



Te Poari ā-Rohe o Hibiscus and Bays
Te Rīpoata ā-Tau 2023/2024

Hibiscus and Bays Local Board

Annual Report 2023/2024



Volume
2.6

Hibiscus and Bays
Local Board
Auckland Council 

Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi,
 kia mihi koutou ki ngā kupu whakarei
 a te hunga kua tīpokitia
 e te ringa o te wāhi ngaro,
 engari e kaikini tonu nei i ngā mahara i te ao, i te pō.
 Ngā ōha i mahue mai i tērā whakaturanga
 kia āpitihiā e tatou ki nga tūmanako o tēnei reanga,
 hei mounga waihotanga iho
 ki te ira whaimuri i a tātou.
 Koinā te tangi a Ngākau Māhaki,
 a te wairua hihiri
 me te 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 atu nei i te mātārae
 te titiro ki runga o Ōrewa,
 ki te one e rere atu ana ki Te Whangaparāoa
 ki te Kūiti o te Puarangi.
 Kei waho ko Tiritiri Mātangi,
 tomokanga ki te moana o te Waitematā.
 Ki uta ko te Whanga o Oho Mairangi,
 ūnga mai o Te Arawa waka.
 Ka rere whakarunga ngā kamo ki Takapuna kāinga,
 Takapuna tupuna.
 Kia taka ki tua ko Maungaūika
 te tū hēteri mai rā i te pūwaha o Tāmaki Makaurau,
 Tāmaki herehere waka.
 Ka ruruku atu tātou mā te waitai kia puta ake
 ki te Awataha ki ngā mihi a te Kaipātiki
 me te Te Raki Paewhenua ki te uru,
 i reira ka whakatau te haere.
 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 who have long since been taken
 by the unseen hand of the unknown,
 but for whom we still mourn.
 Let us enjoin the legacy they left
 to the hopes 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 on the headland
 overlooking Ōrewa
 to the stretch of sand that runs to Whangaparāoa
 along the Hibiscus Coast.
 Off land lies Tiritiri Mātangi,
 gateway to the Waitematā.
 On land is Mairangi Bay
 landing of Te Arawa waka.
 Gazing southward lies Takapuna community,
 Takapuna the progenitor.
 Beyond stands Maungaūika
 sentinel of Tāmaki Makaurau,
 anchorage of many canoes.
 Taking to the tidal waters we emerge
 at Awataha to the greetings of Kaipātiki
 and West Harbour
 and there our journey ends.
 It is done,
 greetings to you all.

On the cover: Browns Bay Beach

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 Hibiscus and Bays 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 Hibiscus and Bays 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**.

▼ Forest and Bird / Centennial Bush Park Society planting day



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He kōrero mai i te heamana From the chairperson

On behalf of the Hibiscus and Bays Local Board, I am pleased to present our annual report for the 2023/2024 financial year.

We continued major storm-related repair work following the 2023 Auckland Anniversary weekend flooding. This included boat ramp renewals and coastal structure improvement work at a number of our beaches. We supported on-the-ground storm recovery and resilience work with a programme to clean up and naturally stabilise waterways to improve flow capacity.

We invested in an industrial pollution prevention programme in Silverdale and continued supporting a range of environmental and waste minimisation programmes. We also continued supporting our ecological volunteer network – Restore Hibiscus and Bays – and the valuable work of Pest Free Hibiscus Coast.

We were pleased to continue supporting our libraries to deliver a variety of popular and free community-based services and programmes. Whangaparāoa Library was refurbished along with design work for the renewal of the Ōrewa Library, enabling the project to progress to delivery without delay.

Developing a resilient youth ecosystem has been a big focus and many groups have come together in this space to create a synergistic outcome. We continued our grants to support our arts and performance partners to deliver shows, exhibits and classes for the community.

Some of what we want to achieve for our community is outside our decision-making power and relies on strong, effective advocacy. We initiated early advocacy ahead of the drafting of the Regional Land Transport Plan 2024 and were pleased to see our three major transport projects (two being new ones) named in the draft: Glenvar/East Coast Roads realignment, Vaughans/Okura River Roads improvements, and Whangaparāoa bus station. We will continue our advocacy on behalf of our communities to ensure these essential projects are prioritised and delivered.

