



Te Poari ā-Rohe o Upper Harbour
Te Rīpoata ā-Tau 2023/2024

Upper Harbour Local Board

Annual Report 2023/2024



Volume
2.17

Upper Harbour
Local Board
Auckland Council 

Mihi

Tēnā kia tīkina atu e au he mihi,
 he whakamānawa anō hoki
 mai i ngā iwi taketake o te rohe nei.
 Te toko ake i te rau aroha
 o te tini whāioio kua whakakāinga nei
 hei puru, hei takā mō tēnei tipua,
 a Tāmaki Makaurau,
 herehere tāngata, hereherenga tikanga.
 Kia ea ai te kōrero rā,
 “Kua hora te Waitematā
 i ngā waka kapi-tai o Taikehu.”
 Kia tere ko te tai tapu i te kauanga o te rangi,
 he au maunutanga-toroa,
 whai mai rā i ahau.
 Ko au tēnei i toko ake ki te muriwai o te Waitematā,
 tūtakinga o te wai tai
 me te wai māori ki Te Whenuapai.
 Kei kī mai koe, “He aha tōna pai?”
 tērā au te whakahoki atu,
 “He whenua taurikura hei kāinga tupunga uri.
 He kōpūtunga ngaru tāngata te whakaeke tonu mai,
 te whakaeke tonu mai.”
 Nau mai e taku rahi, nau mai e taku iti,
 ki ngā kapu o aku ringa koe atawhaitia ai.

Let me express greetings
 and send good wishes
 from the indigenous people of this place.
 These, coupled with blessings that beckon with love
 to all and sundry,
 the ‘stops’ and ‘lashings’ that have chosen to make
 Auckland home,
 uniting people and inculcating cultures.
 This gives meaning to the adage,
 “Waitematā is awash
 with all manner of vessel plying the tides of Taikehu.”
 Reaching like a sacred tide to heaven itself
 and like an albatross on a thermal wave,
 follow me if you can.
 Here I am in the backwaters of the Waitematā,
 where sea meets
 freshwater at Whenuapai.
 You might ask “What good does it offer?”
 I would answer,
 “It is a prosperous and peaceful place.
 Home to generations yet to come,
 like the foam on a rising tide, they will keep on coming.”
 Welcome both great and small,
 in the cup of my hands I will nurture you.

On the cover: Kyle Liu at the official opening of the new park at Observation Green, Scott Point.

He kōrero mō tēnei rīpoata About this report

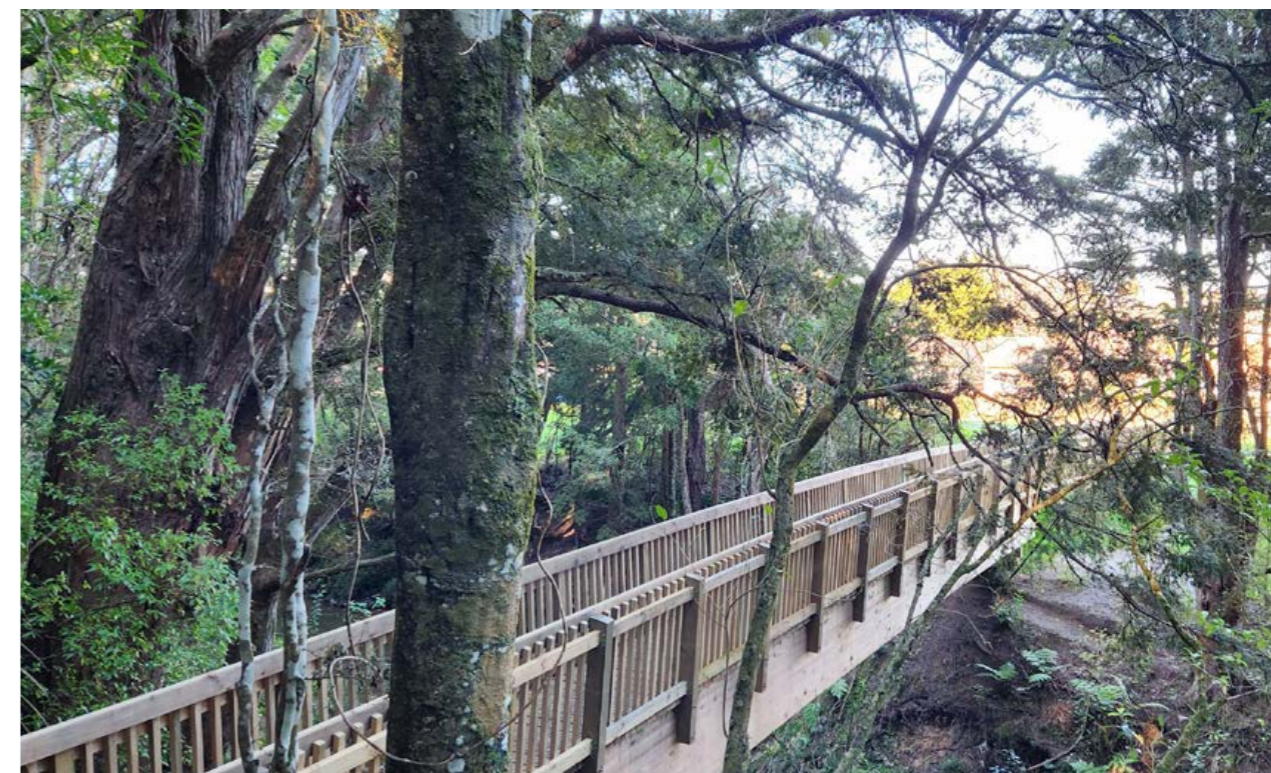
This annual report tells the story of how Auckland Council has performed in delivering services in the Upper Harbour Local Board area from 1 July 2023 to 30 June 2024.

