



Te Poari ā-Rohe o Devonport-Takapuna
Te Rīpoata ā-Tau 2023/2024

Devonport-Takapuna Local Board

Annual Report 2023/2024



Volume
2.3

Devonport-Takapuna
Local Board
Auckland Council



Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi.
 Kia mihi koutou ki ngā kupu whakareia
 a te hunga kua tīpokotia e te ringa
 o te wāhi ngaro.
 Rātou, e kaikini tonu nei i ngā mahara i te ao, i te pō.
 Ngā oha i mahue mai i tērā whakaturanga
 kia āpitihia e tātou ki ngā tūmanako
 o tēnei reanga,
 hei mounga waihotanga ki te ira whaimuri i a tātou.
 Koinā te tangi a Ngākau Māhaki,
 a Wairua Hihiri me Hinengaro Tau.
 Oho mai rā tātou ki te whakatairanga
 i ngā mahi e ekeina ai te pae tawhiti
 ka tō mai ai ki te pae tata.
 Tēnei au te noho nei i runga i te puia moe
 o Takarunga –
 kāinga o te tini tāngata i tōna wā,
 puna wai e ora ai ngā iwi.
 Kei waho rā ko ngā tai piringa
 o Tikapa Moana me Te Waitematā
 Ka rere whakarunga ngā kamo ki te
 Waiwharariki o mua,
 Takapuna kāinga,
 Takapuna tupuna.
 I reira ka heke iho ki te mātārae ki Ōperetū,
 kia taka ki tua ko Maungaūika
 te tū hēteri mai rā i te pūwaha o Tāmaki Makaurau,
 Tāmaki herehere waka.
 E koutou mā ka ea, kua ea.
 Kia ora huihui mai koutou katoa.

Welcome to you all.
 Let me greet you with the eloquent words
 of those, lost long ago to the unseen
 hand of eternity.
 Them, for whom we unendingly mourn.
 Let us enjoin the legacy they left
 to the hopes and aspirations
 of this generation
 as our gift to those who will follow us.
 That is the pledge of the humble heart,
 the willing spirit and the inspired mind.
 Let us rise together and seek to do what is
 necessary to draw distant aspirations
 closer to realisation.
 Here I sit upon the sleeping cone
 of Takarunga –
 home of many in its time
 spring of life for them all.
 Out there are the watery havens
 of Tikapa Moana and Te Waitematā.
 My eyes gaze northward to
 former Waiwharariki,
 now Takapuna community,
 Takapuna the progenitor.
 Then from there, I glance to the foreland of Ōperetū
 beyond which stands Maungaūika
 sentinel of Tāmaki Makaurau
 and anchorage of many canoes.
 It is done.
 Greetings to you, one and all.

On the cover: The accessibility upgrades at Gould Reserve Playground in Takapuna

He kōrero mō tēnei rīpoata

About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Devonport-Takapuna Local Board area from 1 July 2023 to 30 June 2024.

You can read about our progress, expenditure, service performance and challenges faced in 2023/2024. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Devonport-Takapuna Local Board Agreement 2023/2024.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we're delivering for Auckland**.

▼ A performer at Takapuna Winter Lights



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He kōrero mai i te heamana From the chairperson

We are pleased to celebrate the achievements of the 2023/2024 financial year.

We adopted our local board plan that guides our decisions and priorities over the next three years, and our first Ethnic Plan to support us in meeting the needs of our migrant communities.

We awarded \$200,000 of contestable grants to local groups to deliver on their own aspirations. Shore Junction was granted a lease of the adjacent bowling green to extend its services and we provided funds to the Grow Forrest Hill community garden to host community dinners, with the first event feeding 150 people for free.

We responded to concerns about crime and antisocial behaviour by providing funding to the North Harbour Community Patrol, Neighbourhood Support, Blue Light North Shore and the Takapuna Beach Business Association towards installation of CCTV cameras in Waiwharariki ANZAC Square.

To support our town centres, we continue funding organisations that deliver events such as Takapuna Winter Lights and the Devonport Christmas Carnival. We prioritise street maintenance and soft landscaping, and work closely with our Business Improvement Districts to promote activities that makes our centres vibrant and attractive. We also investigated the Sunnynook village shops to identify their needs and how they could be empowered to prosper.

Our open spaces have benefited from increased investment in planting and pest management, and our volunteer base has grown considerably.