Alexis Poppelbaum JP
Chairperson,
Hibiscus and Bays
Local Board




Te Poari ā-Rohe o Hibiscus and Bays Hibiscus and Bays Local Board



▲ Standing (L to R) Sam Mills, Gary Brown (Deputy Chairperson), Jake Law, Gregg Walden and Leanne Willis. Sitting (L to R) Alexis Poppelbaum (Chairperson), Julia Parfitt and Victoria Short.

Contact us


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Ngā kaupapa me ngā whakapaipai ake Hibiscus and Bays projects and improvements

Key to current and planned projects



Delivered projects

- 1 Western Reserve - renew skatepark half-pipes
- 2 Whangaparāoa Library - comprehensive renewal
- 3 Stanmore Bay Pool & Leisure Centre - boiler phase out
- 4 Victor Eaves Park - renew baseball diamond
- 5 Stredwick Reserve - renew walkways
- 6 Centennial Park, Campbells Bay - renew road
- 7 Ōrewa Community Centre - renew roof



Current projects

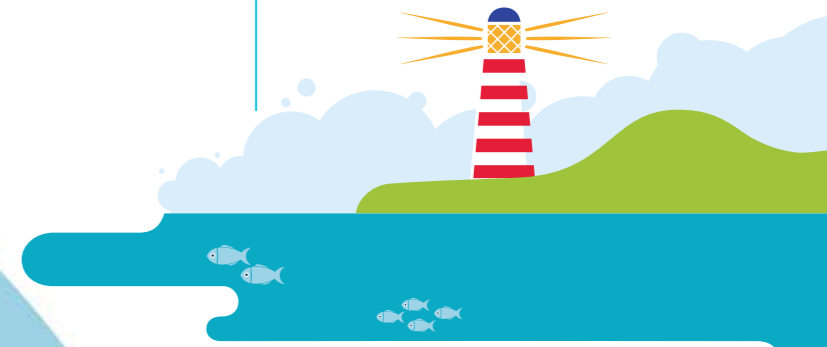
- 1 86 Harvest Ave, Ōrewa - develop new neighbourhood park
- 2 Waiake Beach Reserve - remediate boardwalk and storage shed - renew seawall
- 3 East Coast Bays Community Centre refurbishment
- 4 Ōrewa Library comprehensive refurbishment
- 5 Churchill Reserve - renew walkways and gardens
- 6 Murrays Bay and Crow's Nest Rise Walkway - renew pathways
- 7 Edith Hopper Park - renew play space

Map legend

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



Hibiscus and Bays has **155km** of coastline



Long Bay - Ōkura Marine Reserve is the only marine reserve in Auckland's urban area



25% Hibiscus and Bays residents are 19 years or younger

We are home to **316** parks and sports fields, **3** libraries, **2** leisure centres and **2** arts centres



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

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

This year, we continued to invest in developing a resilient youth ecosystem across our communities, funding community groups to facilitate more youth-led activities and providing scholarship funding to local colleges. We provided funding to help deliver local iconic events such as Mairangi Food and Wine Festival, Rodders Festival and ANZAC Day commemorations.

Renewal work for Ōrewa Library will commence shortly, and the design for the refurbishment of the East Coast Bays Community Centre is underway.

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

While the board did not meet target, most respondents felt safe during the day, and there has been a 6 per cent improvement over the previous year.

Comments from respondents highlighted that crime is still a concern, with a perception that crimes are becoming increasingly physical. A few respondents mentioned bus stops as areas they felt more unsafe this year. Increased police presence and security are suggestions to help improve the feeling of safety.

Result against target		●
Target 2024		87%
Result	2024	81%
	2023	75%
	2022	84%

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

The target was not met although there was a slight improvement on the previous year. Some respondents avoid going out at night due to perception and risk of physical crime. There is general feedback from respondents that visible night time police patrols and increased street lighting would aid in the feeling of safety at night.

