

Te Poari ā-Rohe o Waitematā
Te Rīpoata ā-Tau 2019/2020

Waitematā Local Board

Annual Report 2019/2020



Volume
2.20

Mihi

Mai i Te Waitematā ki tai,
 nau mai rā e Te Waitematā ki uta.
 Hei taumarumarū koe mō te pū o te wheke
 kua huaina nei, ko te tāone nui o Tāmaki Makaurau.
 Titiro ki te Pourewa Tūkoi ki te rangi e titi mai rā
 i te manawa tonu o Horotiu,
 tipua o te ao kōhatu kua memeha kē,
 kua taupokihia e te ao kua kōhatu.
 Ko Te Wai o Taikehu kei te rāwhiti ōu,
 ko Tuki-tuki-muka te kaihere i tō hope i te uru.
 E rere ki tuawhenua, ka ū atu koe ki Te Wai-orea,
 kei kō tata mai ko te Rae o Kāwharu
 e eke ai koe ki Te Uru Karaka.
 Heke whakatemauī ko Ngā Kauae Whati,
 e piki ake ai koe ki Te Rimu-tahi.
 Titiro whakaiho koe, ko Waiatarau,
 ko te Waikōkota.
 E tahuri tō haere mā te ara Kārangaranga o Hape
 kia tū anō koe i te kokotinga o te Ara Kuīni.
 E whakamau ō kamo ki te āhuru mōwai
 e hora ake nā i mua i a koe.
 E mīharo ki tā te ringa tangata i hanga ai
 hei kākahu i tā te ringa atua.
 E takahi rā koe mā runga i ngā tapuwae o te tini –
 pō te ao, ao te pō,
 kia tau rawa atu koe ki te huinga māi
 a te mano ki Te Rerenga-ora-itī.
 Kī reira koe whakatau ai i te iwi,
 nau mai e taku iti, nau mai e taku rahi ki ahau,
 ki Te Waitematā i uta, ki Te Waitematā i tai.

From Waitematā at sea
 to Waitematā on shore, welcome.
 May you be a safe haven at the centre
 of this metropolis called Tāmaki Makaurau.
 Gaze up to the Sky Tower
 that rises out of the heart of Horotiu,
 relic of the age of stone,
 now covered over by a world of stone.
 Te Wai o Taikehu marks your eastern bounds,
 while Tuki-tuki-muka binds your western boundary.
 Flowing inland, you reach Wai-orea
 though close-by is Te Rae o Kāwharu,
 en-route to present-day Newton.
 Glancing to your left lies Grey Lynn,
 and up a rise you come to Ponsonby.
 Looking below, there is Freemans Bay,
 there too, is Waikōkota.
 Your journey takes you now to Karangahape Road
 across to where it intersects with the Queen’s byway.
 Cast your eyes over the sheltered haven
 that lies before you.
 Marvel at what the human hand has created
 to embellish what was created by the hand of God.
 Follow in the footprints of the many now passed –
 dawn till dusk and dusk till dawn,
 until you too arrive amongst the hustle and bustle
 of the throngs at Britomart.
 There you can bid the people,
 welcome one and all unto me,
 Waitematā on shore, Waitematā at sea.

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 Waitematā Local Board area from 1 July 2019 to 30 June 2020.

You can read about our progress, expenditure, service performance and challenges faced in 2019/2020. 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 also reports against the council’s Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Waitematā Local Board Agreement 2019/2020.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also 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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Western Park.

He kōrero mai i te heamana

From the chairperson

What we achieved

In 2019/2020, we have delivered some significant projects in Waitematā such as the comprehensive renewal of the Grey Lynn Community Centre, the refurbishment of Grey Lynn Library, and the renewal of Elam Street walkway. There have also been safety improvements to the pathways through Albert Park, and the Logan Terrace steps have been rebuilt.

The construction of the Grey Lynn Park Changing Rooms has commenced and will be complete later this year.

We provided extended library hours at Central City Library and Grey Lynn Library, delivered our annual events: Parnell Festival of Roses and Myers Park Medley, as well as supported events through our event partnerships, and community groups through our community grants and accommodation grants programmes.

Our continued support of the creative industry includes our partnership with TAPAC, and funding for a new local arts space coordinator programme.

In the local economy area, the local board funded the Waitematā Sustainability Kick Start Programme and the Young Enterprise Scheme.

The local board funded activities aimed at helping our communities lessen their impact on carbon emissions and the environment, such as the Low Carbon Lifestyles programme, Low Carbon Schools, and supporting the Low Carbon Network. The Compost Food Waste Initiative supported community gardens and urban farms in the Waitematā Local Board area, reducing waste and building local resilience.

