and Kowhai Reserve.

‘Key projects included a new skateboard ramp at Huapai and ongoing development of Warkworth Showgrounds.’

16.5 Local recreation services

We did not spend any budget on local recreation services in 2013/2014 as there are no council-owned or operated recreation or leisure facilities in Rodney.

16.6 Local economic development

We spent \$0.6 million in operating expenditure on local economic development in 2013/2014.

The new North West District Business Association gained Business Improvement District status. This brings together seven smaller communities working collaboratively under the one business association approach. This approach is an evolution of the BID model and took nearly two years to develop for the Rodney Local Board.

The Rodney Local Board Economic Plan was officially launched with actions to improve Rodney’s economic outcomes.

16.7 Local built and natural environment

We spent \$102,000 on local built and natural environment in 2013/2014.

We surveyed terrestrial ecological ecosystems across 168 Rodney parks to identify the ecosystems within each park, the presence of threatened species, threats to biodiversity values and opportunities for ecological restoration. Three previously unidentified native plant populations, including one with a nationally critical threat ranking have been identified so far.

We began comprehensive fauna surveys in 11 of the most significant forest-clad reserves.

We provided funding support to seven schools involved in the Enviroschools programme, an action-based approach to education.

16.8 Local governance

We spent \$1.5 million in operating expenditure and \$14,000 in capital expenditure on local governance in 2013/2014.

Operating expenditure was under budget due to communication work programmes and elected members professional development not being fully used.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
16.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		94%	90%	95%
	Average number of library visits per capita		9	10	9
	Total library building floor space per 1000 residents (m ²)		33	36	33
16.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		62%	75%	56%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	63%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		74%	75%	83%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		23%	50%	24%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		95%	85%	93%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		51%	55%	51%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
16.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		91%	85%	82%
	Average number of visits to local arts facilities per 1000 residents		351	53	91
	Number of participants in arts programmes at facilities per 1000 residents		159	1	74
	Percentage of participants satisfied with community art programmes overall		94%	80%	96%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		5	9	9
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		91%	85%	Not measured
	Estimated number of attendees at council delivered and funded local events per 1000 residents		883	53	75
16.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		63%	75%	63%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		74%	85%	75%
	Percentage of residents who visited a local park or reserve in the last 12 months		91%	80%	86%
	The playing capacity of sports fields (playing hours per week)		590	1158	1158
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		94%	98%	93%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
16.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	There are no council-owned or operated recreation or leisure facilities located in the local board area and no budget is currently allocated.	—	Not measured	Not measured	Not measured
16.6 Local economic development					
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		61%	65%	66%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		50%	65%	52%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No Upgrades	80%	No Upgrades
16.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		10	6	6
	Number of environmental programmes with Māori participation		0	0	0
16.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		20%	16%	16%
	Percentage of Māori residents who feel they can participate in local board decision-making		7%	11%	11%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Warkworth Town Hall	Resource consent applied for and tender process underway		\$1.4M	Lead	1-3 years
Warkworth Showgrounds	Creation of multi - purpose sports facility, changing and toilets		\$7.5M	Lead	1-5 years
Helensville War Memorial Hall	Upgrade of basement, plans being completed		\$0.7M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	159	284	
Operating Expenditure			
Local libraries	2,445	2,727	
Local community services	1,187	1,377	
Local arts, culture and events services	563	442	
Local parks services	12,959	12,631	
Local recreation services			
Local economic development	556	521	
Local built and natural environment	102	99	
Local governance	1471	1,565	
Total operating expenditure	19,283	19,362	
Net expenditure	19,124	19,078	
Capital Expenditure			
Local libraries	38	103	
Local community services	340	1,838	1
Local arts, culture and events services	2	88	
Local parks services	3,099	3,076	
Local recreation services			
Local economic development		105	
Local built and natural environment			
Local governance	14	45	
Total capital expenditure	3,493	5,255	

Variances to annual plan:

1. The Warkworth Town Hall project was delayed but is expected to start in late 2014.

17. Upper Harbour



For more information and to contact this local board
go to aucklandcouncil.govt.nz/upperharbour



The year in review

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Key investments in Upper Harbour over 2013/2014 include the acquisition of the Sunderland Lounge and HQ Building at Hobsonville Point for community use. In local parks services, \$5.9 million was invested on improving sports field capacity, renewing sports park facilities and youth facilities. This commitment supports our priority of improving Upper Harbour's community and recreation facilities.

Achievements

We focused on improving our sports and recreational offering for our communities this year. We upgraded the popular pontoon and carpark at Rame Rd and completed the long-awaited skate park at Collins Park. The sports field at QBE Stadium was upgraded with a synthetic surface and Wainoni Park received sand carpets.

Challenges in our area

Extreme weather, associated damages and the clean-up from the tornado in the Upper Harbour area meant our budget for the year was overspent.

Transport remains a challenge due to the exponential growth in the area putting pressure on current infrastructure.

Looking forward

We developed and consulted with the community on the draft Upper Harbour Local Board Plan. We are also looking forward to the start of construction of the Albany Stadium Pool.

Message from the chairperson

On behalf of the Upper Harbour Local Board, I am pleased to reflect on our board's achievements as part of the 2013/2014 Auckland Council Annual Report.

The last three financial years have been an especially exciting time for the Upper Harbour Local Board and indeed the whole of Auckland. The new shared governance model has not been without its challenges, but as a board we have worked strongly in the spirit of co-governance to advocate and deliver on behalf of our community.

Given our considerable contribution to Auckland, our advocacy - particularly on rates - has been constant. The adoption by the governing body of a rating system with a \$350 Uniform Annual General Charge has resulted in significant rates rises for our ward. In the 2013/2014 financial year, Upper Harbour contributed \$62.8 million in rates. While there was also regional investment, this board received \$15.6 million in direct annual investment back from the governing body in the 2013/2014 financial year. We continue to advocate for a reduction in our rates and for a greater share of our significant rate contribution to be invested locally.

As the first year of Auckland Council's second term, 2013/2014 marks a significant moment in our city's history. With the help of our community, we believe we have demonstrated a strong commitment as an accessible, motivated and fiscally responsible local board. We look forward to building on this work to ensure Upper Harbour remains represented at every level of the council.

You have my assurance that the board will continue to strongly advocate for the investment that our community requires and deserves, and for a fairer return on your important rates contribution.

Brian Neeson

Chairperson

Performance

17.1 Local libraries

We spent \$1.4 million in operating expenditure on our local library in 2013/2014.

The Albany Village Library offered a number of programmes throughout the year that proved to be very popular and this is reflected in the high satisfaction levels. The programmes represented the cultural diversity of the community and included Mandarin and Russian story time, Māori Wriggle and Rhyme sessions, and celebrations for the Lunar and Matariki festivals. The library worked closely with local schools, enrolling schoolchildren and providing ongoing training on using library resources. This partnering approach is building strong community links and providing learning opportunities.

As the library's digital resources improve, users are better able to choose how and when to access services and collections. While the average number of visits to physical libraries has increased this year, we have also seen strong growth in the number of Wi-Fi and website users.

17.2 Local community services

We spent \$1.2 million in operating expenditure and \$2.5 million in capital expenditure on local community services in 2013/2014.

The \$2.5 million capital expenditure related to the purchase of a community hall and community centre at Hobsonville Point. The properties will be refurbished and the local community will be consulted on options for future use.

Community services were delivered through our partnership with the Albany community coordinator and Meadowood Community House. Projects included migrants and music in the community, and facilitating community input into developing community assets at Hobsonville Point. Community facilities in the Upper Harbour area have the highest rate of use in Auckland.

The board distributed over \$100,000 in grants to the community. We supported the Upper Harbour youth engagement initiative, a community newsletter and programmes to welcome newcomers.

17.3 Local arts, culture and events services

We spent \$406,000 in operating expenditure on local arts, culture and events in 2013/2014.

Recognising the importance of bringing the community together for shared fun, the board supported a number of events. These included the Westfield Albany summer fun series of races. This year, we introduced a kids' dash which contributed to a record number of entries. Movies were held in Collins and Rosedale parks and Meadowood Community House hosted a neighbours' day in March, attracting over 200 people. The board also provided specific events funding of \$35,000 to community groups via a contestable grant process.

17.4 Local parks service

We spent \$9.9 million in operating expenditure and \$5.9 million in capital expenditure on local parks in 2013/2014.

The clean-up costs following several severe weather events put pressure on the operating budget, resulting in an overspend of \$660,000 for the year.

Local parks activity received the most funding, acknowledging the importance of these assets to the Upper Harbour community. We completed a number of important projects.

One of our biggest achievements is the new artificial field at QBE Stadium Domain. This field is the first community artificial turf on the North Shore and will extend playing and training hours for our local sports teams. The \$2.4 million project includes a floodlit full-size rugby and football field and a smaller training field.

We completed three key projects in Greenhithe. Floodlights were installed at the Greenhithe War Memorial Reserve sports fields and we built a new skate park at Collins Park featuring ramps, rails and a half pipe. The park, which is suitable for skaters and scooter riders of all experience levels, is an example of the board's commitment to giving young people

outdoor activities to enjoy locally. We also upgraded the Rame Road wharf, pontoon and carpark to provide better access to the harbour. The wharf and pontoon are very popular with local kayakers and boaties and the wharf has already hosted several learn-to-kayak workshops for young people.

We completed consultation on the preliminary design for the Harrowglen playground with 100 per cent community support and will move onto the detailed design stage in 2014/2015.

Wainoni Park received sand carpets in response to requests for improved playing surfaces. Albany Domain is the next area scheduled to receive upgrades.

17.5 Local recreation services

We spent \$0.7 million operating expenditure and \$1.2 million in capital expenditure on local recreation services in 2013/2014.

The big focus for the year was the new Albany Stadium Pool facility. Efforts were directed towards completing the foundation work and obtaining additional funding for an education/programmable pool to support learn-to-swim initiatives. In seeking additional funding, the board were responding to requests to ensure fun activities and more structured programmes were kept separate. We took a 'do it once, do it right' approach, and received governing body support in April 2014. This long-awaited community recreation facility is now very close to construction stage.

'The big focus for the year was the new Albany Stadium Pool facility.'

17.6 Local economic development

We spent \$0.6 million in operating expenditure on local economic development in 2013/2014.

We focused on three key areas during 2013/2014. Collaboration with the North Harbour Business Association continued through the support of the Business Improvement District (BID) Partnership Programme.

We supported the rollout of ultra-fast broadband in recognition of the high number of niche technology-related businesses in our area.

At a local level, we gave priority to maintaining safe clean and vibrant town centres.

17.7 Local built and natural environment

We spent \$134,000 on local built and natural environment in 2013/2014.