Result against target		●
Target 2024		52%
Result	2024	38%
	2023	34%
	2022	47%

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

We supported a variety of community-led activities, including digital seniors programmes, youth networks, community gardens, development of community resilience groups, and supporting connection and placemaking ideas started by local organisations.

Result against target		●
Target 2024		65%
Result	2024	85%
	2023	71%
	2022	92%

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

We supported a variety of capacity building activities, including access to governance and not-for-profit training workshops, community groups and their programmes working with at risk youth, and facilitating the process of a community group establishing as a legal entity. Our community broker also provided facilitation and personalised support for organisations' governance and capacity building, as well as aiding groups to access more resources and tools.

Result against target		●
Target 2024		70%
Result	2024	73%
	2023	93%
	2022	88%*

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

The results from the Annual Residents' Survey has seen a slight decrease in customer satisfaction with the quality of sportsfields. The local board has invested in upgrading Freyberg Park and Stanmore Bay Park sportsfields this year.

Result against target		●
Target 2024		75%
Result	2024	69%
	2023	71%
	2022	67%*

The customers' Net Promoter Score for Pools and Leisure Centres

We did not meet target this year. Scores for both Stanmore Bay Pool and Leisure Centre and East Coast Bays Leisure Centre were relatively consistent. Customer feedback shows good support of staff service, and the variety of programmes and services available on-site. Improvements included ensuring equipment is maintained, changing rooms are clean and wet areas are kept well.

Result against target		●
Target 2024		52
Result	2024	46
	2023	46
	2022	51

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

While user satisfaction with local parks has improved over last year, we didn't meet target. The local board has continued to renew park assets, including footpaths and tracks, signage and structures, including those damaged in 2023's weather events. Infrastructure was damaged during the 2023 weather events, which likely led to a decrease in satisfaction while it was out of service.

Result against target		●
Target 2024		75%
Result	2024	72%
	2023	63%
	2022	66%*

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

There has been a slight decrease in the percentage of residents visiting a local park, however the results are relatively consistent with previous years. Infrastructure was damaged during the 2023 weather events, which likely led to a decrease in satisfaction while it was out of service.

Result against target		●
Target 2024		88%
Result	2024	86%
	2023	88%
	2022	81%

We showcase Auckland’s Māori identity and vibrant Māori culture

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

The percentage of local programmes, grants and activities that respond to Māori aspirations exceeded the target. This was largely driven by the high proportion of local grants which contribute to Māori outcomes, reflecting the understanding and desire of the local community, often assisted by Mairangi Arts Centre and Estuary Arts Centre and their relationship with Te Herenga Waka o Orewa Marae.

Result against target		●
Target 2024		14%
Result	2024	16%
	2023	18%
	2022	12%

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)

Usage of public internet offering across the library network in Hibiscus and Bays exceeded target, showing a 41 per cent increase over the prior year. There were over 89,000 internet sessions recorded at East Coast Bays Library, over 74,000 at Whangaparāoa Library, and over 47,000 at Ōrewa Library. Whangaparāoa Library had the highest internet usage to visitor number ratio of all three libraries at 49 per cent.

Result against target		●
Target 2024		150,000
Result	2024	211,141
	2023	149,921
	2022	71,174*

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

All arts and culture programmes are delivered by community-led art partners. Mairangi Arts Centre delivered half of the programmes this year.

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		89%
Result	2024	89%
	2023	89%
	2022	89%

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

The number of participants at art facilities, community centres and hire venues exceeded target and the prior year result.

Community-led facilities comprise most of the network, and contributed to 90 per cent of total participants. The top contributor was Estuary Arts Centre, accounting for 31 per cent of total participants, while Centrestage Theatre showed a year on year increase of 17 per cent.

Result against target		●
Target 2024		234,000
Result	2024	259,931
	2023	230,433
	2022	119,726*

The number of visits to library facilities

The number of visits to the three libraries in Hibiscus and Bays exceeded target and improved over the previous year. After a steady year, there was a noticeable surge in visitor numbers in the last quarter. All three libraries saw increases in visitor numbers compared to last year, despite Ōrewa Library having closed in June for refurbishment.