It's taken time, but we've finally approved a way forward to restore and enhance Te Uru Tapu / Sacred Grove. It's a site of cultural significance, and this has enabled us to build stronger relationships with iwi so we can collaborate on more projects of importance to us all.

In terms of capital works, we opened Patuone Walkway, and the extension to the Takapuna Beach playground. Allenby Playground was also renewed and is now a premium play space. We renewed sports lighting at Taharoto Park, Bayswater Park, Greville Reserve, Barry's Point Reserve and Vauxhall Reserve and contributed funding to sports clubs as well as keeping their grounds in tiptop condition.

Lastly, our community development model pivoted from the top-down event-delivery approach when we established two community activators who are enabling grass-roots community development and connecting groups to the resources needed to deliver on their own aspirations. The activators supported food security projects and addressed loneliness by bringing together mums and bubs with residents of retirement villages. Our community is diverse and not all residents know of or understand what council does. The activators are doing an amazing job reaching these people and supporting them to grow their skills and feel part of the community.

We are proud of these achievements and hope that you are, too.



Toni van Tonder
Chairperson,
Devonport-Takapuna
Local Board

Te Poari ā-Rohe o Devonport-Takapuna Devonport-Takapuna Local Board



▲
(L to R) Gavin Busch, Melissa Powell, Terence Harpur (Deputy Chairperson), Toni van Tonder (Chairperson), George Wood, Peter Allen.

Contact us


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Ngā kaupapa me ngā whakapaipai ake Devonport-Takapuna projects and improvements

Key to current and planned projects

Delivered projects

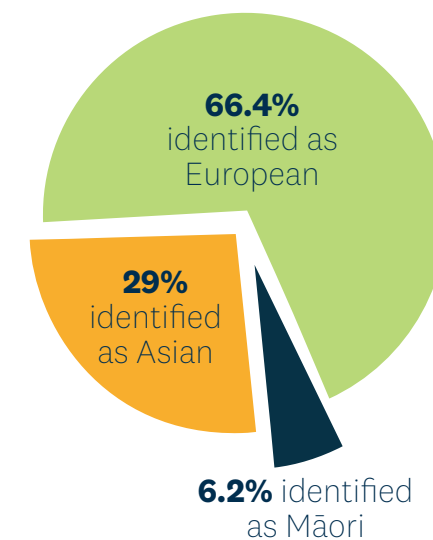
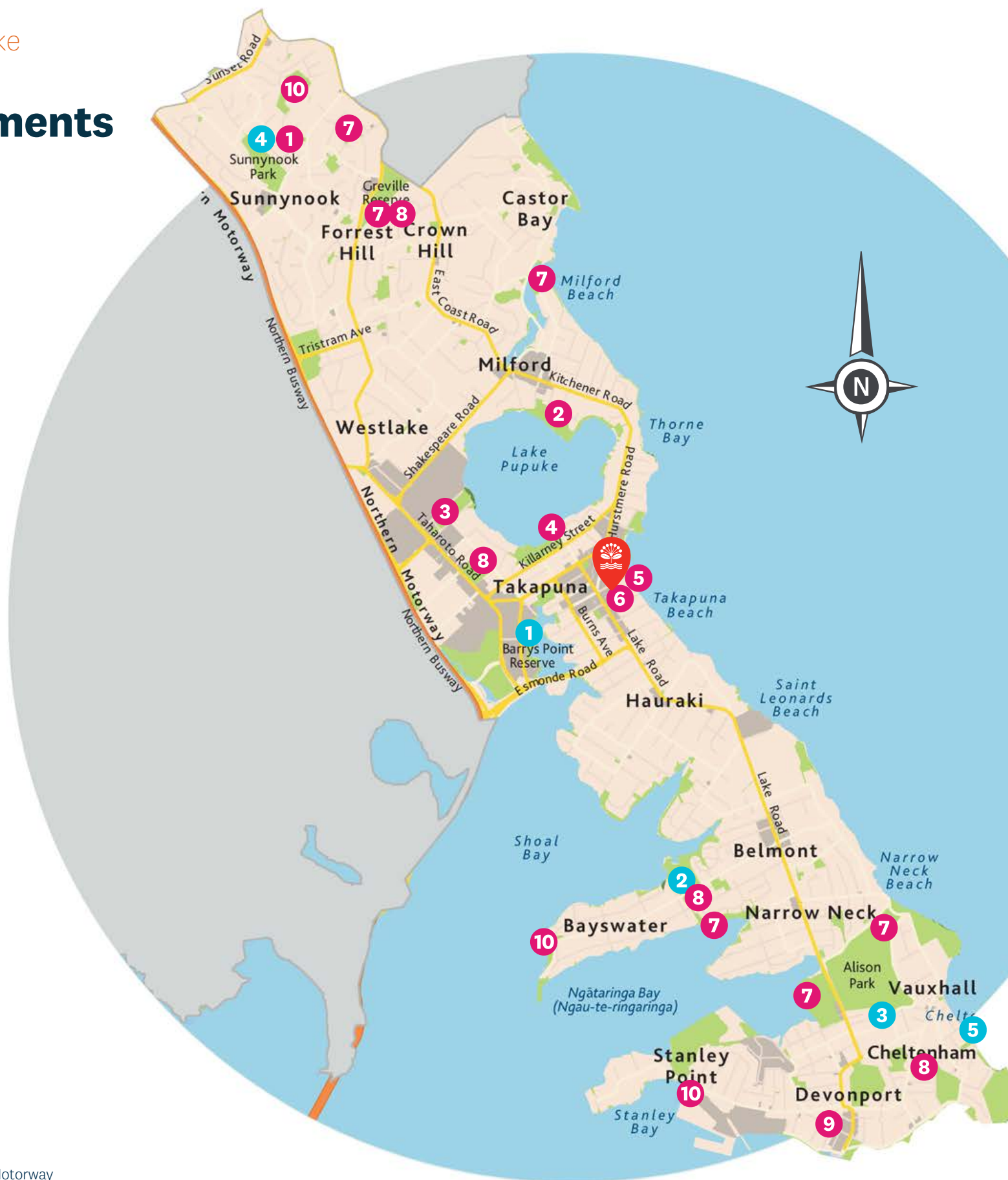
- 1 Patuone Reserve - upgrade and renew walkway
- 2 O'Neills Point Cememtery renew park and facilities signage
- 3 Allenby Reserve - renew playground
- 4 Sunnynook Park - develop new toilet facility
- 5 Cheltenham Beach Reserve - Swimming Pontoon renewal