We completed the feasibility study into the restoration of Christmas Beach and an investigation into the impact of the tidal flows on the environment.

Expenditure related to managing stormwater septic tanks was underspent as access issues delayed work and some systems had been upgraded.

17.8 Local governance

We spent \$1.3 million in operating expenditure and \$89,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Upper Harbour Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

We allocated \$400,000 to community-based projects, including upgrades to playgrounds and signage for local reserves. The board also allocated funds to the Albany Stadium Pool project, the Albany Community Hub project, the conversion of the community facilities in Hobsonville Point and an additional contestable community grants round.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
17.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		96%	90%	95%
	Average number of library visits per capita		3.2	4	3
	Total library building floor space per 1000 residents (m ²)		10.5	9	11
17.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		66%	75%	35%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	63%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		83%	75%	90%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		51.4%	50%	50%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the daytime		91%	85%	90%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at nighttime		53%	55%	53%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
17.3 Local arts, culture and events services					
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of arts and culture activities that contribute to Māori outcomes		0	0	0
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		93%	85%	85%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		367	74	130
17.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		75%	75%	76%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		73%	85%	79%
	Percentage of residents who visited a local park or reserve in the last 12 months		93%	80%	96%
	The playing capacity of sports fields (playing hours per week)		503	382	382
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	97%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
17.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	There are no council-owned or operated recreation or leisure facilities located in the local board area	—	Not measured	Not measured	Not measured
17.6 Local economic development					
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	✓	100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre	✓	75%	65%	77%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)	✗	63%	65%	66%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget	✓	No Upgrades	80%	0%
17.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported	✓	1	0	0
	Number of environmental programmes with Māori participation	✓	0	0	0
17.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making	✓	33%	22%	22%
	Percentage of Māori residents who feel they can participate in local board decision-making	✗	35%	62%	62%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings	✗	92%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Albany Stadium Pool	The detailed design of the pool has been developed. Construction is due to begin next year		\$21M	Lead	1-3 years
Albany community facility	The business case for this facility is being considered		\$1.2M	Lead	1-3 years
Artificial sports fields (Upper Harbour)	QBE Stadium sand field renewals completed		\$2.9M	Lead	2014
Rame Road car park and pontoon	Upgrade of wharf, pontoon and carpark completed		\$0.6M	Lead	2014

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	20	83	
Operating Expenditure			
Local libraries	1,373	1,340	
Local community services	1,164	1,168	
Local arts, culture and events services	406	353	
Local parks services	9,930	9,271	
Local recreation services	686	687	
Local economic development	625	674	
Local built and natural environment	134	226	
Local governance	1,314	1,469	
Total operating expenditure	15,632	15,188	
Net expenditure	15,612	15,105	
Capital Expenditure			
Local libraries		7	
Local community services	2,507	4,512	1
Local arts, culture and events services			
Local parks services	5,920	5,235	
Local recreation services	1,153	10,563	2
Local economic development			
Local built and natural environment			
Local governance	89	231	
Total capital expenditure	9,669	20,548	

Variances to annual plan:

1. The acquisition of Sunderland Lounge and the HQ Building was settled at a lower cost than expected. There is some refurbishment required and the budget will be deferred to fund those works. Construction of the Albany Community Hub is now scheduled for financial year 2016 and the budget for this project will be fully deferred.
2. Construction of the Albany Stadium Pool is due to start in the next financial year. The annual plan assumption was that construction would begin in 2013/2014.

18. Waiheke



For more information and to contact this local board
go to aucklandcouncil.govt.nz/waiheke



The year in review

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Key investments in Waiheke over 2013/2014 have included \$6.5 million on the new Oneroa Library and a further \$750,000 on the neighboring courtyard. A further \$700,000 was spent on the renewal in local parks services, including improving sports field capacity, renewing sports park facilities and walkway and cycleways and other small local improvement projects.

Achievements

We completed the new Waiheke Library – Waiheke Pātaka Kōrero – and upgraded the artworks courtyard to complement the new development. The library project includes significant public art pieces created in collaboration with local artist Kazu Nagakawa, Ngāti Paoa and mana whenua. Staged works to improve the Rangihoua/Onetangi Sports Park continue, including completion of a boardwalk/shared-use bridge across the wetland and appointment of a project manager for the pavilion extension project.

A project to encourage an increase in locally produced food has seen more than 300 new fruit and nut trees planted on public property including council reserves and berms on Rakino Island and in Blackpool on Waiheke Island.

Challenges in our area

The Waiheke Local Board is committed to environmentally friendly transport, stormwater and infrastructure solutions that reflect the aspirations of the community. This is challenging as it requires exploring and implementing alternative approaches, however we are determined to work with Auckland Transport to find acceptable solutions. The loss of wetlands on public and private land is concerning given their significant role in providing habitats for marine life. We are now in to our fourth year in a new council structure, and it is time to review what is working and what isn't. It has proved challenging to get integrated outcomes across council and we are working hard to ensure that council can deliver solid outcomes that reflect our aspirations.

Looking forward

Walk Waiheke is about delivering a circular route around the island and making our walkway network easy for everyone to use, including improving facilities and using interpretation. Community consultation on the development of a community swimming pool was enthusiastic and supportive. We are committed to constructing a community pool for Waiheke and are up for the challenge of galvanising our community to achieve this. We are looking forward to extending the fruit tree planting programme across Waiheke next year.

Message from the chairperson

On behalf of the Waiheke Local Board, I am pleased to reflect on our achievements as part of the 2013/2014 Auckland Council Annual Report.

Over the past eight months we have listened to what Waiheke residents are passionate about and what they feel are the priorities for our communities. With this knowledge we developed a new local board agreement and drafted our 2014-2017 Local Board Plan. As a board we advocate on Waiheke's behalf and work hard to deliver the outcomes and vision we all share for our environment and community

This annual report reviews our performance against targets, budgets, relationships and activities aimed at enhancing livability on Waiheke. We are pleased to advise that capital expenditure for the year was within budget and we will continue to monitor service levels across all our activities and facilities.

We contributed over \$44,000 supporting local events and our community funding budget of \$46,000 was fully allocated to support a wide range of community initiatives.

After many generations of advocacy from community leaders, we completed Waiheke Pātaka Kōrero - the new Waiheke Library - a space we can all be proud of.

Funding from our Small Local Improvement Project (SLIPs) discretionary budget has enabled a staged approach for wetland restoration works at Rangihoua Creek and Te Matuku. Our SLIPs budget has also been used to enhance our open space network of parks, walkways and bridleways, including new tracks and track upgrades, directional signage, and an update and reprint of the Waiheke Walkways brochure.

Community feedback during 2014/2015 local board agreement showed support for a community swimming pool and we are determining the feasibility of a community pool becoming part of the redevelopment of Te Huruhi and Waiheke High schools.

We will continue to advocate strongly to the governing body and council-controlled organisations to deliver the goals that contribute to our priority areas.

On behalf of my fellow local board members, I'd like to thank our communities for their involvement over the past financial year. We encourage active engagement between the board and communities because we believe that working together builds strong and resilient Island communities.

Paul Walden

Chairperson

Performance

18.1 Local libraries

We spent \$0.8 million in operating expenditure and \$4.9 million in capital expenditure on local libraries in 2013/2014.

Our major investment was the new Waiheke Library – Waiheke Pātaka Kōrero – which opened in July 2014 offering four times the space of the old library.

Visitor numbers were down, reflecting the transition from the old library to the new facility. However the library continued to offer programmes throughout the year that proved to be very popular and this is reflected in the reported satisfaction levels. These included a trail of imagistery, an iPad application, designed around wordless picture books and shared story telling.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources.

18.2 Local community services

We spent \$0.9 million in operating expenditure and \$5,000 in capital expenditure on local community services in 2013/2014.

Waiheke High School students worked with the Youth Advisory Panel to provide feedback on the Waiheke Local Board Plan.

We provided \$46,377 in grants to the community.

18.3 Local arts, culture and events services

We spent \$418,000 in operating expenditure on local arts, culture and events in 2013/2014.

We are engaging with the community to canvas ideas for the future use of the Artworks Precinct.

We supported a number of community events, including the Fullers Waiheke Wharf2Wharf event, which had a 10 per cent increase in participation from the previous year, Twilight Rambles, Jazz by the Sea and the Onetangi races.

The board also contributed \$45,000 by way of grants to assist the community-driven events.

18.4 Local parks service

We spent \$3.7 million in operating expenditure and \$736,000 in capital expenditure on local parks in 2013/2014.

We provided \$518,027 in capex and \$310,029 in opex to fund a number of small local improvement projects. These included walking tracks, bus shelters, signage, upgrade of the former Oneroa Bowling Club and weed control.

Other projects included the renewal of the walkway leading from Delamore Drive to Mitchell road steps, the shared-use bridge across the Wetland at Rangihoua at the Onetangi Sports Park, track upgrade at McKenzie Reserve, and installation of a new toilet at Park Point.

‘We supported a number of community events, including the Fullers Wharf2Wharf event, which had a 10 per cent increase in participation from the previous year, Twilight Rambles, Jazz by the Sea and the Onetangi races.’

18.5 Local recreation services

We spent \$109,000 operating expenditure on local recreation services in 2013/2014.

We granted \$76,000 to the Waiheke Recreation Centre Trust for operational needs. The focus for future years will be the recreational boat ramp.

18.6 Local economic development

We spent \$647,000 in operating expenditure on local economic development in 2013/2014.

We focused on maintaining safe clean and vibrant town centre streets attractive to island visitors.

18.7 Local built and natural environment

We spent \$48,000 on local built and natural environment in 2013/2014.

We provided funding to support the wetland restoration/creation programme.

‘We granted \$76,000 to the Waiheke Recreation Centre Trust for operational needs. The focus for future years will be the recreational boat ramp.’

18.8 Local governance

We spent \$1.0 million in operating on local governance in 2013/2014.