Result against target		●
Target 2024		610,000
Result	2024	627,827
	2023	580,437
	2022	344,370*

The percentage of attendees satisfied with a nominated local community event

The Mairangi Bay Christmas Cavalcade was surveyed. While 68 per cent of event attendees surveyed were satisfied, a further 18 per cent were neutral being neither satisfied nor dissatisfied. Feedback indicated that increased scale, promotion to increase attendance, plus more activities, content, and stalls might improve the event.

Result against target		●
Target 2024		75%
Result	2024	68%
	2023	Not measured
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Service delivery across the three libraries in Hibiscus and Bays continued to exceed the customer satisfaction target in line with prior year expectations.

Result against target		●
Target 2024		85%
Result	2024	95%
	2023	97%
	2022	94%

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.

Local Planning and Development

We supported the rating of our Business Improvement Districts (BID), enabling all five BIDs to develop positive outcomes for 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 five BIDS within the Hibiscus and Bays area complied with the BID policy.

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

Local Environmental Management

Progress towards environmental outcomes included identifying seven Īnanga spawning areas and delivering education initiatives for local residents and schools to promote restoration activities and long-term conservation of these areas.

We delivered interactive freshwater education programmes to five local schools and kindergartens this year, educating children on the impact of stormwater and pollution on the environment.

We continued funding to our major environmental groups to deliver outcomes for environmental restoration, volunteer network development and establishing pest and predator control networks.

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 low carbon or sustainability projects that have successfully contributed towards local board plan outcomes

We successfully delivered two low carbon or sustainability projects: EcoNeighbourhoods and Ko te wai he taonga: Water is a treasure. Both projects contributed to the Hibiscus and Bays Local Board Plan 2020 outcome: A protected and enhanced environment.

Result against target		●
Target 2024		80%
Result	2024	100%
	2023	100%
	2022	100%

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

We successfully delivered all seven of our planned water quality and natural environment improvement projects.

Result against target		●
Target 2024		85%
Result	2024	100%
	2023	83%
	2022	100%

The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes

We successfully delivered two waste minimisation projects: Zero Waste Early Childhood Education Programme and Trash Free Tairāhema (Browns Bay Waste Minimisation Programme). Both projects contributed to the Hibiscus and Bays Local Board Plan 2020 outcome: A protected and enhanced environment.

Result against target		●
Target 2024		80%
Result	2024	100%
	2023	100%
	2022	100%

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

The Hibiscus and Bays local board heavily supports the delivery of library services and programming through three permanent council libraries to achieve our 2020 local board plan outcome of a connected community. All three libraries are available seven days a week; East Coast Bays library is open 56 hours a week, while Ōrewa and Whangaparāoa libraries are open 52 hours a week.

Visitor numbers at libraries have soared this year, exceeding the target. This year's results are at a three-year high, and an 8 per cent increase over the previous year. East Coast Bays library was the most visited, logging 42 per cent of overall library visits in Hibiscus and Bays local board this year.

With the recent integration of council services, visitor numbers have surged at Ōrewa Library, with more customers seeking a wider range of services in addition to traditional use of libraries. There has also been a drive to deliver more programmes, events and activities through libraries for children and adults alike. School holiday and Christmas programmes remain popular, along with a wide range of workshops, presentations and facilitations to meet the needs of the different communities frequenting each library.

Other initiatives we supported also make use of library facilities, such as Ecofest sustainability initiatives hosting composting workshops.

Free access to internet is also provided at all permanent council libraries. This includes usage through public computers in the library buildings, as well as free WIFI networks for personal devices. WIFI usage has significantly increased compared to the previous year, and almost tripled compared to two years ago.

We are also funding the renewal of Ōrewa Library in 2024/2025, to rejuvenate the historical site, which will enable continued delivery of library services for the Ōrewa community for many years to come. A temporary library has been opened at Ōrewa Community Centre as works progress.