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 Upper Harbour 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.**

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▼ Fernhill Escarpment Reserve



He kōrero mai i te heamana From the chairperson

The Upper Harbour Local Board is pleased to present our annual report for activities during 2023/2024. We are grateful to the many committed and dedicated community groups, residents' associations, and volunteers in Upper Harbour.

Major projects completed included the Observation Green playspace and an upgrade of the Caribbean Drive sports fields. Observation Green is the only playground in Scott Point and includes a playground, a shelter, adult exercise equipment, open space with goals and a learn-to-ride track. The Caribbean Drive sports fields upgrade in Unsworth Heights includes new toilets, walking tracks, lighting and upgraded sports facilities. Te Kori Scott Point sports park is making good progress and some areas will be open to the public in August 2024 following completion of Stage 1a. Already, the new shared path through the park is used by up to 130 children a day getting to and from school. Our playgrounds continued to be a focus with upgrades at Devonshire Reserve, Herald Island Reserve, Bushlands Park, and Starlight Park.

Our environmental focus remains strong, and our environmental groups provide excellent outcomes. This year we funded a new programme aimed at reducing industrial pollution in our waterways. We put our Ngahere Action Plan into effect, planting 48 specimen trees in parks and streets. We aim to have 30 per cent tree cover by 2050. Environmental groups planted at least 14,000 plants to restore, enhance and protect our environment. We adopted our local parks management plan and will shortly adopt our pest free strategy.

Fun events included a successful Movies in Parks event and play based events in reserves and playgrounds. We held a successful volunteer recognition evening to celebrate our wonderful

volunteers who provide so much for our community. New initiatives such as the Ethnic Peoples Plan and the Engagement Strategy will increase the board's ability to engage with our broad and diverse communities.

We continue to work hard and advocate for the newer communities in our area who need open space, proper planning, and council facilities. We are making some progress in these areas and have also taken steps to secure a permanent location for a new library, funding a geotechnical report at the preferred location.

We continue to provide support to many groups in our area and thank everyone in our community who partner with us to make a difference.

Anna Atkinson
Chairperson,
Upper Harbour
Local Board



Te Poari ā-Rohe o Upper Harbour Upper Harbour Local Board



▲
(L to R) Callum Blair, John Mclean, Anna Atkinson (Chairperson), Kyle Parker, Uzra Casuri Balouch (Deputy Chairperson) and Sylvia Yang

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Ngā kaupapa me ngā whakapaipai ake Upper Harbour projects and improvements

Key to current and planned projects

✓ Delivered projects

- 1 Albany Pool - install disability amenities
- 2 Herald Island Domain - renew playspace
- 3 Caribbean Drive - sports field upgrade & new toilet facility
- 4 Observation Green - develop neighbourhood park
- 5 Devonshire Reserve Playspace - renew and upgrade playground
- 6 Starlight Park - renew play space
- 7 Sanders House refurbishment
- 8 Lighting replacement at Wainoni Park
- 9 Greenhithe and Hobsonville War Memorial drinking fountains
- 10 Bushland Park playground renewal
- 11 Tamiro Road Reserve - adventurous nature space