We developed and began consultation on the Waiheke Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
18.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		89%	90%	90%
	Average number of library visits per capita		11	14	12
	Total library building floor space per 1000 residents (m ²)		23	87	23
18.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		72%	75%	52%
	Percentage of community funding/grant recipients meeting grant obligations		94%	95%	45%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		70%	75%	93%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		21%	50%	28%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		95%	85%	98%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		76%	55%	75%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
18.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		100%	85%	91%
	Average number of visits to local arts facilities per 1000 residents		6148	305	5839
	Number of participants in arts programmes at facilities per 1000 residents		518	97	97
	Percentage of participants satisfied with community art programmes overall		94%	80%	91%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		5,043	6579	6579
	Number of performances provided by arts organisations who receive council arts grants		351	367	367
	Number of arts and culture activities that contribute to Māori outcomes		6	0	0
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		82%	85%	76%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		2248	1848	1848
18.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		72%	75%	76%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		82%	85%	85%
	Percentage of residents who visited a local park or reserve in the last 12 months		95%	80%	92%
	The playing capacity of sports fields (playing hours per week)		52	54	54
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		86%	98%	98%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
18.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Recreation facilities are provided by the Waiheke Recreation Centre, which is a partnership project		71%	Not measured	Not measured
18.6 Local economic development					
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		87%	65%	85%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		53%	65%	56%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		No Upgrades	80%	No upgrades
18.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		3	1	1
	Number of environmental programmes with Māori participation		0	0	0
18.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		46%	42%	42%
	Percentage of Māori residents who feel they can participate in local board decision-making		20%	6%	6%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Walk Waiheke	Construction		\$0.1M	Lead	1-3 years
Waiheke Library – Waiheke Pātaka Kōrero	Completed		\$6.5M	Lead	Opened July 2014
Onetangi Sports Pavilion extensions	Planning and construction		\$0.3M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	63	57	
Operating Expenditure			
Local libraries	783	823	
Local community services	870	776	
Local arts, culture and events services	418	373	
Local parks services	3,667	3,550	
Local recreation services	109	99	
Local economic development	647	710	
Local built and natural environment	48	42	
Local governance	1,005	1,041	
Total operating expenditure	7,547	7,414	
Net expenditure	7,484	7,357	
Capital Expenditure			
Local libraries	4,898	3,826	
Local community services	5	867	
Local arts, culture and events services	1	16	
Local parks services	736	1,252	
Local recreation services			
Local economic development			
Local built and natural environment			
Local governance		28	
Total capital expenditure	5,640	5,989	

19. Waitākere Ranges



For more information and to contact this local board
go to aucklandcouncil.govt.nz/waitakereranges



The year in review

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Key investments in Waitākere Ranges in 2013/2014 included \$6.1 million for redevelopment of Lopdell House and gallery, and \$2.1 million in local parks services, including improving sports field capacity, renewing sports park facilities, and walkway and cycleway renewals. This commitment supports our priority of improving Waitākere Ranges' community and recreation facilities.

Achievements

The heritage restoration and seismic strengthening of Lopdell House was completed in March 2014, marking a milestone in the \$18.7 million redevelopment. A new destination playground has taken shape in Parrs Park with its design reflecting Oratia's heritage as an orchard area. The park is at the crossroads of Oratia and Glen Eden. The Muddy Creeks Local Area Plan for Waima, Woodlands Park, Laingholm and Parau was adopted in February 2014. The draft Waitākere Ranges Local Board Plan 2014 was developed and approved for public consultation.

Challenges in our area

The Waitākere Ranges is ecologically significant to Auckland and is facing serious threats and challenges. Kauri dieback infects some 13 per cent of kauri in our area, Maui's dolphin remains critically endangered, and we need to improve our weed and pest management. Funding to revitalise Glen Eden town centre is needed to attract good quality urban development to an area zoned for intensification, and which will benefit from a greatly improved train service. The board has a number of advocacy areas.

Looking forward

The Lopdell Precinct is scheduled to open in November 2014, with the completion of the new contemporary art gallery - Te Uru. Construction of the Piha Domain amenities block will continue in 2014/2015. The Swanson and Little Muddy Creeks walkway projects should move to the construction phase. We will continue developing a visitor management plan. Work on the Te Henga Local Area Plan is due to start.

Message from the chairperson

This year straddled an election resulting in changed composition on the board and some time spent orienting new board members to the projects and challenges of the local board area. The Waitākere Ranges Heritage Area Monitoring Report was delivered in June 2013 and the Heritage Area Programme continues as a priority. The board started work to improve the identification and protection of heritage sites in the area, a gap which was identified in the monitoring report, and allocated funds for increased attention to ecologically damaging pest plants as a shift towards greater emphasis on the health of our forests.

Glen Eden is our largest urban area and board members believe it is poised to blossom, with its advantages of a busy town centre, contiguity with the soon-to-be-electrified rail line, good public amenities and relatively affordable housing. We are determined to see Glen Eden get on by working with the local business community and residents and by continuing to advocate to the Governing Body for greater investment in the town.

Up in Titirangi, the development of the Lopdell Precinct with a new contemporary art gallery, theatre and so on, promises an exciting feature for that unique village 'on the fringe of Heaven'.

Some of the performance measures in this report do not tell the whole story. For example, the board supports two community-run libraries that don't enter into the statistics. In the ranges, we have scattered populations who do many things for themselves, with some support from the board in the form of grants.

Much of this year has been spent developing our local board agreement and local board plan, so we have had many opportunities to get out and hear what people think. We feel privileged to have such vocal active communities who believe the West is the best place to live in Auckland.

Sandra Coney

Chairperson

Performance

19.1 Local libraries

We spent \$1.6 million in operating expenditure and \$257,000 in capital expenditure on local libraries in 2013/2014.

The drop in the number of visits and issues per capita can partly be attributed to the changing behaviour of library customers. Customers are now being more savvy about using libraries both online and for specific purposes, for example to pick up requested items or to attend a programme, rather than dropping in regularly to browse. This shift in behaviour is reflected in the increased use of digital resources, continued high rates of item requests, and increased participation in events and information skill programmes.

19.2 Local community services

We spent \$1.3 million in operating expenditure and \$42,000 in capital expenditure on local community services in 2013/2014.

Our services include providing and supporting activities in community centres, houses and halls, and development initiatives and safety programmes. Use of venues for hire and community centres is 42.8 per cent, a drop on 2012/2013. A new booking system has been introduced and should enable more users to access these facilities.

The board continues to sponsor community groups through grants and providing support via youth and ethnic programmes, as well as continuing our partnership with the Community Waitākere Charitable Trust on the shared work programme.

19.3 Local arts, culture and events services

We spent \$1.8 million in operating expenditure and \$6.1 million in capital expenditure on local arts, culture and events in 2013/2014.

The Lopdell House component of the precinct redevelopment was a significant project during the year and was completed in February. The new

purpose built gallery adjacent to Lopdell House is nearing completion.

We continued to support a number of other smaller arts facilities and multi-cultural events across our area by providing grants to local arts facilities and groups as well as sponsoring local and regional events such as movies and music in parks.

‘We completed a number of capital projects including Parrs Park sand field, the playground at Les Waygood Park, and a number of walkway renewals at Piha Domain.’

19.4 Local parks service

We spent \$4.7 million in operating expenditure and \$2.1 million in capital expenditure on local parks in 2013/2014.

Local parks received a large part of the funding, acknowledging the importance of these assets to the Waitākere Ranges community. We completed a number of capital projects including Parrs Park sand field, the playground at Les Waygood Park, and a number of walkway renewals at Piha Domain, Armour Bay and Okewa Bay. The parks and reserves operational maintenance standards are uniform across Auckland and contractual requirements are closely monitored to ensure compliance.

19.5 Local recreation services

We spent \$5,000 in operating expenditure on local recreation services in 2013/2014.

There are no council-owned or operated recreational or leisure facilities in our area. We continued to work with local groups to ensure recreation facilities are available.

19.6 Local economic development

We spent \$0.6 million in operating expenditure on local economic development in 2013/2014.

We continued to support the local Business Improvement District (BID) executive board at Glen Eden. The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve resident satisfaction rates of residents.

19.7 Local built and natural environment

We spent \$0.9 million in operating expenditure and \$409,000 in capital expenditure on local built and natural environment in 2013/2014.

The major capital work involved Project Twin Streams, a collaborative venture with our neighbouring Henderson-Massey local board, using contractors and volunteers to improve stormwater quality, promote ecosystem rehabilitation and implement flood mitigation.

The board also supported a number of environmental programmes such as the Sustainable Living Centre and War on Weeds project.

19.8 Local governance

We spent \$1.2 million in operating expenditure and \$9,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Waitākere Ranges Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

‘The major capital work involved Project Twin Streams, a collaborative venture with Henderson-Massey local board, using contractors and volunteers to improve stormwater quality, promote ecosystem rehabilitation and implement flood mitigation.’

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
19.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		92%	90%	93%
	Average number of library visits per capita		6.1	7.4	6.2
	Total library building floor space per 1000 residents (m ²)		23	25	23
19.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		67%	75%	28%
	Percentage of community funding/grant recipients meeting grant obligations		100%	95%	87%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		91%	75%	80%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		43%	50%	54%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		87%	85%	85%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		34%	55%	42%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
19.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		95%	85%	89%
	Average number of visits to local arts facilities per 1000 residents		1224	1471	1250
	Number of participants in arts programmes at facilities per 1000 residents		330	305	305
	Percentage of participants satisfied with community art programmes overall		96%	80%	93%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		8,862	23,244	12,144
	Number of performances provided by arts organisations who receive council arts grants		133	158	96
	Number of arts and culture activities that contribute to Māori outcomes		162	100	100
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		95%	85%	90%
	Number of attendees at performances provided by arts organisations who received council arts grants		2642	326	1012
19.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		66%	75%	69%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		77%	85%	70%
	Percentage of residents who visited a local park or reserve in the last 12 months		91%	80%	92%
	The playing capacity of sports fields (playing hours per week)		170	164	164
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		96%	98%	89%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
19.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	There are no council-owned or operated recreational or leisure facilities in the local board area.	—	Not measured	Not measured	Not measured
19.6 Local economic development					
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	✓	100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre	✗	50%	65%	55%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)	✗	49%	65%	56%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget	✓	No upgrades	80%	No upgrades
19.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported	✓	9	3	3
	Number of environmental programmes with Māori participation	✓	1	0	0
19.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making	✓	28%	21%	21%
	Percentage of Māori residents who feel they can participate in local board decision-making	✗	20%	33%	33%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings	✓	100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Lopdell Precinct	Scheduled to open in November 2014, with the completion of the new contemporary art gallery - Te Uru		\$12.8M	Lead	2-5 years
Piha Domain amenities block	Physical works now underway, estimated completion date end of October 2014		\$1.1M	Lead	1-3 years
Swanson and Little Muddy Creeks walkways	Design of track completed. Next steps are consultation with neighbours followed by lodging of resource consent before construction phase		\$1.0M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	82	268	
Operating Expenditure			
Local libraries	1,552	1,588	
Local community services	1,304	1,195	
Local arts, culture and events services	1,757	1,807	
Local parks services	4,728	4,987	
Local recreation services	5	6	
Local economic development	599	299	
Local built and natural environment	877	1,243	
Local governance	1,159	1,167	
Total operating expenditure	11,981	12,292	
Net expenditure	11,899	12,024	
Capital Expenditure			
Local libraries	257	147	
Local community services	42	355	
Local arts, culture and events services	6,092	6,400	
Local parks services	2,126	3,206	
Local recreation services	0		
Local economic development	0		
Local built and natural environment	409	594	
Local governance	9	85	
Total capital expenditure	8,935	10,787	

20. Waitematā



For more information and to contact this local board
go to aucklandcouncil.govt.nz/waitemata



The year in review

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Key investments in Waitematā in 2013/2014 included \$2.6 million in local parks services, including improving sports field capacity, renewing sports park facilities, and walkway and cycleway renewals. Studio One Toi Tū and the ground floor of the Central Library have been extensively refurbished and this commitment supports our priority of improving Waitematā's community and recreation facilities

Achievements

Refurbishment of Studio One Toi Tū (formerly Artstation Toi Tū) with new galleries, studios for hire, and creative workshop space for community use. We developed plans to ensure a comprehensive approach is taken in allocating funding to effectively respond to the challenges facing our area. These plans cover greenways, K Road and Newton, a Low Carbon Action Plan, and Pt. Resolution and Ponsonby Road. We delivered projects with significant environmental and social benefits including drinking fountains in local parks, the Waipapa Stream ecological restoration project to improve the habitat for native birds, insects and lizards, and artwork on utility boxes. The board initiated and funded the POP project a concept designed to connect strangers, fuse creativity and to create community on every street corner.