We continued to fund agrichemical-free maintenance in several of our local parks.

Together with our dedicated communities, we are improving our local waterways with restoration



programmes at Waitītiko / Meola Creek, Newmarket, Waipapa and Waipāruru Streams. Recently we adopted the Te Wai Ōrea Western Springs Lakeside Development Plan and we are finalising a lake restoration plan with community planting on the lake edge planned for next year.

Looking ahead

For the year ahead, we will focus on recovery from the impacts of COVID-19 and will fund community events and activities that will build community cohesion and resilience. We will also continue to fund climate resilience, climate mitigation and environment programmes.

We will deliver key projects such as improvements to the playgrounds at Western Springs Lakeside Park, Home Street Reserve and Outhwaite Park.

The local board will continue to advocate for the reopening of the Leys Institute buildings and creating a civic space at 254 Ponsonby Road.

Richard Northey
Chairperson, Waitematā Local Board

Te Poari ā-Rohe o Waitematā

Waitematā Local Board



Your board

(L to R) Adriana Avendano Christie, Julie Sandilands, Alexandra Bonham, Graeme Gunthorp, Richard Northey (Chairperson), Sarah Trotman, Kerrin Leoni (Deputy Chairperson).



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Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Waitematā projects and improvements

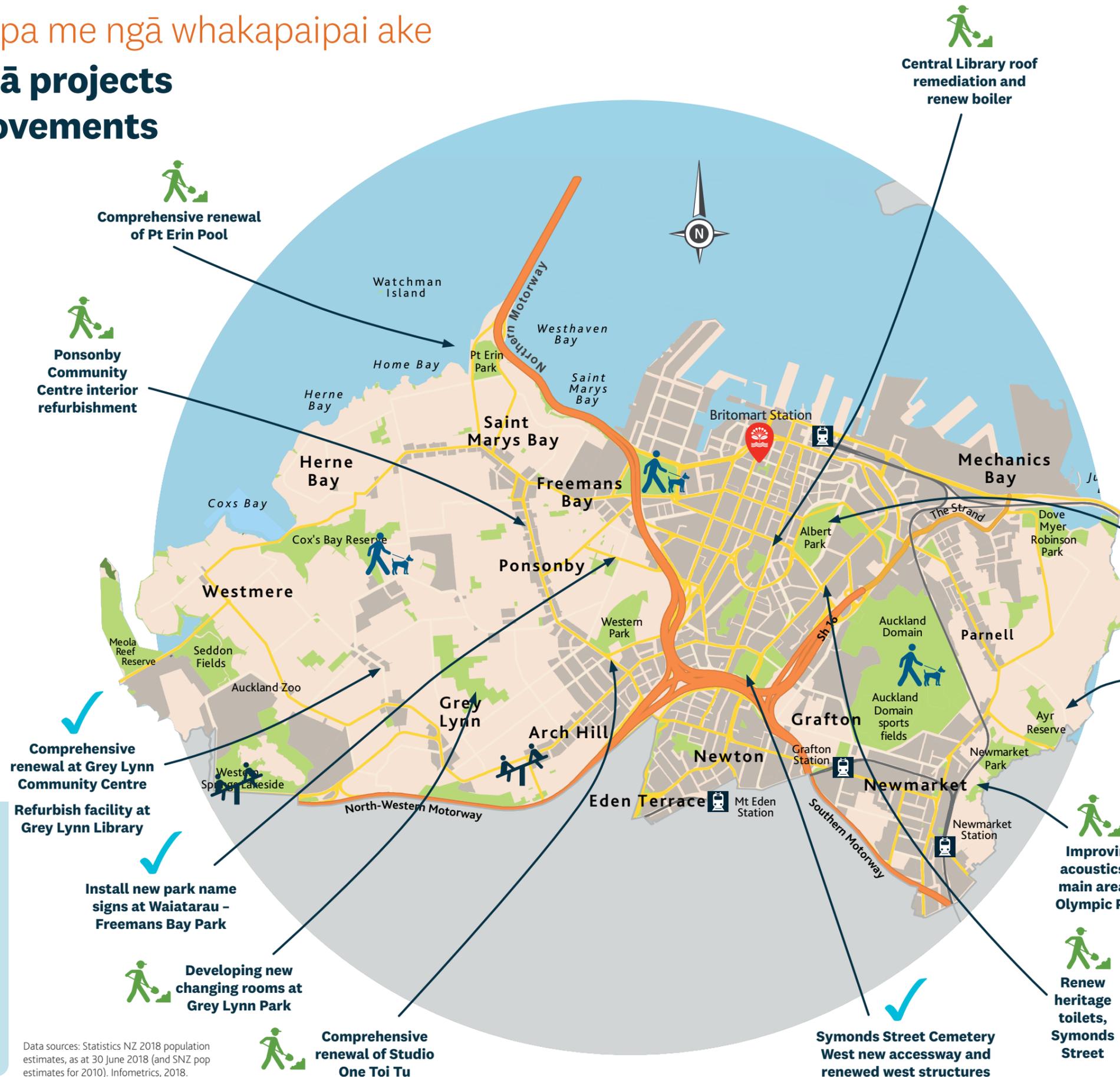
KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**
-  **Current track renewals**