Current projects

- 1 Sunnynook Park - develop and renew skate facilities
- 2 Sylvan Park - renew pathways
- 3 2 Mary Poynton Crescent - renew roof and refurbish the building lift
- 4 Takapuna Pool and Leisure Centre - renew spa pool, pool plant, roof, cladding, hall windows
- 5 Takapuna Beach Reserve - develop playground extension
- 6 Takapuna Library and Service Centre - weather tightness renewal
- 7 Renew paths, tracks and structures at at Milford Reserve, Ngataranga Park, Plymouth Reserve, William Souter Reserve and Woodall Park
- 8 Renew sports field lighting to LED at Greville Reserve, Taharoto Park and Vauxhall Sportsfields
- 9 Devonport Community House - renewal of internal gutters
- 10 Approved remediation work for storm damaged assets at Quiton Park and Stanley Bay Park

Map legend

- Local board office
- Public open space (Unitary Plan)
- Motorway
- Major road
- Arterial road
- Medium road
- Minor road



Devonport-Takapuna has more than **125** local parks and sports fields



2 libraries, **1** leisure centre, **1** youth centre, **2** community centres and **7** arts and culture facilities



Data sources: Stats NZ Population Estimates, as at 30 June 2023

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We support strong, diverse, and vibrant communities through libraries and literacy, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. Our key initiatives included operational funding to organisations supporting the arts, such as the North Shore Theatre and Arts Trusts, The Rose Centre Theatre and Community Centre, Victoria Theatre and The Pumphouse Theatre. We also helped to build strong, connected, and resilient communities through initiatives such as Devonport-Takapuna Ethnic Plan. Events include ANZAC Day and I love Takapuna Christmas. Altogether, we awarded \$193,000 in discretionary grants to our community.

KEY ● Achieved ● Substantially achieved ● Not achieved *Measures favourably/unfavourably impacted by COVID-19
 For more information on our service performance judgements and assumptions please refer to pages 166-167 of Volume 1 of the annual report.

Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities

Percentage of Aucklanders that feel their local town centre is safe - day time

The residents of Devonport-Takapuna report that they generally feel safe during the day in their town centre.

Result against target		●
Target 2024		92%
Result	2024	85%
	2023	85%
	2022	82%

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

The safety measure at night has improved significantly compared to last year through initiatives such as Crime Prevention Through Environmental Design (CPTED) which included programmes for youth interventions, patrols, wardens and improved lighting.

Result against target		●
Target 2024		60%
Result	2024	52%
	2023	45%
	2022	50%

Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities

The percentage of Empowered Communities activities that are community led¹

The target was not met as the budget level is lower than prior year.

Devonport-Takapuna has been successfully delivering activities through the community-led model for the last few years despite reduced budgets this year. The two community activators are known as Raki North and Taitonga South. These activators connected with other groups such as Auckland Emergency Management, Food Insecurity Network, Haumarū Housing, The Rose Centre, Younite, and Devonport Senior Forum to deliver activities in their local area.

Result against target		●
Target 2024		80%
Result	2024	53%
	2023	89%
	2022	94%

The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals¹

The target was not met as the budget level is lower than prior year. The community-led model together with activities delivered this year has improved capacity and capabilities. Programmes include providing digital support for senior by Takapuna Library and Devonport Community House, Community Can Drive initiative at Devonport Community House and budgeting workshops.

Result against target		●
Target 2024		70%
Result	2024	61%
	2023	85%
	2022	65%

We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often

The percentage of park visitors who are satisfied with the overall quality of sportsfields

Satisfaction has increased by 11 per cent from last year and is above target. Maintenance quality continues to be at a good level. Playground, path and other renewal projects continue to be done to keep the reserves up to standard. The rebuilt path and boardwalk at Lake Pupuke from Sylvan Park to Kitchener Park is a particular highlight.

Result against target		●
Target 2024		77%
Result	2024	78%
	2023	67%
	2022	77%

The customers' Net Promoter Score for Pools and Leisure Centres

The centre had a one-point improvement on last financial year with a 36 per cent target increase compared to last year. The staff are a standout for the centre, with customers valuing the friendly and welcoming environment and the quality of communications. Takapuna customers/users also consider the centre offers them good value for money. Customers rated the variety of activities and classes at the centre on the low side, however the centre is limited around what it can offer given its size. Opportunities for the new financial year for the centre include focusing on the cleanliness of the facility and that equipment is well maintained. These are similar challenges that almost all aquatic centres face and are not unique to Takapuna.

Result against target		●
Target 2024		26
Result	2024	24
	2023	23
	2022	33

The percentage of users who are satisfied with the overall quality of local parks

The maintenance of parks and investments into renewals projects including playgrounds and paths have ensured high standards are kept in this local board. The main highlight was the rebuild of path and boardwalk at Patuone Reserve, Takapuna.

Result against target		●
Target 2024		79%
Result	2024	81%
	2023	70%
	2022	75%

The percentage of residents who visited a local park in the last 12 months

Visitor numbers varied with a wet winter in 2023 but benefitting from a settled period between January-May 2024. Additional Parks Customer Experience survey data in January 2024 showed 84 per cent of Aucklanders visited a park in the last 12 months. In Devonport-Takapuna, 98 per cent of visits were to local parks, beaches and coastal reserves. Increased visits to beaches and coastal reserves have been behind this increase above target.

Result against target		●
Target 2024		85%
Result	2024	88%
	2023	87%
	2022	88%

We showcase Auckland’s Māori identity and vibrant Māori culture

The percentage of local programmes, grants and activities that respond to Māori aspirations

This local board exceeded target. Significant drivers for this result were the Devonport Historical Society and their inclusion of early Māori history in programming, and almost half of all local grants awarded in this local board responding to Māori aspirations.

Result against target		●
Target 2024		15%
Result	2024	25%
	2023	26.0%
	2022	26.4%

We fund, enable and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life

The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)

Devonport-Takapuna significantly exceeded target and further improved on the strong performance reported at the end of last financial year. Internet sessions have increased further and are 33 per cent higher than last financial year, comfortably exceeding the target.

Result against target		●
Target 2024		201,636 ²
Result	2024	262,238
	2023	196,789
	2022	100,080*

The percentage of arts, and culture programmes, grants and activities that are community led

All 100 per cent of arts and culture programmes were community-led with Lake House Arts a top contributor in the delivery of programmes.