Challenges in our area

Improvements in our renewals process and the creation of 10-year development plans enable us to identify significant opportunities to improve parks and open spaces. However, many of these opportunities are not currently budgeted and, therefore, need prioritisation. The challenges in the rich cultural and archaeological heritage of a number of our parks can result in development or upgrading challenges, delays and variations to timeframes and budgets.

Looking forward

We want Pioneer Women's and Ellen Melville halls reconfigured as a modern, activity community centre with up-to-date technology and activities at affordable price, and well connected to Freyberg Square. Redevelopment is scheduled to start in 2015. The Myers Park upgrade will focus on safety with improved lighting, surveillance, enhanced accessibility and a better link with Aotea Square. There will also be an expanded playground. Last financial year we received resource consent to start the Weona section of the coastal walkway, and design and costings are being finalised. We continue to advocate for better pedestrian and cyclist safety and increasing cycle infrastructure through a secured regional on-road greenways budget, as well as advocating for a community recycling centre to reduce waste going to landfill.

Message from the chairperson

On behalf of the Waitematā Local Board, I am pleased to reflect on the Waitematā Local Board's achievements as part of the 2013/2014 Auckland Council Annual Report.

We are privileged to have one of Auckland's most engaged and active communities, which is evident in the commitment and passion shown by those who have contributed their time to provide their views on the draft plans and concepts for Waitematā.

We have worked hard to advocate for our communities to the governing body and council-controlled organisations, particularly in regard to heritage protection, waste minimisation, and better walking and cycling infrastructure to improve transport choices. We are now starting to see the results of some of these advocacy positions such as the progress made towards completing the Auckland Cycle Network with dedicated cycleways and improving community facilities at Pioneer Women's Hall.

With the help of our community we believe we have demonstrated a strong commitment to being an accessible, motivated and fiscally responsible local board. We have continued to work constructively with the governing body on the development of regional policy, including playing an active role in the finalisation of the Local Board Funding Policy. We have also continued to work with other local boards in the allocation of sub-regional funding through the Central Facilities Partnership Fund and through collaboration with Albert-Eden and Puketāpapa local boards we have undertaken a scoping research to produce a business case for the provision of a community recycling centre to service Waitematā.

We have continued to operate within budget to deliver against the Auckland Plan and our local board plan. Looking ahead we will carry on ensuring quality decisions are being made, which reflect the community's preferences and ambitions and we will strongly advocate for the investment that our community requires and for a fair return on your rates contribution.

Shale Chambers

Chairperson

Performance

20.1 Local libraries

We spent \$8 million in operating expenditure and \$0.6 million in capital expenditure on local libraries in 2013/2014.

We invested in maintaining and operating our four libraries.

Investments were made at the Central Library to upgrade the main switchboard, and refurbish the children's area, carpet and toilets. Structural work including the roof of the Leys Institute was completed.

We extended hours for the Parnell, Leys and Grey Lynn libraries from September 2013.

Across the four libraries, we offered a variety of programmes that proved to be very popular and are reflected in the high satisfaction levels. The programmes represented the cultural diversity of the community and included celebrations for the Lunar, Pasifika and Matariki festivals. The libraries worked closely with local schools, enrolling school children and providing ongoing training using library resources. This partnering approach is building strong community links and providing learning opportunities.

The number of Wi-Fi users continued to grow, and this growth was mirrored in the increase in the collection of eBooks and digital resources, reflecting a shift in behaviour.

20.2 Local community services

We spent \$1.5 million in operating expenditure and \$108,000 in capital expenditure on local community services in 2013/2014.

The major capital project was the redevelopment of the Pioneer Women's and Ellen Melville halls to create the only community centre in the city centre. This project was delayed to integrate with the Freyberg Square redevelopment and is scheduled for 2014/2015. The delay resulted in an underspend of \$2 million.

From April to June 2014, we ran a POP programme in public spaces throughout the city centre. The programme was developed by artists to create events that popped up in unexpected places to generate play

and discovery in urban environments. An estimated 17,000 people took part.

Community services were delivered through the partnerships with the Parnell Trust, Grey Lynn and Ponsonby community centres. Projects included a health and sustainable living programme focused on growing food and sustainable living, and the Gym Kids programme aimed at preschool children. The community facilities in the Waitematā area have utilisation rates similar to last year.

We distributed over \$100,000 in grants to a wide range of community groups.

20.3 Local arts, culture and events services

We spent \$1.2m in operating expenditure and \$366,000 in capital expenditure on local arts, culture and events in 2013/2014.

Artstation Toi Tū had a major refurbishment and re-opened as Studio One Toi Tū in June 2014. Two major city centre artworks were opened - David Svennson's *Eyelight Lane* in Fort lane and Reuben Paterson's *Andale* at the Newmarket train station. Both artworks add to the rich urban environment within our board area.

The board hosted a number of arts and cultural events including Christmas in the Park, the annual Christmas parade, Diwali and Taste of Auckland. On a smaller scale, these larger events were complimented by POP projects, the New Zealand International Comedy Festival and a community craft market.

20.4 Local parks service

We spent \$15.9 million in operating expenditure and \$2.6 million in capital expenditure on local parks in 2013/2014.

Local parks received the most funding, acknowledging the large number of local parks within the Waitematā Local Board.

We progressed the upgrade of Myers Park, restoration of the Symonds Street Cemetery, continued the three-year programme to install new drinking fountains in parks, and upgraded sports fields to increase playing hours. Artificial turfs were installed at Seddon Fields in

Westmere and a cricket wicket installed at Western Springs Park.

The board made significant progress in developing a robust approach to planning, managing and developing our open space network in Waitematā through improvements in our renewals process and the creation of 10-year development plans. These plans enable us to identify significant opportunities to improve the parks and open spaces. Many of these opportunities are not currently budgeted for and, therefore, need to be prioritised and planned over future years. A number of Waitematā parks have a rich cultural and archeological heritage which can create challenges when developing or upgrading these areas. This can result in delays and unavoidable variations to the project timeframe and budget.

20.5 Local recreation services

We spent \$3.3 million operating expenditure and \$189,000 in capital expenditure on local recreation services in 2013/2014.

The council-operated Tepid Baths had a successful year with facility memberships, Learn to Swim registrations and general visits increasing. Minor capital works projects have been completed which have improved the operational efficiencies and customer enjoyment. Additional physiotherapy space has been developed and a coffee bar integrated within reception.

Pt. Erin Pool partnered with Delamore Support Services to promote the benefits of exercise, and social engagement by participating in well-being activities. Parnell Baths worked with local schools to promote water safety and basic survival skills.

20.6 Local economic development

We spent \$11 million in operating expenditure on local economic development in 2013/2014.

Our key priorities were to improve the local economy. This was achieved by working in partnership with the six business improvement districts and business association within the local board boundary.

Funding was provided to Auckland Wi-Fi to allow free and low-cost access to the internet in Newmarket and give local business and other groups an opportunity to promote themselves.

We delivered several major events, including the BMX world championships in July 2013, a first for Auckland.

At a local level, maintaining safe clean and vibrant town centres remained a priority.

20.7 Local built and natural environment

We spent \$125,000 on local built and natural environment in 2014/2015.

The board provided funding and worked with the community on the restoration of the Waipapa Stream, clearing the site, removing pest plants and then planting.

We are committed to resource recovery for the sustainable management of resources, local resource recovery, community engagement and waste minimisation in the central city. Together with Puketāpapa and Albert-Eden local boards we applied for funding for a business case to develop a community recycling centre across the three boards. A community recycling centre would be a flagship site in the resource recovery network detailed in Auckland Council's Waste Management and Minimisation Plan and a contributor to the council's aspirational goal of zero waste to landfill by 2040. We also strongly advocated for site selection, progression of the centre and waste minimisation practice at governing body level.

We had several stormwater projects to mitigate flooding and reduce inflows into the combined sewer network. The upgrade for Carlton Gore Road was completed and the Napier Street project is under construction. Other projects in design will benefit Freemans Bay, Picton Street and Newmarket.

Four schools in our area received WasteWise facilitator support as part of the waste minimisation outreach programme.