LEGEND

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

Data sources: Statistics NZ 2018 population estimates, as at 30 June 2018 (and SNZ pop estimates for 2010). Infometrics, 2018.



100,000 people commute to the city centre
53% of commuters use public transport, cycling or walking



82,900 ranking it 9th in population size in Auckland's 21 local board areas

Waitematā has **104** parks, **8** community places, **4** libraries and **5** pools



Tā mātou pūrongo whakahaere mahi

Our performance report

● **Achieved**
Target has been met or exceeded

● **Substantially achieved**
Target has not been met by a slim margin (+/-2%)

● **Not achieved**
Target not achieved

▲ **Progress made**
Result improved from prior-year result

— **No change**
No change from prior-year result

▼ **No improvements**
Not improved from prior-year result

* **Impacted by COVID-19**
Measures favourably / unfavourably impacted by COVID-19

Local Community Services

Highlights included the comprehensive renewal of the Grey Lynn Community Centre, refurbishment of the Grey Lynn Library, stage four of the Albert Park development, as well as installation of accessways and structure renewals at Symonds Street Cemetery. We allocated \$171,000 to local community groups through our local grants programme and allocated \$125,000 for accommodation assistance grants. The local board also provided discretionary funding to lift levels of service with agrichemical-free parks, urban forest restoration and extended library hours at the Central and Grey Lynn libraries.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	How did we perform
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	●	▼	84%	71%	78%	75%	Comments in the residents survey noted that respondents feel unsafe during the day due to a number of factors, including increased numbers of homeless, drunk and gang groups in the central city, some recent incidents of crime, and a lack of police presence. There were also various comments relating to the amount of roadworks in the city contributing to a reduction in safety relating to surroundings.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	41%	42%	47%	40%	Comments in the residents survey noted that respondents feel unsafe at night due to a number of factors, including increased numbers of homeless, drunk and gang groups in the central city, some recent incidents of crime, poor lighting in streets and parks, nighttime roadworks across the city, and a lack of police presence.
Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities							
The percentage of Empowered Communities activities that are community led	●	▼	35%	60%	94%	New Measure	Community-led practice is championed through activities such as community gardens and initiatives to support homeless people. During COVID-19 lockdowns, residents associations embraced local neighbourhood placemaking to provide projects like Adopt-a-Street.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal	●	▼	30%	73%	92%	New Measure	Community capacity and capability is being built in Waitemata during COVID-19. Organisations like Doc Edge pivoted their delivery to an online platform for the festival, making the event more accessible for the public. Business resilience workshops delivery piloted, and resources, tool kits and online training and forums were coordinated by backbone organisations such as Belonging Aotearoa, Asian Family Services and Lifewise. However COVID-19 and associated lockdown significantly impacted the delivery of some activities. An improved method of data collection has also had an impact on the results.
We fund, enable and deliver arts and culture experiences that enhance identity and connect people							
The percentage of arts, and culture programmes, grants and activities that are community led	●	▲	75%	93%	89%	New Measure	A new community led centre (TAPAC) is being funded by the local board.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▲	5,500	12,000*	10,450	New Measure	Good levels of attendance were recorded for the Myers Park Medley and a significant increase apparent for the Parnell Festival of Roses event, most likely due to good weather and continuing efforts to enhance the event experience. Staff provide an estimate for attendees at these events. If the estimates vary, we take the mid-point as the number.
The percentage of attendees satisfied with a nominated local community event	●	▲	75%	82%	62%	New Measure	Overall, attendees at the Festival Italiano event enjoyed the day. Survey respondents especially enjoyed the variety of stalls, the quality of the food, the authentic music, and the atmosphere throughout the day.
We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection							
The number of participants in activities at art facilities, community centres and hire venues	●	▼	450,000	580,199*	613,640	New Measure	Statistics collection from TAPAC began in 2020 without a target attached to them.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	50%	46%	46%	New Measure	There has been no change in the model of operation, but the Leys Institute Hall (Leys Gymnasium) is closed due to seismic building concerns.
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	1,750,000	1,031,538*	1,498,247	New Measure	PC and Wi-Fi sessions are in continuous decline, libraries closure for about 9-11 weeks in response to the COVID-19 has impacted the trend further.
The number of visits to library facilities	●	▼	1,200,000	967,070*	1,401,083	New Measure	Visits to libraries in Waitemata Local Board were on track to reach their target at the end of February, but libraries closure in response to the COVID-19 significantly visit performance. It should be noted that while we were on track to reach our targets, visits were declining prior to COVID-19, mostly due to Central Library building work and to the closure of Leys Institute Library in December 2019.