Result against target		●
Target 2024		90%
Result	2024	100%
	2023	100%
	2022	100%

The percentage of art facilities, community centres and hire venues network that is community led

Result against target		●
Target 2024		79%
Result	2024	79%
	2023	79%
	2022	79%

The number of participants in activities at art facilities, community centres and hire venues

Devonport-Takapuna was under target due to budget cuts across the art facilities. However, community-led facilities, which contributed 87 per cent of participants this financial year, increased by eight per cent compared with the previous year. Pumphouse Theatre was the highest overall contributor of participants, increasing by 17 per cent thanks to well-attended events. Overall participation increased by nine per cent compared with the previous financial year.

Result against target		●
Target 2024		308,656
Result	2024	282,694
	2023	259,997
	2022	139,412*

The number of visits to library facilities

Devonport-Takapuna is significantly above target, continuing to grow from the strong performance in the previous year. Libraries have significantly exceeded monthly targets every month. This is the third year in a row the board has significantly increased visitor numbers.

Result against target		●
Target 2024		421,388 ²
Result	2024	468,461
	2023	416,174
	2022	255,766*

The percentage of attendees satisfied with a nominated local community event

Overall net satisfaction of 95 per cent is an excellent result and represents a very high level of alignment with expectations of attendees. Positive feedback highlighted the range of activities, stalls, and food available.

Result against target		●
Target 2024		70%
Result	2024	95%
	2023	57%
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Libraries continue to exceed the customer satisfaction target, despite a slight drop in satisfaction trends for availability of both physical and e-resources, due to the dedication and commitment of library staff to ensuring customers receive the best experience at all times.

Result against target		●
Target 2024		85%
Result	2024	96%
	2023	97%
	2022	94%

Local Planning and Development

Local planning and development includes supporting local town centres and communities to thrive by developing town centre plans and development, supporting Business Improvement Districts, heritage plans and initiatives. Our key initiatives included supporting the Young Enterprise Scheme, and funding for Takapuna Beach, Milford and Devonport Business Associations to facilitate events in their respective areas to encourage visitors to our town centres and local businesses.

We help attract investment, businesses and a skilled workforce to Auckland

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

All BIDs in the Devonport-Takapuna Local Board complied with the BID Policy 2022.

Result against target		●
Target 2024		100%
Result	2024	100%
	2023	100%
	2022	100%

Local Environmental Management

We support healthy ecosystems and sustainability through local board-funded initiatives such as planting, pest control, stream and water quality enhancements, healthy homes, and waste minimisation projects. Our key initiatives included supporting Restoring Takarunga Hauraki, the Pupuke Birdsong Project, the Devonport-Takapuna Ecological and Environmental Volunteer programme, delivery of the Devonport-Takapuna Urban Ngahere Strategy and continued investigation into ways of improving water quality in the Wairau catchment.

We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change

The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes

We successfully delivered three water quality and natural environment improvement projects including restoring Takarunga Hauraki-Devonport, Pupuke Birdsong Project and Wairau Estuary enhancement.

Result against target		●
Target 2024		85%
Result	2024	100%
	2023	100%
	2022	100%

1. This financial year, a reporting responsibility change and more diverse community delivery strategy have had an impact on reported results for a number of local boards. Although framework and direction were consistent with previous years, different interpretations have been applied by the new information providers. This has had a varying impact across different local boards, and has led to some variances in the current year results compared to the prior year.
2. The Devonport-Takapuna Local Board intended to reduce the operating hours at the Devonport and Takapuna libraries to meet their operating budget savings requirement for 2023/2024.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained



Gould Reserve Playground ▲

We officially opened the playground extension at Takapuna Beach Reserve in December 2023. The project was funded in partnership with generous local benefactors. The extension connects paths to new accessible barbeques and picnic tables with views onto the Hauraki Gulf and Rangitoto Island.

The new equipment include the first public accessible swing that allows the user to swing themselves, an accessible seesaw and a spring car that chairs can be wheeled onto for independent play.

The Devonport-Takapuna Local Board is the first of Auckland’s 21 local boards to initiate the youth seat programme where rangatahi will attend and give feedback at local board meetings. We are running this programme through Younite, a group of young people promoting youth activities in the community. Younite created meaningful and inclusive opportunities for rangatahi aged 12-24 living in Devonport-Takapuna to participate in local government decision-making, including assisting with the surveys for the long-term plan consultation at the Summer Sound concert.