20.8 Local governance

We spent \$1.3 million in operating expenditure and \$21,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Waitematā Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

Performance measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
20.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		92%	90%	93%
	Average number of library visits per capita		19	23	23
	Total library building floor space per 1000 residents (m ²)		71	60	71
20.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		65%	75%	52%
	Percentage of community funding/grant recipients meeting grant obligations		95%	95%	47%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		87%	83%	80%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		43%	50%	44%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the daytime		80%	85%	82%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at nighttime		48%	55%	40%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
20.3 Local arts, culture and events services					
Provide opportunities and facilities for the community to experience and enjoy the arts	Percentage of visitors satisfied with council arts facilities overall		89%	85%	86%
	Average number of visits to local arts facilities per 1000 residents		343	305	416
	Number of participants in arts programmes at facilities per 1000 residents		48	273	168
	Percentage of participants satisfied with community art programmes overall		91%	96%	88%
Deliver, facilitate and fund diverse and high-quality arts and cultural programmes	Number of attendees at performances provided by arts organisations who received council arts grants		29,170	89,250	99,335
	Number of performances provided by arts organisations who receive council arts grants		379	525	975
	Number of arts and culture activities that contribute to Māori outcomes		56	25	25
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		84%	85%	80%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1195	1061	1061
20.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		75%	75%	81%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		74%	85%	83%
	Percentage of residents who visited a local park or reserve in the last 12 months		95%	93%	93%
	The playing capacity of sports fields (playing hours per week)		510	389	389
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		99%	98%	98%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
20.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with swimming pool facilities and programmes overall		85%	86%	86%
	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)	—	Not measured	86%	86%
	Average number of visits to swimming pools per capita		0.9	8.8	4.9
	Average number of visits to recreation facilities (excl swimming pools) per capita		0.9	0.6	0.6
20.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		67%	65%	63%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		66%	65%	67%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		80%	80%	0%
20.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		2	1	1
	Number of environmental programmes with Māori participation		0	0	0
20.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		32%	35%	35%
	Percentage of Māori residents who feel they can participate in local board decision-making		12%	49%	49%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Pioneer Women's Hall redevelopment	This project was delayed to integrate with the Ellen Melville Hall and the Freyberg Square redevelopment and is scheduled for 2014/2015		\$2.2M	Lead	1-3 years
Myers Park upgrade	Phase 1 of the development will be completed by early 2015. Phase 2 the parks development plan will see a better connection with Aotea Square		\$0.4M	Lead	1-3 years
Waitematā Coastal walkway	Work is starting on the Weona-Westmere section of the Meola Reef to Pt. Resolution walkway		\$0.4M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	2,951	2,726	
Operating Expenditure			
Local libraries	8,019	8,239	
Local community services	1,472	1,773	
Local arts, culture and events services	1,208	1,158	
Local parks services	15,883	18,135	1
Local recreation services	3,348	4,038	
Local economic development	11,103	11,918	
Local built and natural environment	125	177	
Local governance	1,325	1,365	
Total operating expenditure	42,483	46,803	
Net expenditure	39,532	44,077	
Capital Expenditure			
Local libraries	564	165	
Local community services	108	2,143	2
Local arts, culture and events services	366	257	
Local parks services	2,631	4,663	3
Local recreation services	189	55	
Local economic development	5	101	
Local built and natural environment			
Local governance	21	139	
Total capital expenditure	3,884	7,523	

Variances to annual plan:

1. The allocation of the budget for maintenance costs was overstated, resulting in a favorable variance. The allocation will be corrected for 2014/2015.
2. The development of the Pioneer Woman's Hall and Ellen Melville Hall was delayed and is now due for completion in 2014/2015.
3. There was insufficient staff capacity to deliver the entire renewal programme.

21. Whau



For more information and to contact this local board
go to aucklandcouncil.govt.nz/whau



The year in review

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Key investments in Whau over 2013/2014 included \$2.3 million in local parks services, including improving sports field capacity, renewing sports park facilities, and walkway and cycleway renewals. This commitment supports our priority of improving Whau's community and recreation facilities.

Achievements

We promoted the redevelopment of Avondale, focusing on housing, community and leisure facilities, and planned for the Crown Lynn redevelopment. The new Kelston Community Hub opened and is now a successful community-run enterprise. We upgraded Ambrico studio and the New Lynn Night Market continues to flourish. Completion of our economic development and greenways plans and environmental activities report enabled the board to focus the draft long-term plan. We supported research which considers the case for more arts and cultural activity in Whau. Major parks work included upgrades at Crum and Ken Maunder parks, and Henry and Riversdale reserves. The daylighting of the La Rosa Stream included art works, new paths and planting.

Challenges in our area

The council's landowner engagement in Avondale is still to deliver the high-quality developments the board and community seeks. We will continue looking for opportunities to provide more housing and workplaces in Avondale and New Lynn. The Trent Street to Harbutt Reserve link is still at concept stage. Several track and walkway projects, including Gittos Domain, Archibald Park and Green Bay Beach walkway, have not progressed as quickly as expected due to consenting needs. We are reviewing the Youth Connections project to ensure it operates at a more strategic level. The upgrade of community rooms at 50a Rosebank Road has fallen behind due to unexpected work.

Looking forward

We will implement our economic development plan, update the Rosebank 2030 Plan and develop a New Lynn Value Proposition. We will act on our arts and cultural research by engaging an arts activity broker. The Neighbourhood Greenways programme has moved to concept plan development and a Whau Boardwalk Trust has been launched as a public/civic partnership. We will use our environmental activities report to develop a Whau River public access and community clean-up programme. We will continue to advocate through the community facility network planning process for a new Avondale multi-use community/leisure facility and aquatic facilities.

Message from the chairperson

Tena kotou katoa

On behalf of the Whau Local Board, I am pleased to reflect on the board's achievements as part of the 2013/2014 Auckland Council Annual Report.

While many aspects of the new council structure have settled in, some parts of the shared-governance model have continued to be challenging. We are continuing to look for opportunities to make improvements and to advocate and deliver on behalf of our community efficiently and effectively.

Redevelopment of New Lynn and Avondale continued to be our top priorities. New Lynn is progressing but for too long Avondale has been overlooked. Over the past year we have championed engagement with the Avondale community and planning for significant sites in Avondale. We have supported advocacy to landowners to support them in investing in Avondale and commissioned an initial needs assessment to support investment in new leisure and community facilities. We will continue to advocate for significant funding through the upcoming long-term plan for the revitalisation of Avondale, including new community facilities and quality housing.

We have improved how we get around in the Whau. Over the last year we have overseen the development of a Greenways Plan, a network of walking and cycling routes connecting our neighbourhoods. These links provide an alternative to cars to get to your local shops, schools and churches. We are also supporting the Whau coastal boardwalk that will join communities, provide links, showcase the river and its wildlife and open up the Whau River to recreational use once again.

Our towns and industrial areas are important economic centres generating work and prosperity. Over the past year, the board has developed an economic plan to support their strength and growth.

Above all, we support our diverse communities in making Whau a wonderful place to live. We have built on the board's networks and opened up new links to our diverse cultural community.

Catherine Farmer

Chairperson

21.1 Local libraries

We spent \$2.7 million in operating expenditure and \$94,000 in capital expenditure on local libraries in 2013/2014.

We met all our library targets. Our libraries at Avondale, Blockhouse Bay and New Lynn reflected the continued growth in Wi-Fi users and this was mirrored in the increase in the collection of eBooks and digital resources. Events celebrating Pasifika and Diwali were well attended and reading programmes such as Dare to Explore proved very popular during the school holidays.

‘The New Lynn Night Market continues to develop as a place-making initiative giving people a safe, accessible, family friendly experience in the heart of New Lynn.’

21.2 Local community services

We spent \$1.4 million in operating expenditure on local community services in 2013/2014.

Community services include providing and supporting activities in the Avondale, New Lynn, Blockhouse Bay, Kelston Hub and Green Bay community centres and houses. Average use of our venues for hire and community centres is 37.7 per cent. A new booking

system has been introduced and is expected to enable more users to access these facilities.

The New Lynn Night Market continues to develop as a place-making initiative giving people a safe, accessible, family friendly experience in the heart of New Lynn.

21.3 Local arts, culture and events services

We spent \$0.7m in operating expenditure and \$109,000 in capital expenditure on local arts, culture and events in 2013/2014.

We completed the Ambrico Studio upgrade at the end of 2013 and further heritage conservation matters related to the historic Ambrico Kiln are in progress.

A new resident-led arts collective has been formed as a result of the Creative Spaces project called ‘Whau the People’ to develop neighbourhood arts initiatives. Events such as Whau Flotilla attracted over 300 locals. The Avondale Movies in Parks and the annual Rhythm at Riversdale showcased our collaborative partnership with organisations, including Sport Waitākere, Auckland Football and Avondale Athletics Club, to deliver a successful community event.

21.4 Local parks service

We spent \$7.6 million in operating expenditure and \$2.3 million in capital expenditure on local parks in 2013/2014.

Local parks activity received the most funding, acknowledging the importance of these assets to the Whau community. We completed a number of capital projects including Crum Park sand field upgrade, Riversdale Reserve Playground upgrade and Archibald Park boardwalks.

The development of New Lynn has continued with a focus on planning for the Crown Lynn redevelopment, including support for Make-Believe, Auckland University’s Crown Lynn urban park visioning project.

The parks and reserves maintenance standards are uniform across the region and the contractual requirements are closely monitored to ensure compliance.

21.5 Local recreation services

We spent \$287,000 operating expenditure on local recreation services in 2013/2014.

There are no council-owned or operated recreation or leisure facilities located in our board but we do provide services by hiring venues for our community. We will continue to advocate for a recreation centre for our community.

21.6 Local economic development

We spent \$1.1 million in operating expenditure on local economic development in 2013/2014.

We adopted the Whau Local Economic Development Action Plan in April 2014. The plan outlined a series of actions to improve economic outcomes in our board. We approved the New Lynn Value Proposition project which aims to understand market perceptions of New Lynn and then develop a clear concise message about the business, investment and development opportunities in New Lynn that can be communicated to the market.

We continued to support to local Business Improvement Districts' (BIDs) executive boards, including Avondale, Blockhouse Bay, New Lynn and Rosebank Business Development Community.

The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve the satisfaction rates of residents.

21.7 Local built and natural environment

We spent \$200,000 on local built and natural environment in 2013/2014.

We continued working with local organisations to establish three new sustainable neighbourhoods programmes, implement a waste minimisation plan for New Lynn Night Market and support a month-long Eco Fest on sustainable living.

21.8 Local governance

We spent \$1.3 million in operating expenditure and \$29,000 in capital expenditure on local governance in 2013/2014.

We developed and began consultation on the Whau Local Board Plan which details our vision for the next three years. The plan will guide the development of the council's long-term plan (10-year budget) which is reviewed every three years.

Local government elections were held in October, followed by swearing-in and induction of newly-elected members.

‘The maintenance of town centre street cleaning and gardens contracts will be closely monitored to improve the satisfaction rates of residents.’