Local Community Services measures cont'd over

Local Community Services cont'd

Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	96%	95%	90%	Satisfaction has been driven to a large extent by the great service delivered by staff.
We provide 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	●	▼	82%	79%	84%	New Measure	Lack of availability of sports fields hours in the central city puts pressure on users to book well in advance or requires them to travel out of area. Restricted sport fields land in the city centre such as Victoria Park make this challenging to address. Opportunities to improve sportsfields will be investigated in the next financial year, including completion of the changing rooms at Grey Lynn Park.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▲	31	55	54	43	A long, hot summer meant that the outdoor pool facilities and Tepid Baths were well utilised, contributing to a high level of community satisfaction.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	79%	78%	81%	New Measure	Although below the target, the result is still above the regional average. Continued investment in local parks and services should see an increase in this target. Community feedback is that respondents generally believe that local parks are well maintained, clean and tidy, and are suitable for many activities. Feedback of areas where we should look at possible improvements are upkeep of closed cemeteries, lighting provision, and tidying up of litter.
The percentage of residents who visited a local park in the last 12 months	●	▼	78%	78%	87%	78%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	6.0%	38.5%	16.5%	New Measure	The Waitemata Local Board has exceeded our target for this measure by 32.5%. This is due to the work of the Community Empowerment Unit (CEU) in working to increase the relationship and partnership projects with Ngāti Whātua Ōrākei and the fact that 61% of all projects funded by CEU through the local board contestable grants programme responded to Māori aspirations, a significantly higher number than anticipated.

Local Environmental Management

Highlights during the year were progress on The Compost Food Waste initiative phase two, Waititiko / Meola Creek restoration, From the Deck - Newmarket Stream Community Restoration Project, Waipapa Stream Restoration Programme, Waipāruru stream restoration, and the Te Wai Ōrea restoration plan. We continued supporting our Low Carbon programme, including Low Carbon Lifestyles, Low Carbon Network, Low Carbon Schools and Low Carbon Multi-Unit Dwellings.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▼	100%	60%	100%	100%	We successfully delivered 6 of 10 environmental projects for Waitemata, the low carbon lifestyles and Low Carbon Lifestyles and Low Carbon Schools projects were not delivered but the low carbon programme will continue in 2020/2021. The low carbon multi unit dwellings and Te Wai Orea projects were partially delivered, and will also continue in 2020/2021.

Local Planning and Development

We supported projects such as the Young Enterprise Scheme, the Waitemata Sustainability Kick Start Programme, which increased participants' capability in environmental and sustainability related practices, and our ongoing grant support of the Grey Lynn Business Association. We also continued our support and engagement with all seven business associations within the board area.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	How did we perform
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	●	▲	100%	100%	83.3%	100%	All six Business Improvement Districts in the Waitemata Local Board area complied with their BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

The local board allocated \$72,000 of its discretionary funding towards delivering agrichemical-free services in Albert Park, Grey Lynn Park, Myers Park, Victoria Park (garden beds and amenity areas) and Western Park. The contractor is carrying out weed control by hand and using mechanical methods to maintain edging. The results are positive, and the contractor is managing the areas well without agrichemicals. The local board is investigating options to extend agrichemical-free maintenance to other parks and reserves in the future.

The local board also allocated \$65,000 of its discretionary funding to restoring our urban forest. To build on progress from previous years, sites selected were St Stephens Cemetery, Point Erin Park, Point Resolution, Seddon Fields, Westmere Park (Weona Place Access) and Westmere Lamington Esplanade. Due to the COVID-19

pandemic, this work could not be carried out in the 2019/2020 financial year. A contractor was chosen to deliver outcomes of the project and is preparing a work plan that will be undertaken in early 2020/2021.