🚶 Current projects

- 1 Te Kori Scott Point - develop sports park - stage 1a
- 2 Gills Reserve - install concrete path and renew tracks
- 3 Rosedale Park road renewal (Jack Hinton Dr to Paul Matthews Rd)
- 4 Te Kori Scott Point - develop sports park - stage 1b
- 5 Sanders Reserve bike track

Map legend

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



A population of **74,500** expected to increase to **101,544** by **2050**

The only local board area with an **operational Air Force base** (in Whenuapai)



We are home to more than **210** local parks and sports fields, **1** library, **1** recreation centre and **3** council-owned community centres



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

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We continued our support for partner delivery of programmes supporting connected and resilient communities in Albany, Greenhithe, Whenuapai and Hobsonville. Additionally, we celebrated our community volunteers through the Upper Harbour Volunteer Recognition event.

We enabled significant levels of plantings within our local parks and reserves, and also planted 48 Urban Ngahere specimen trees.

Track renewals at Sanders Reserve and Gills Reserves are underway, and the development of Te Kori Scott Point is continuing, with stage 1a soon to be completed.

The Caribbean Drive sports upgrade, playspace renewals at Devonshire Reserve and Herald Island Domain, and Observation Green Park were completed this year.

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 2023/2024 result did not meet target, most respondents felt safe during the day.

Antisocial behaviour has impacted respondents' perception of day time safety. Respondents are more aware of their surroundings due to unpredictable crimes, and some have commented on feeling less safe near the Albany bus hub.

Result against target	●	
Target 2024	81%	
Result	2024	74%
	2023	67%
	2022	75%

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

Perception of night time safety has improved but is still below target. There are safety concerns about being out and alone at night. Some respondents travel in groups at night, and others have suggested improving lighting to help the feeling of safety at night.

Result against target	●	
Target 2024	43%	
Result	2024	36%
	2023	28%
	2022	48%

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 local board continued to support connected and resilient communities through funding community partners across four key areas in Albany, Greenhithe, Whenuapai and Hobsonville, enabling the delivery of various community-led activities.

Result against target	●	
Target 2024	75%	
Result	2024	70%
	2023	96%
	2022	86%

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

The result exceeded target this year, reflecting the board's consistent support and funding to community partners to build community capacity to self-organise, develop local leadership support, community resilience and coordinate community programmes and events. This year's activities included enabling Digital Seniors, YMCA Raise Up, Upper Harbour Youth Council, Resilience Activators and governance training for community groups.

Result against target	●	
Target 2024	38%	
Result	2024	70%
	2023	79%
	2022	86%

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

While the target has not been met this year, the result showed an improvement over the previous year, when sports fields were significantly impacted by the weather. Upper Harbour Local Board has invested in sports field improvements such as at Caribbean Drive sports field upgrade and Te Kori Scott Point sports park.

Result against target	●	
Target 2024	85%	
Result	2024	66%
	2023	59%
	2022	68%*

The customers' Net Promoter Score for Pools and Leisure Centres

Upper Harbour has one Pool and Leisure Centre, the Albany Stadium Pool. The result was below target however a slight improvement over the previous year. Opportunities for improvement includes the variety of gym equipment offerings, timing of morning and evening classes, as well as general cleanliness of the aquatic centre bathrooms and changing facilities. Customers have commented on the size of the facility being inadequate and having an impact on the busyness of classes and facilities such as the sauna and spa.

Result against target	●	
Target 2024	45	
Result	2024	26
	2023	24
	2022	48

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

User satisfaction with local parks is consistent with prior year feedback however still below target. board has invested in renewing playgrounds in reserves, a new park at Observation Green Hobsonville, and Ngahere specimen trees in local reserves to provide shade for park users.

Result against target	●	
Target 2024	75%	
Result	2024	67%
	2023	67%
	2022	72%*

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

Result against target	●	
Target 2024	79%	
Result	2024	85%
	2023	87%
	2022	84%

We showcase Auckland’s Māori identity and vibrant Māori culture

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

We met target and bettered last year’s performance with an uplift in local grants supporting Māori outcomes, along with the delivery of community-led initiatives, such the partnership between Te Ohu o Onekiritia and Te Kawerau ā Maki delivering storytelling and arts projects. There is a trend upwards over the last three years.