Performance Measures

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
21.1 Local libraries					
Provide safe, welcoming and accessible library facilities for customers to access library services	Percentage of customers satisfied with overall services provided by libraries		92%	90%	91%
	Average number of library visits per capita		9.4	9.2	8.7
	Total library building floor space per 1000 residents (m ²)		29	28	29
21.2 Local community services					
Provide local community development resources, funds and programmes that build community well-being	Percentage of community groups satisfied with assistance and advice provided		60%	75%	36%
	Percentage of community funding/grant recipients meeting grant obligations		95%	95%	100%
Provide community halls, centres and houses that meet the recreational and social needs of the local community	Percentage of users satisfied with community centres and community houses		84%	75%	92%
	Percentage of available time community centres and halls are used (actual hours used compared to hours available)		38%	50%	44%
Improve community safety through delivery of programmes and initiatives with partner organisations and the community	Percentage of respondents who perceive that their neighbourhood is reasonably safe in the day time		80%	85%	88%
	Percentage of respondents who perceive that their neighbourhood is reasonably safe at night time		30%	55%	42%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
21.3 Local arts, culture and events services					
Deliver and facilitate events that meet local community needs	Percentage of attendees satisfied with council provided local events overall		71%	85%	71%
	Estimated number of attendees at council delivered and funded local events per 1000 residents		1473	53	437
21.4 Local parks services					
Develop and maintain local park network to cater for community needs	Percentage of residents satisfied with the provision (location and distribution) of local parks and reserves		77%	75%	74%
	Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches		71%	85%	73%
	Percentage of residents who visited a local park or reserve in the last 12 months		92%	80%	94%
	The playing capacity of sports fields (playing hours per week)		611	594	594
	Percentage of local parks and reserves maintenance standards achieved as per contractual requirements		94%	98%	98%

Levels of service	Measures	2014 status	2014 actual	2014 target	2013 actual
21.5 Local recreation services					
Provide safe and accessible facilities and programmes that support recreation and leisure activities	Percentage of customers satisfied with recreation centre facilities and programmes overall (excl swimming pools)		80%	85%	81%
	Average number of visits to recreation facilities (excl swimming pools) per capita		0.5	0.6	0.7
21.6 Local economic development					
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		100%	75%	100%
Develop and maintain safe, clean and vibrant commercial town centres and street environments	Percentage of residents satisfied with cleanliness of their local town centre		58%	65%	62%
	Percentage of residents satisfied with the quality and maintenance of the street environment (trees and gardens)		54%	65%	60%
	Percentage of agreed street environment upgrade programmes and initiatives completed on time and within budget		5%	80%	No upgrades
21.7 Local built and natural environment					
Provide leadership and support to protect and conserve the region's natural environment and cultural heritage	Number of environmental programmes led or supported		14	13	13
	Number of environmental programmes with Māori participation		0	0	0
21.8 Local governance					
Ensure the community can participate and contribute to local board decision-making	Percentage of residents who feel they can participate in local board decision-making		28%	26%	26%
	Percentage of Māori residents who feel they can participate in local board decision-making		15%	30%	30%
	Percentage compliance with statutory requirements for publishing agenda and minutes for local board meetings		100%	100%	100%

Key projects and initiatives

Key project/initiative	Progress report	2014 status	Est. cost	Our role	Est. timing
Capital projects					
Ambrico Studio/Kiln	The studio was completed. The heritage conservation of the Ambrico Kiln has been scoped for the tender process to start		\$0.2M	Lead	1-3 years
Brains Park - courts and improvements	Physical works nearing completion, due to complete by end of July 2014		\$0.3M	Lead	1-3 years

Financial information

\$000	Actual 12 months to 30 June 2014	Annual Plan 12 months to 30 June 2014	Reason for significant variance
Total operating revenue	244	468	
Operating Expenditure			
Local libraries	2,737	2,775	
Local community services	1,428	1,396	
Local arts, culture and events services	667	730	
Local parks services	7,646	7,209	
Local recreation services	287	291	
Local economic development	1,129	1,374	
Local built and natural environment	198	204	
Local governance	1,273	1,334	
Total operating expenditure	15,365	15,313	
Net expenditure	15,121	14,845	
Capital Expenditure			
Local libraries	94	109	
Local community services	12	919	1
Local arts, culture and events services	109	27	
Local parks services	2,294	2,508	
Local recreation services	0	308	
Local economic development	4	134	
Local built and natural environment	0	7	
Local governance	29	37	
Total capital expenditure	2,542	4,049	

Variances to budget:

1. Delays in design/consent and physical work programmes on community facility renewals e.g. New Lynn and Avondale community centres.

Customer surveys



For more information and to contact your local board
go to aucklandcouncil.govt.nz/localboards



Information on customer surveys

The annual report contains results generated using customer surveys. A suite of different surveys were commissioned to deliver the required performance measurement data for the annual report. These surveys were carried out face-to-face, or on the phone or via independent online research panels.

The most comprehensive customer survey Auckland Council undertakes is the Annual Residents' Omnibus Survey. Other surveys targeting specific customer groups were also undertaken during the reporting period. These included surveys of applicants of community grants, visitors to regional facilities (such as leisure centres, community and arts facilities), parks (both local and regional), event attendees, housing for older people tenants, and mana whenua. The full results from each of these surveys are reported separately, with detailed reports and technical notes such as sampling and significance testing and are provided to each department responsible for that service area.

Peer review

The council commissioned the University of Auckland to conduct an independent peer review of both qualitative and quantitative research approaches used to collect and report data for the Annual Report. This is in line with the council's commitment to deliver a research programme that aligns with best practice and technical excellence. The council intends to continue to work in partnership with the University of Auckland to identify ongoing opportunities for technical improvement in planning and delivering the 2014/2015 Annual Report Research Programme.

Margin of error

Margin of error is an important statistic that indicates how well the sample represents the population. It also indicates that survey data provide a range, not a specific number. A survey with a margin of error of plus or minus 3 percent, for example, simply means that the 'true' result falls within three percentage points above or below the percentage reported. The larger the margin of error, the less confidence one should have that the poll's reported results are close to the 'true' figures; that is, the figures for the whole population. In a general sense, margin of error decreases as the sample size increases.

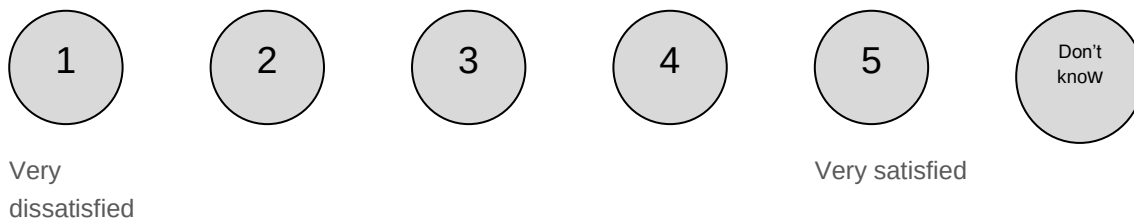
Level of confidence

Our survey results have a 95 per cent level of confidence. Level of confidence is a measure of the reliability of a result. A confidence level of 95 per cent means that there is a probability of at least 95 per cent that the result is reliable.

Interpreting survey results

Auckland Council has adopted a standard 5-point satisfaction scale for its customer surveys.

The scale is as follows



For each survey, respondents were asked to respond to questions on a standard 5 point scale.

- 5 or 4 – This represents respondents who were satisfied. This is the result reported in this document.
- 3 – This represents respondents who were neutral.
- 1 or 2 - This represents respondents who were not satisfied.
- Don't Know – This represents respondents who did not know.

In addition to the top two scores or percentage of survey participants giving a rating of either four or five, margin of error information which is important to know when interpreting results are also provided in this document.

Further information on the technical details for each survey can be provided upon request.

Our performance measures



This year, we have adopted a new approach to reporting progress against targets.

Achieved	Substantially achieved	Not achieved but progress made	Not achieved	No result
				

1.1 Local libraries customer satisfaction survey

Professional independent research provider

Gravitas

Fieldwork period

Between 17 February and 29 March 2014

Final report date and title

Local Library Report 27 July 2014

Survey respondents

Consistent with 2012 and 2013, respondents were library customers who had visited an Auckland library in person in the four months prior to the survey. With the exception of library staff and those younger than 15 years, all library customers were eligible to participate in the in-library survey, irrespective of their library membership status, reason or length of visit. Surveys were undertaken in each Auckland library, including the four mobile libraries. Invitations to participate in the online survey were also sent to a random selection of customers identified from the membership database.

Method

A mixed method approach was employed using an 'introduced' self-completion survey conducted in-library. On-site interviewing staff were used to 'introduce' the survey to customers, invite/encourage them to take part, to be available to respondents while they were completing the questionnaire in case they had questions, and to collect back completed questionnaires and thank them for their help. A complementary online survey of a sample of the library membership database was also done.

The data has been weighted so that the demographic and behavioural profile of the online survey sample matches that of the in-library (randomly selected) sample, and the contribution of each library to the total result is relative to its patronage.

Comments

Results for local boards with small sample sizes (n<30)* are indicative only and should be read with caution

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
1 Local libraries					
Percentage of customers satisfied with overall services provided by libraries- local	Albert-Eden		90%	n=383	± 5.0%
	Devonport-Takapuna		88%	n=341	± 5.3%
	Franklin		91%	n=284	± 5.8%
	Great Barrier		89%	n=28*	± 18.5%
	Henderson-Massey		89%	n=640	± 3.9%
	Hibiscus and Bays		94%	n=399	± 4.9%
	Howick		91%	n=498	± 4.4%
	Kaipātiki		93%	n=374	± 5.1%
	Māngere-Ōtāhuhu		89%	n=425	± 4.8%
	Manurewa		88%	n=216	± 6.7%
	Maungakiekie-Tamāki		93%	n=422	± 4.8%
	Orākei		96%	n=290	± 5.8%
	Ōtara-Papatoetoe		85%	n=439	± 4.7%
	Papakura		93%	n=110	± 9.3%
	Puketāpapa		87%	n=125	± 8.8%
	Rodney		94%	n=570	± 4.1%
	Upper Harbour		96%	n=122	± 8.9%
	Waiheke		89%	n=111	± 9.3%
	Waitākere Ranges		92%	n=207	± 6.8%
	Waitematā		92%	n=671	± 3.8%
	Whau		92%	n=330	± 5.4%
Percentage of customers satisfied with overall services provided by libraries	Regional result Target 90%		91%	7,262	± 1.1%

2.1 Local community centres customer satisfaction survey

Professional independent research provider

Colmar Brunton NZ

Fieldwork period

Between 26 May – 22 June 2014

Survey respondents

The population surveyed was defined as individuals who had hired a community centre or hall in the last 12 months. These include both casual and regular hirers.

Method

The survey was conducted using a mixed methodology of online, telephone and self-completion to account for the different types of contact details of hirers that were available on the Auckland Council database.

The survey was run in 128 community halls/centres across the Auckland region.

Comments

The sample sizes achieved at the local board level depended on the accessibility of names of hirers from each of the community hall/centres register of hirers.