The local board contributed \$128,000 to extending library opening hours by 0.5 hours per week at Grey Lynn Library and two hours per week at Central Library. The additional opening hours have enabled the team to focus on more activity in the weekends. This has delivered events and programmes such as a children's chess class on Sunday afternoons and access for 3D print enthusiasts to print larger projects. We have been focussing on the LGBTIQ community to promote a sense of belonging and connection by providing Speed Dating for Queer Friendships, bingo and quick-fire question sessions, some kai for sharing, and refreshing of our LGBTIQ collections.

Te āhuatanga ā-rohe

Local flavour

Space Hub platform connects creatives with spaces



Photo: Nathan Clark

The biggest concentration of people working in the creative sector in the in New Zealand can be found in the Waitematā Local Board area – but what the area lacks is enough fit-for-purpose space to create.

Two years ago the Waitematā Arts and Creative Spaces Stocktake and Needs Analysis Report revealed that local artists had been struggling to find suitable and affordable creative spaces, despite there being plenty of sites.

In this period, the local board responded by contributing towards the cost of an art space coordinator who set about changing that by connecting creatives to spaces and arts services.

The role was awarded to independent arts agency Monster Valley, run by filmmaker and creative Karl Sheridan.

Once they took on the role, they got to work creating Space Hub, a platform dedicated to connecting artists with diverse spaces in Waitematā.

Since the launch of Space Hub, we've seen some great projects go ahead. One is the use of vacant shops at St Kevin's Arcade (in Karangahape Road). Rather than these sitting empty in between tenants, an artist will now be offered the space to use as they wish for a minimum of two weeks.

“This scheme offers artists the rare opportunity to have a shop front in the centre of town for an extended period.” says Karl.

“Looking forward, we'll be developing Space Hub to operate as a two-way street. At the moment it's designed for creatives to find diverse spaces; however to increase the use of available spaces we're developing a system that allows spaces to get in touch with artists when their space is available for free or at a reduced rate for a set period of time.

“This two-way street model means we should see more vacant spaces being used creatively, and in turn, increase people's desire to get out and about in the city.”

Te tahua pūtea

Funding impact statement

For the year ended 30 June 2020

\$000s	Notes	Actual 2019/2020	Annual Plan 2019/2020	Annual Plan 2018/2019**
Sources of operating funding:				
General rates, UAGCs, rates penalties		16,705	16,705	15,277
Targeted rates		8,514	8,514	8,265
Subsidies and grants for operating purposes		9	17	20
Fees and charges	1	1,961	2,872	2,687
Local authorities fuel tax, fines, infringement fees and other receipts		420	169	131
Total operating funding		27,609	28,277	26,380
Applications of operating funding:				
Payments to staff and suppliers	2	26,700	24,320	22,955
Finance costs		1,326	1,326	867
Internal charges and overheads applied		2,542	2,542	2,463
Other operating funding applications		0	0	0
Total applications of operating funding		30,569	28,188	26,285
Surplus (deficit) of operating funding		(2,960)	89	95
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	3	9,502	8,083	3,742
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		9,502	8,083	3,742
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		718	1,648	331
• to improve the level of service		1,000	953	607
• to replace existing assets		4,824	5,571	2,899
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	6,542	8,172	3,837
Surplus (deficit) of capital funding		2,960	(89)	(95)
Funding balance		0	(0)	(0)

Variance explanation Actual 2019/2020 to Annual Plan 2019/2020

1. Fees and charges were below plan primarily due to the loss of revenue from the closure of Tepid Baths during the COVID-19 lockdown and the ensuing period with social distancing requirements.
2. Supplier payments were above plan due to higher than anticipated maintenance expenditure on local facilities and the library. Areas of significant spend were streetscaping services and the maintenance of the Auckland Central Library.
3. The increase in debt was above plan primarily due to an operating funding deficit, partly offset by lower capital expenditure, which increased the need for debt funding.
4. Capital expenditure was below plan due to slower progression on a number of works largely in response to the financial impact of the COVID-19 pandemic, including:
 - New changing rooms at Grey Lynn Park.
 - The greenway development at Seddon Fields.
 - Renewal of the bridge and shared path from Cox's Bay to Wharf Road.
 - Renewal of the playground and carpark at Outhwaite Park.
 - Renewal of the playground at Western Springs Lakeside Park.

The underspend was partly offset by progress of the comprehensive roof remediation of the Auckland Central Library ahead of plan. This is a multi-year project and the level of capital works was not planned to be significant during 2019/2020.

**Year 1 of the Long-term Plan 2018-2028 (10-year Budget 2018-2028).



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