▲ Victor Eaves Park volley wall



▲ Forest and Bird Pest Free Hibiscus Coast predator control team



▲ Browns Bay Santa Parade

Te āhuatanga ā-rohe Local flavour

Hard work pays off for Hibiscus Coast Men’s Shed

Slow and steady wins the race and that’s certainly true for the Hibiscus Coast Men’s Shed which officially opened in September at Silverdale. Eight years of hard work and tenacity have led to a new purpose-built facility on the old bowling club grounds at Silverdale War Memorial Park.

Our board is proud to have helped the men’s shed with a local board grant and to find their permanent home. All the hard work, fundraising and community effort has paid off.

The shed’s customised design and large floor space are important for day-to-day operations and for up to 45 ‘sheddies’ who can work there at any time.

President Maurice Browning is thrilled with the modern facility and appreciates all the community support including for the fit-out.

“We are grateful for everyone’s contribution and all the donations we have received. Visitors entering the shed will see a large sponsorship board thanking the businesses, organisations and individuals who have been instrumental to the construction and development of the shed.”

Former local board member Janet Fitzgerald has been involved right from the start of the project.

“Trustees past and present have put in a huge amount of effort and the new shed is testament to all that. It’s amazing, the projects that can happen now the new, larger shed is up and running. Enjoy every moment.”

Members come from all walks of life and are extending their knowledge and growing their skills while working on projects at their own pace.

Fitzgerald says that the shed is not just about making things.

“It’s also sitting down at morning tea, having a chat with other men about their issues and resolving them. Mental wellness is a huge part of the men’s shed.”



▲ Ray Benfiet and Maurice Browning at the Hibiscus Coast Men’s Shed.

Browning agrees that being able to connect with others can greatly assist personal wellbeing.

“Friendly chats over a cuppa are the norm in the spacious lunchroom. Good health is paramount to us all, and we want to create a safe atmosphere of friendship and fellowship.”

Along with the lunchroom, the shed has workshops for woodwork and metalwork with other areas set up for hobby work and IT / electronics.

Situated at 12 Hibiscus Coast Highway, the shed is open five mornings a week, with information and contact details available at hibshed.org.nz.

Te tahua pūtea Funding impact statement

Financial year ending 30 June 2024

\$000s	Notes	Actual 2023/2024	Annual Plan 2023/2024	Annual Plan 2022/2023
Sources of operating funding:				
General rates, UAGCs, rates penalties		22,694	22,694	19,444
Targeted rates		1,013	1,048	514
Subsidies and grants for operating purposes	1	272	638	638
Fees and charges		3,200	2,961	3,168
Local authorities fuel tax, fines, infringement fees and other receipts		88	67	127
Total operating funding		27,267	27,409	23,891
Applications of operating funding:				
Payments to staff and suppliers		22,359	22,071	18,934
Finance costs		1,550	1,550	1,516
Internal charges and overheads applied		3,704	3,704	3,133
Other operating funding applications		0	0	0
Total applications of operating funding		27,613	27,325	23,583
Surplus (deficit) of operating funding		(346)	84	308
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	10,766	11,092	18,770
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		10,766	11,092	18,770
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		697	204	644
- to improve the level of service		684	2,783	291
- to replace existing assets		9,039	8,189	18,144
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		10,420	11,176	19,078
Surplus (deficit) of capital funding		346	(84)	(308)
Funding balance		0	0	(0)

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

- Subsidies and grants for operating purposes were below plan as a result of the closure of two Kauri Kids Early Childhood Education (ECE) sites at Stanmore Bay and East Coast Bays in December 2023, meaning the ECE Funding Subsidy was not received for the remainder of the year.
- While partly offset by lower than planned subsidies and grants for operating purposes, capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than planned.
- Capital expenditure was below plan mainly due to the larger projects such as Ōrewa Library renewal and new park at 86 Harvest Avenue, Ōrewa, taking longer than expected for the design and consent phase. The above was partly offset by higher capital expenditure relating to projects that were not in the local board agreement. These projects were funded from the Regional Coastal Asset Renewals programme and the funding was approved after the agreement was adopted. Projects in progress include Murrays Bay Seawall renewal and Browns Bay foreshore remediation.

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