For some local boards, the total number of hirers was low. Results for local boards with small sample sizes ($n < 30$)* are indicative only and should be read with caution.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
2.1 Local community centres					
Percentage of users satisfied with community centres and houses	Albert-Eden		77%	n=88	+ 3.5%
	Devonport-Takapuna		100%	n=10*	+ 30.1%
	Franklin		81%	n=53	+ 13.5%
	Great Barrier		Not measured	NA	NA
	Henderson-Massey		71%	n=56	+ 13.1%
	Hibiscus and Bays		81%	n=31	+ 17.6%
	Howick		76%	n=34	+ 16.8%
	Kaipātiki		73%	n=37	+ 16.1%
	Māngere-Ōtāhuhu		65%	n=17*	+ 23.8%
	Manurewa		75%	n=8*	+ 34.6%
	Maungakiekie-Tamāki		87%	n=64	+ 12.3%
	Orākei		90%	n=67	+ 12.0%
	Ōtara-Papatoetoe		76%	n=29*	+ 18.2%
	Papakura		50%	n=20*	+ 21.9%
	Puketāpapa		80%	n=56	+ 13.1%
	Rodney		74%	n=19*	+ 22.5%
	Upper Harbour		83%	n=23*	+ 20.4%
	Waiheke		70%	n=10*	+ 30.1%
	Waitākere Ranges		91%	n=34	+ 16.8%
	Waitematā		87%	n=77	+ 11.2%
	Whau		84%	n=56	+ 13.1%
Percentage of users satisfied with community centres and houses	Regional result Target 75%		81%	789	± 3.5%

3.1 Local arts facilities visitors customer satisfaction survey

Professional independent research provider

Interviewing in the facilities was carried out by interviewers from Reid Research Services. Reid Research Services was responsible for the day to day management of the interviewing team and TNS for the data processing, analysis and reporting.

Fieldwork period

Between 10 May and 15 June 2014

Survey respondents

The population of interest for the survey includes all those who have visited an Auckland Council arts and culture facility for the purpose of seeing an exhibition or performance.

Method

A mix of self-completion, online and face-to-face interviews was conducted. Interviewers approached visitors at arts and cultural facilities.

Facilities data were weighted to reflect the actual distribution of visitors across facilities. The margin of error has been calculated using the effective sample after the data has been weighted.

Comments

Results for local boards with small sample sizes ($n < 30$)* are indicative only and should be read with caution.

Satisfaction survey	Location	2014 status	2014 actual	Effective sample size	Margin of error
3.1 Local arts, culture and events services – facility visitor satisfaction					
Percentage of visitors satisfied with council arts facilities overall	Albert-Eden	—	Not measured	NA	NA
	Devonport-Takapuna	✓	91%	n=202	± 6.9%
	Franklin	✓	91%	n=33	± 17.1%
	Great Barrier	—	Not measured	NA	NA
	Henderson-Massey	✓	97%	n=53	± 13.5%
	Hibiscus and Bays	✓	90%	n=109	± 9.4%
	Howick	✓	92%	n=213	± 6.7%
	Kaipātiki	✓	88%	n=65	± 12.2%
	Māngere-Ōtāhuhu	✓	86%	n=26	± 19.1%
	Manurewa	✓	93%	n=45	± 14.6%
	Maungakiekie-Tamāki	—	Not measured	NA	NA
	Orākei	—	Not measured	NA	NA
	Ōtara-Papatoetoe	✓	92%	n=31	± 17.6%
	Papakura	✓	94%	n=35	+ 16.4%
	Puketāpapa	✓	94%	n=96	± 10.0%
	Rodney	✓	91%	n=86	± 10.6%
	Upper Harbour	—	Not measured	NA	NA
	Waiheke	✓	94%	n=33	± 17.1%
	Waitākere Ranges	✓	95%	n=72	± 11.6%
	Waitematā	✓	89%	n=32	± 17.3%
	Whau	—	Not measured	NA	NA
Percentage of visitors satisfied with council arts facilities overall	Regional result Target 85%	✓	91%	1110	± 2.9%

3.2 Local art programme participants customer satisfaction survey

Professional independent research provider

Interviewing in the facilities was carried out by interviewers from Reid Research Services. Reid Research Services was responsible for the day to day management of the interviewing team and TNS for the data processing, analysis and reporting.

Fieldwork period

Between 10 May and 15 June 2014

Survey respondents

The population of interest for the survey includes all those who have participated in a class or educational programme, workshop, opening, event or a festival. To qualify, the activity needs to be organised or funded, either in full or part by Auckland Council.

Method

A mix of self-completion, online and face-to-face interviews was conducted. Interviewers approached programme participants at arts and cultural facilities.

Comments

Results for local boards with small sample sizes ($n < 30$)* are indicative only and should be read with caution.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
3.2 Local arts, culture and events services – art programme participants					
Percentage of participants satisfied with community art programmes overall	Albert-Eden	—	Not measured	NA	NA
	Devonport-Takapuna	✓	95%	n=102	± 9.7%
	Franklin	✓	83%	n=18*	± 23.1%
	Great Barrier	—	Not measured	NA	NA
	Henderson-Massey	✓	98%	n=47	± 14.3%
	Hibiscus and Bays	✓	95%	n=105	± 9.6%
	Howick	✓	93%	n=170	± 7.5%
	Kaipātiki	✓	98%	n=45	± 14.6%
	Māngere-Ōtāhuhu	✓	82%	n=39	± 15.7%
	Manurewa	✓	90%	n=40	± 15.5%
	Maungakiekie-Tamāki	—	Not measured	NA	NA
	Orākei	—	Not measured	NA	NA
	Ōtara-Papatoetoe	✓	90%	n=42	± 15.1%
	Papakura	✓	90%	n=48	± 14.1%
	Puketāpapa	✓	100%	n=7*	± 37.0%
	Rodney	✓	94%	n=111	± 9.3%
	Upper Harbour	—	Not measured	NA	NA
	Waiheke	✓	100%	n=6*	± 40.0%
	Waitākere Ranges	✓	96%	n=45	± 14.6%
	Waitematā	↗	91%	n=28*	± 18.5%
	Whau	—	Not measured	NA	NA
Percentage of participants satisfied with community art programmes overall	Regional result Target 80%	✓	93%	n=1057	± 3.1%

3.3 Local events customer satisfaction survey

Professional independent research provider

Colmar Brunton NZ

Fieldwork period

Between 30 October 2013 and 2 May 2014

Survey respondents

Event attendees aged 15 years or over

Method

Mix of online and face-to-face interviews

Interviewers approached adult attendees aged 15 years or over at the event and requested their participation in the evaluation survey. Attendees who consented provided an email address and were subsequently emailed a link to an online questionnaire for completion. People without email addresses were interviewed on the spot by filling in a paper questionnaire. If an event was focused around the viewing of a film (e.g. Movies in Parks), a postage-paid envelope and questionnaire was supplied.

Comments: events in scope

Regional events: Auckland International Cultural Festival, Hoani Waititi Marae Waitangi Day, Movies/Music in the Parks, etc

Local events: Diwali, Christmas/New Year's Events, Toddler's Day Out, Art in the Dark, Love Your Mountain Day, etc

A full list can be provided upon request.

Satisfaction Survey	Location	2014 status	2014 actual	Sample size	Margin of error
3.3 Local arts, culture and events services – Event Evaluation					
Percentage of attendees satisfied with council provided local events overall	Albert-Eden		89%	n=175	7.4%
	Devonport-Takapuna		77%	n=227	6.5%
	Franklin		84%	n=163	7.7%
	Great Barrier		87%	n=38	15.9%
	Henderson-Massey		81%	n=425	4.8%
	Hibiscus and Bays		83%	n=257	6.1%
	Howick		86%	n=243	6.3%
	Kaipātiki		71%	n=86	10.6%
	Māngere-Ōtāhuhu		84%	n=147	8.1%
	Manurewa		71%	n=135	8.4%
	Maungakiekie-Tamāki		89%	n=96	10.0%
	Orākei		71%	n=178	7.3%
	Ōtara-Papatoetoe		77%	n=48	14.1%
	Papakura		75%	n=131	8.6%
	Puketāpapa		77%	n=70	11.7%
	Rodney		91%	n=262	6.1%
	Upper Harbour		93%	n=251	6.2%
	Waiheke		82%	n=108	9.4%
	Waitākere Ranges		95%	n=164	7.7%
	Waitematā		84%	n=103	9.7%
	Whau		71%	n=153	7.9%
Percentage of attendees satisfied with council provided local events overall	Regional result Target 85%		83%	3460	± 1.7%

4.1 Parks, reserves, sports fields and beaches customer satisfaction survey

Professional independent research provider

Colmar Brunton NZ

Fieldwork period

Between 22 April – 10 June 2014

Survey respondents

The population used to select respondents was Auckland residents aged 15+ who have visited a local park/reserve, beach or sports fields in the last 12 months. Demographic quotas were set by age, gender, ethnicity and local area board.

For the face-to-face intercept interviews on Great Barrier, everyone was approached and screened to ensure they were residents of Great Barrier, then asked to participate in the survey.

The main data set (all respondents excluding Māori booster interviews from the People's Panel) was post-weighted according to age, gender, ethnicity and regional area to ensure the sample profile matched the population of the Auckland region.

Method

A mix of online, phone and face-to-face interviews was conducted. The range of methods used addressed the difficulty of achieving robust and representative samples of small populations and hard to reach groups online.

Online: The Colmar Brunton online research panel was used to get a wide range of respondents across the Auckland region.

CATI: The KMS sample database, which is primarily used for marketing, research and analytical purposes, and is a licensed reseller of the White Pages Directory, was used to target residents from Waiheke and Great Barrier. In addition, random-digit dialling (RDD) sample was drawn from local board areas with low internet usage and/or with a high Māori population.

Face-to-face: Face-to-face intercept interviews were conducted in Great Barrier, at Tryphena around the airport, in and around the main hub and visitor centre, on the ferry over to the Island and at the airport.

Comments

Results for local boards with small sample sizes ($n < 30$)* are indicative only and should be read with caution.

Satisfaction Survey	Location	2014 status	2014 actual	Sample size	Margin of error
4.1 Local parks services					
Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches	Albert-Eden		82%	134-210	8.5%
	Devonport-Takapuna		79%	130-207	8.6%
	Franklin		65%	135-195	8.4%
	Great Barrier		82%	12-34*	28.3%
	Henderson-Massey		71%	113-220	8.6%
	Hibiscus and Bays		73%	111-206	9.2%
	Howick		78%	115-211	9.3%
	Kaipātiki		80%	101-173	9.1%
	Māngere-Ōtāhuhu		66%	124-207	9.8%
	Manurewa		67%	122-210	8.8%
	Maungakiekie-Tamāki		76%	132-199	8.9%
	Orākei		76%	132-204	8.5%
	Ōtara-Papatoetoe		68%	132-199	8.5%
	Papakura		73%	125-196	8.6%
	Puketāpapa		77%	97-193	8.8%
	Rodney		74%	123-190	10.0%
	Upper Harbour		73%	139-208	8.8%
	Waiheke		82%	126-195	8.3%
	Waitākere Ranges		77%	126-195	8.7%
	Waitematā		74%	133-211	8.5%
	Whau		71%	113-207	9.2%
Percentage of residents satisfied with the quality of parks, reserves, sports fields and beaches	Regional result Target 85%		74%	2478-4034	± 1.5%

5.1 Swimming pools customer satisfaction survey

Professional independent research provider

The survey was conducted by Longdill and Associates Ltd. Interviewing in the centres was carried out by interviewers from both Longdill and Associates and Reid Research Services. Reid Research Services was responsible for the day to day management of the interviewing team and Longdill and Associates for the overall project.