Result against target		●
Target 2024		10%
Result	2024	10%
	2023	7%
	2022	5%*

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 at the Albany Village Library increased 37 per cent, putting well ahead of target. The number of library visits is similar to last year which may suggest increased usage of WIFI from nearby foot traffic outside the building.

Result against target		●
Target 2024		49,100
Result	2024	76,304
	2023	55,740
	2022	22,289*

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

All community places in Upper Harbour have been community led since the 2021/2022 year.

Result against target		●
Target 2024		75%
Result	2024	100%
	2023	100%
	2022	100%

The number of attendees at council-led community events³

A Movies in Parks event was successfully delivered on Saturday 9 March at Luckens Reserve to an estimated audience of 2,000. While slightly lower than prior year, the turnout exceeded the anticipated target for a typical Movies in Parks event.

Result against target		●
Target 2024		1,100 ²
Result	2024	2,000
	2023	2,500
	2022	0*

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

Participation at community centres and hire venues continued to rise, reaching a three year high. All facilities in Upper Harbour are community-led and operated, therefore the result reflects the high level of engagement driven by the community operators. Albany Community Hub contributed to 37 per cent of total participants - a 53 per cent increase over last year. Sunderland Lounge contributed 30 per cent of total participants - a 17 per cent increase over last year.

Result against target		●
Target 2024		111,000
Result	2024	273,562
	2023	186,446
	2022	83,423*

The number of visits to library facilities

The number of visits to the Albany Village library was below target, partly due to the change in our visitor capturing system which is more accurate but yields a lower visit count. This library has struggled to recover visitor numbers, with changes in customer behaviour and the space and parking constraints.

Result against target		●
Target 2024		148,000
Result	2024	124,962
	2023	132,614
	2022	91,593*

The percentage of attendees satisfied with a nominated local community event

We surveyed attendees at the Movies in Parks at Luckens Reserve. The result of 87 per cent satisfaction exceeded the target and represents a high level of alignment with expectations of the attendees.

Feedback indicates continuing enjoyment of the experience of free outdoor movies and appreciation of on-site food options and pre-movie activities provided.

Result against target		●
Target 2024		75%
Result	2024	87%
	2023	93%
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Service delivery at the Albany Village Library continued to exceed the customer satisfaction target in line with prior year expectations.

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

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 Upper Harbour Local Board intends to reduce the number of council-led community events funded for 2023/2024
3. Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover.

Local Planning and Development

We continued our ongoing support and engagement with Business North Harbour through the Business Improvement District programme

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

The board has one business association in the BID programme. Business North Harbour has complied with their BID targeted rate programme obligations this year.

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

Local Environmental Management

The Upper Harbour Ecology Initiatives assistance programme delivered and supported a range of activities including plantings, animal and plant pest control, and installation of animal pest traps.

Over 200 construction sites were visited through our construction waste education and leadership programme to promote and improve site practices for managing and minimising construction waste. We also funded a new programme this year to reduce industrial pollution in our waterways, focusing on businesses in Rosedale.

We delivered our Local Streams (Sustainable Schools) programme to five schools this year and continued our multi-year support of the restoration of the Waiarohia Stream, promoting education of issues affecting local streams, and empowering local communities and schools to achieve positive environmental outcomes.

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 the Sustainable schools project - Our Local Streams - which contributed to the local board plan 2020 outcome: Our unique natural environment is protected and enhanced.

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

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

We successfully delivered three of four local water quality or natural environment improvement projects - Ecology initiatives assistance programme, Restoration of the Waiarohia Stream, and the Industrial Pollution Prevention Programme.

Result against target		●
Target 2024		85%
Result	2024	75%
	2023	75%
	2022	100%

The Pest Free Upper Harbour Strategy is largely complete but minor changes have delayed the timing of adoption by the local board, which is now anticipated for quarter one of 2024/2025.

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

We successfully delivered the Construction Waste Education and Leadership programme which contributed to the local board plan 2020 outcome: Our unique natural environment is protected and enhanced.

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

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

This year we funded a new programme aimed at reducing industrial pollution in our waterways.

The Industrial Pollution Prevention Programme informs businesses about the impacts their activities may be having on local waterways, and involves water quality monitoring, site inspections and engagement and discussions with business owners about potential water pollution issues and waste minimisation techniques. A GIS mapping exercise is also included to ensure businesses understand how their sites connect to the stormwater network and local waterways.

This year, Upper Harbour focused on the Rosedale industrial area where the stormwater network flows directly into Lucas Creek and onto the Waitematā Harbour.