During the national election, they encouraged young people to vote. Other activities include sustainability initiatives, youth creatives and advocacy in their communities for improvements towards public transport, and understanding and celebrating te reo Māori and Māoritanga.



▲ The Devonport-Takapuna Community Volunteer Awards with Youth Champion Award winner Aloï Moataane and board member Melissa Powell.

Te āhuatanga ā-rohe

Local flavour

Mental health takes the front seat in Takapuna

A new seat in Takapuna’s Waiwharariki Anzac Square is helping people to talk about their mental health.

Installed with our funding, the eye-catching seat is the second in the Chatterbox initiative that encourages people to take a moment to sit and talk to each other openly about mental health.

It includes signage with contact details for trained mental health counsellors and, with each seat installed, Chatterbox partner Urban Effects also funds free youth counselling sessions through the mental health initiative I am Hope.

Chatterbox was established in 2022 by Mt Eden local Emily Turnbull, who worked with the Albert-Eden Local Board. She created the first Chatterbox seat in Pt Chevalier to “enable and normalise a culture of open chat, connection and support to help strengthen our mental health and wellbeing” after the suicide of her husband in 2019.

Inspired by Turnbull’s story following the suicide of her own husband in 2021, Takapuna resident Claudia Schmidt contacted Devonport-Takapuna

Local Board deputy chair Terence Harpur in early 2023 and he became a keen advocate for Takapuna getting its own Chatterbox seat.

“I think Chatterbox is such a beautiful and meaningful project,” says Ms Schmidt. “My husband and I lived in Takapuna together, and I continue to live here with our three boys. To have a memorial for my husband in an area that has been our home for years means the world to us, with the bonus of creating a place to encourage people to sit and talk and ultimately help prevent further suicides.”

We approved funding for the project and its location in Waiwharariki Anzac Square in late 2023, with council staff installing it in January 2024.

“As we take the time to reflect on the devastating Auckland anniversary weather events of 2023, we are reminded of the great need in the community that persists. Hopefully, this small act of inviting conversation is all that might be needed for some,” says local board chair Toni van Tonder.



▶ The Chatterbox seat in Waiwharariki Anzac Square

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2024

\$000s	Notes	Actual 2023/2024	Annual Plan 2023/24	Annual Plan 2022/23
Sources of operating funding:				
General rates, UAGCs, rates penalties		13,533	13,533	15,071
Targeted rates		764	790	731
Subsidies and grants for operating purposes		101	328	326
Fees and charges	1	1,348	1,054	1,122
Local authorities fuel tax, fines, infringement fees and other receipts		309	501	516
Total operating funding		16,056	16,207	17,766
Applications of operating funding:				
Payments to staff and suppliers	2	13,826	13,442	13,718
Finance costs		610	610	2,142
Internal charges and overheads applied		2,161	2,161	1,519
Other operating funding applications		0	0	0
Total applications of operating funding		16,597	16,212	17,379
Surplus (deficit) of operating funding		(541)	(6)	387
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		5,082	5,083	4,548
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		5,082	5,083	4,548
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		(229)	181	7
- to improve the level of service		661	55	105
- to replace existing assets		4,109	4,841	4,824
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		4,541	5,077	4,935
Surplus (deficit) of capital funding		541	6	(387)
Funding balance		0	0	(0)

Variance explanation Actual 2023/2024 to Annual Plan 2023/2024

1. Fees and charges were higher than plan mainly due to Takapuna Pool and Leisure Centre revenue from membership fees, hireage and learn to swim fees being above budget driven by higher than anticipated usage.
2. Payments to staff and suppliers was above plan mainly due to continuous repairs and maintenance as a result of a number of climate events across the local board area. This include repair of bridge in Sunnynook Bush and the fence at Quinton Park, Bayswater.
3. Capital expenditure was below plan mainly due to delays in projects including renewal of carpark at Kennedy Park which has been deferred to future financial years. The Local Board re-prioritised the heritage building renewal at Beach Road. The negative actual capital expenditure to meet additional demand was due to a wash up of a construction contract retention related to the Devonport Library Building.

► Local Finlay Butcher enjoys the new facilities at Gould Reserve Playground.



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