Fieldwork period

Between 10 February and 8 April 2014

Survey respondents

All centre users aged 15 or older. The survey was run 27 aquatic centres across the Auckland region.

Method

Self-completion questionnaires completed by users on site at each centre. Interviewers followed a random selection sampling process to approach users and invite them to participate. Each centre was visited on seven occasions for a total of 28 hours interviewing. The interviewing sessions followed a schedule that was specifically tailored for each centre to ensure correct representation of users visiting on different days, at times and for different activities.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
5.1 Local recreation services – swimming pools					
Percentage of customers satisfied with swimming pool facilities and programmes overall	Albert-Eden		77%	n=524	± 4.3%
	Devonport-Takapuna		79%	n=248	± 6.2%
	Franklin		80%	n=452	± 4.6%
	Great Barrier		Not measured	NA	NA
	Henderson-Massey		73%	n=403	± 4.9%
	Hibiscus and Bays		87%	n=278	± 5.9%
	Howick		79%	n=306	± 5.6%
	Kaipātiki		80%	n=520	± 4.3%
	Māngere-Ōtāhuhu		83%	n=187	± 7.2%
	Manurewa		77%	n=407	± 4.9%
	Maungakiekie-Tamāki		81%	n=1003	± 3.1%
	Orākei		Not measured	NA	NA
	Ōtara-Papatoetoe		81%	n=394	± 4.9%
	Papakura		81%	n=242	± 6.3%
	Puketāpapa		80%	n=237	± 6.4%
	Rodney		Not measured	NA	NA
	Upper Harbour		Not measured	NA	NA
	Waiheke		Not measured	NA	NA
	Waitākere Ranges		Not measured	NA	NA
	Waitematā		85%	n=1051	± 3.0%
	Whau		Not measured	NA	NA
Percentage of customers satisfied with swimming pool facilities and programmes overall	Regional result Target 85%		80%	6,725	± 1.2%

5.2 Recreation centres customer satisfaction survey

Professional independent research provider

The survey was conducted by Longdill and Associates Ltd. Interviewing in the centres was carried out by interviewers from both Longdill and Associates and Reid Research Services. Reid Research Services was responsible for the day to day management of the interviewing team and Longdill and Associates for the overall project.

Fieldwork period

Between 10 February and 8 April 2014

Survey respondents

All centre users aged 15 or older. The survey was run in 22 recreation centres across the Auckland region.

Method

Self-completion questionnaires completed by users on site at each centre. Interviewers followed a random selection sampling process to approach users and invite them to participate. Each centre was visited on seven occasions for a total of 28 hours interviewing. The interviewing sessions followed a schedule that was specifically tailored for each centre to ensure correct representation of users visiting on different days, at times and for different activities.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
5.2 Local recreation services – recreation centres					
Percentage of customers satisfied with recreation facilities and programmes overall (excl swimming pools)	Albert-Eden		81%	n=288	± 5.8%
	Devonport-Takapuna		Not measured	NA	NA
	Franklin		85%	n=92	± 10.2%
	Great Barrier		Not measured	NA	NA
	Henderson-Massey		79%	n=264	± 6.0%
	Hibiscus and Bays		80%	n=285	± 5.8%
	Howick		84%	n=623	± 3.9%
	Kaipātiki		79%	n=198	± 7.0%
	Māngere-Ōtāhuhu		83%	n=184	± 7.2%
	Manurewa		79%	n=316	± 5.5%
	Maungakiekie-Tamāki		83%	n=587	± 4.0%
	Orākei		80%	n=487	± 4.4%
	Ōtara-Papatoetoe		85%	n=202	± 6.9%
	Papakura		78%	n=245	± 6.3%
	Puketāpapa		81%	n=301	± 5.6%
	Rodney		Not measured	NA	NA
	Upper Harbour		Not measured	NA	NA
	Waiheke		71%	n=107	± 9.5%
	Waitākere Ranges		Not measured	NA	NA
	Waitematā		Not measured	NA	NA
	Whau		80%	n=162	± 7.7%
Percentage of customers satisfied with recreation facilities and programmes overall (excl swimming pools)	Regional result Target 85%		81%	4,341	± 1.5%

8.1 Local governance customer satisfaction survey

Professional independent research provider

Colmar Brunton NZ

Fieldwork period

Between 22 April – 10 June 2014

Final report date and title

Auckland Residents Survey 20 August 2014

Survey respondents

The population used to select respondents was Auckland residents aged 15+. Demographic quotas were set by age, gender, ethnicity and local area board.

For the face-to-face intercept interviews on Great Barrier, everyone was approached and screened to ensure they were residents of Great Barrier, then asked to participate in the survey.

Method

A mix of online, phone and face-to-face interviews was conducted. The range of methods used addressed the difficulty of achieving robust and representative samples of small populations and hard to reach groups online. The Colmar Brunton online research panel was used to get a wide range of respondents across the Auckland region.

The KMS sample database, which is primarily used for marketing, research and analytical purposes, and is a licensed reseller of the White Pages Directory, was used to target residents from Waiheke and Great Barrier. In addition, RDD sample was drawn from local board areas with low internet usage and/or with a high Māori population.

Face-to-face intercept interviews were conducted in Great Barrier, at Tryphena around the airport, in and around the main hub and visitor centre, on the ferry over to the island and at the airport.

Comments

The main data set (all respondents excluding Māori booster interviews from the People's Panel) was post-weighted according to age, gender, ethnicity and regional area to ensure the sample profile matched the population of the Auckland region.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
8.1 Local governance					
Percentage of Auckland residents who feel they can participate in local board decision-making	Albert-Eden		25%	n=223	± 6.6%
	Devonport-Takapuna		22%	n=213	± 6.7%
	Franklin		28%	n=215	± 6.7%
	Great Barrier		65%	n=37	± 16.1%
	Henderson-Massey		24%	n=235	± 6.4%
	Hibiscus and Bays		22%	n=226	± 6.5%
	Howick		30%	n=226	± 6.5%
	Kaipātiki		32%	n=229	± 6.5%
	Māngere-Ōtāhuhu		22%	n=196	± 7.0%
	Manurewa		22%	n=234	± 6.4%
	Maungakiekie-Tamāki		17%	n=221	± 6.6%
	Orākei		27%	n=221	± 6.6%
	Ōtara-Papatoetoe		33%	n=234	± 6.4%
	Papakura		28%	n=221	± 6.6%
	Puketāpapa		34%	n=208	± 6.8%
	Rodney		20%	n=214	± 6.7%
	Upper Harbour		33%	n=207	± 6.8%
	Waiheke		46%	n=213	± 6.7%
	Waitākere Ranges		28%	n=212	± 6.7%
	Waitematā		32%	n=227	± 6.5%
	Whau		28%	n=229	± 6.5%
Percentage of Auckland residents who feel they can participate in local board decision-making	Regional result Target 25%		27%	4441	± 1.5%

8.2 Local governance Māori customer satisfaction survey

Professional independent research provider

Colmar Brunton NZ

Fieldwork period

Between 22 April – 10 June 2014

Final report date and title

Auckland Residents Survey 20 August 2014

Survey respondents

The population used to select respondents was Auckland residents who identified themselves as being of Māori ethnicity aged 15+.

Method

A mix of online, phone and face-to-face interviews was conducted. The range of methods used addressed the difficulty of achieving robust and representative samples of small populations and hard to reach groups online. The Colmar Brunton online research panel was used to get a wide range of respondents across the Auckland region.

The KMS sample database, which is primarily used for marketing, research and analytical purposes, and is a licensed reseller of the White Pages Directory, was used to target residents from Waiheke and Great Barrier. In addition, RDD sample was drawn from local board areas with low internet usage and/or with a high Māori population.

Face-to-face intercept interviews were conducted in Great Barrier, at Tryphena around the airport, in and around the main hub and visitor centre, on the ferry over to the island and at the airport. To target a boosted sample of Māori residents, members from Auckland Council's Peoples Panel who identified as Māori were also invited to complete the survey. This list was de-duplicated against all the other sample sources used.

Demographic quotas were set by age, gender, ethnicity and local area board. For the face-to-face intercept interviews on Great Barrier, everyone was approached and screened to ensure they were residents of Great Barrier, then asked to participate in the survey.

The booster Māori interviews obtained from Auckland Council's People's Panel have not been weighted and are not included in the full dataset of survey results because they are based on a non-representative sample of residents. They have been used for these specific local board metric results only.

Comments

Results for local boards with small sample sizes (n<30)* are indicative only and should be read with caution.

Satisfaction survey	Location	2014 status	2014 actual	Sample size	Margin of error
8.2 Local governance - Māori					
Percentage of Māori residents who feel they can participate in local board decision-making	Albert-Eden		14%	n=33	± 17.1%
	Devonport-Takapuna		22%	n=13*	± 27.2%
	Franklin		22%	n=22*	± 20.9%
	Great Barrier ⁽¹⁾		83%	n=6*	± 40.0%
	Henderson-Massey		20%	n=46	± 14.5%
	Hibiscus and Bays		13%	n=21*	± 21.4%
	Howick		43%	n=19*	± 22.5%
	Kaipātiki		14%	n=34	± 16.8%
	Māngere-Ōtāhuhu		24%	n=44	± 14.8%
	Manurewa		23%	n=59	± 12.8%
	Maungakiekie-Tamāki		19%	n=25*	± 19.6%
	Orākei		11%	n=24*	± 20.0%
	Ōtara-Papatoetoe		25%	n=36	± 16.3%
	Papakura		11%	n=35	± 16.6%
	Puketāpapa		8%	n=15*	± 25.3%
	Rodney		7%	n=22*	± 20.9%
	Upper Harbour		35%	n=9*	± 32.7%
	Waiheke		20%	n=8*	± 34.7%
	Waitākere Ranges		20%	n=29*	± 18.2%
	Waitematā		12%	n=15*	± 25.3%
	Whau		15%	n=37	± 16.1%
Percentage of Māori residents who feel they can participate in local board decision-making	Regional result Target 29%		19%	552	± 4.2%

* Results for local boards with small sample sizes (n<30) are indicative only and should be read with caution.

Where to find the full annual report 2013/2014

You can find the full report at all:

- Auckland libraries
- service centres
- local board offices.

For more information go to
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