The local board funded programme included the installation of a water quality sensor in a stormwater pond outlet. This sensor played a crucial role, enabling water quality monitoring and identifying the frequency of suspected pollution events in the stormwater network.

Staff were able to connect with Business North Harbour, to confirm the approach for site visits, as well as helping spread the word out to local businesses, including regular newsletter updates about the programme.

We assessed 80 businesses this year, with 21 businesses being provided with reports with recommendations to mitigate identified pollution issues. Common industrial pollutants found entering the stormwater network include detergent and wastewater, leaking hazardous chemicals, oil and food waste, and plastics.

Due to the success of this year's programme, we approved a second phase for 2024/2025, enabling the expansion of this programme to more businesses.

This programme is just one of the local water quality improvement projects we supported this year, and the successful delivery has contributed towards achieving our 2020 plan outcome: Our unique natural environment is protected and enhanced.



▲ Upper Harbour Volunteer Recognition Programme



▲ Nan Zhou from the Aisan Community Engagement Trust at the Upper Harbour Volunteer Recognition Programme



▲ Caribbean Drive Sports fields

Te āhuatanga ā-rohe Local flavour

New park delights Scott Point community

Scott Point residents turned out in full force in October for the official opening of a neighbourhood park at Observation Green.

Where there had once been a green field, there is now a new park complete with a playground, a learn-to-ride path, a fitness trail and a communal picnic area.

Designed in partnership with the community, the new park is a welcome addition to Hobsonville which is one of the fastest growing areas in Auckland. It is a place for local families to enjoy leisure time together and that is important for any community's well-being.

Everyone, irrespective of their age, can enjoy the lovely outdoor space which has enough room for neighbours to get together, and for children to play and kick a ball around.

The event was officially blessed by Te Kawerau ā Maki, speeches followed, and the ribbon was cut by local board members.

Garden games and giant bubbles along with visits from Spiderman, the West Harbour Fire Brigade and mobile library, were topped off by a sausage sizzle.

Timber and rocks are featured throughout the park. The communal area has picnic tables, a drinking fountain and is covered by a shade structure. There is a hard surface suitable for free play and a large open space to kick a ball around or host community events. The fitness trail is suitable for all ages with seven pieces of equipment.

The playground consists of a rocker, trampoline, slide, swings, basket swing, tunnels, a climbing module, a concrete scooter/ bike path and wobbly goals in the flat grass area. The playground will complement a much larger playground to be built at nearby Te Kori Scott Point.

▼ Tug of war with Spiderman at the official opening.



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		14,606	14,606	12,060
Targeted rates		758	784	732
Subsidies and grants for operating purposes		47	28	28
Fees and charges		3,390	3,222	3,431
Local authorities fuel tax, fines, infringement fees and other receipts		99	121	117
Total operating funding		18,901	18,761	16,368
Applications of operating funding:				
Payments to staff and suppliers	1	17,121	15,344	13,420
Finance costs		834	834	656
Internal charges and overheads applied		2,578	2,578	2,148
Other operating funding applications		0	0	0
Total applications of operating funding		20,532	18,756	16,224
Surplus (deficit) of operating funding		(1,632)	5	144
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	14,513	7,718	12,650
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		14,513	7,718	12,650
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		8,188	796	1,795
- to improve the level of service		1,918	4,717	7,373
- to replace existing assets		2,775	2,211	3,627
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		12,881	7,723	12,794
Surplus (deficit) of capital funding		1,632	(5)	(144)
Funding balance		0	0	(0)

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

1. Payments to staff and suppliers were above plan mainly due to a recruitment drive enabling the Albany Stadium Pool to return to full operating hours starting September 2023. Further the allocation of maintenance costs for Upper Harbour's parks, open spaces and facilities also exceeded the planned levels, as contractor incurred higher repairs and maintenance associated with storm damage in the first half of the year.
2. Capital expenditure and payments to staff and suppliers were higher than planned. This resulted in a funding deficit which meant that more debt funding was required than was planned.
3. Capital expenditure was above plan mainly due to cost increases and the delivery being brought forward for Te Kori Scott Point Sports Park, Stage 1a. The earthworks for stage 1b was brought forward and delivered in advance during this year's summer season, which is more suitable for groundworks. The final stages of the multi-year project, upgrades to the Caribbean Drive Sports Fields, included deferred work from the prior year, exceeding planned expenditure.

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