

Te Poari ā-Rohe o Albert-Eden
Te Rīpoata ā-Tau 2019/2020

Albert-Eden Local Board

Annual Report 2019/2020



Volume
2.1

Mihi

Titiro ki te Pane o Horoiwi,
ka whakapukepuke, ka whakatiketike ki waho rā.

He kawau, he kawau, he kawau!
He kawau tikitiki ka eke ki te tāhuna tōrea.

He kawau tikitiki ka eke ki te tāhuna ki
Te Waitematā.

Ko koutou ēna e ngā mataawaka
i rite ai te kōrero,

Ngā waka o Taikehu me he kāhui kātaha
kapi-tai, ka eke!

Kua eke, hui e, tāiki e!

Te noho nei au i te kūrae i Takaparawhā,
ka titiro whakawaho ki a koe Aotea
e tū hihiwa mai rā i te pae o te moana o Hauraki.

Ka hoki whakaroto ake aku mihi ki a Waiheke,
ki a Rangitoto te pueanga mutunga
a te moana.

Kia ū mai anō au ki te one i Ōkahu,
kia takahia e au te rārangi maunga i uta.

Ki te tonga ko Maungarei,
kei raro ko te Kōpua Kai a Hiku.

Ka rere mā roto ki Puketāpapa,
kia piki au ki Maungakiekie,

Tūpō-o-te-tini.

Ka whakamau taku haere
mā te Ahikāroa a Rakataura kia taka atu au

ki te Ara Whakapekapeka o Ruarangi.

I konā ka aro tika atu au ki a koe e Maungawhau
te tū whakahira tonu mai nā i te pū o te wheke,

kua werohia nei e te Tūkoi o te Rangī,
kia pokanoa au ki te pepeha

a Tītahi,

“Koia te pou whakairo ka tū ki Waitematā
i ōku wairangitanga”,

kia whakaotihia noa ai ki te kōrero rā,

“Te pai me te whai rawa o Tāmaki.”

Look to the sandbanks at Achilles Point,
rising majestically out there.

It is the visiting cormorant!

It has alighted onto the beach of the oyster-catcher.

A distinguished visitor has come to
the Waitematā.

It is you the descendants of the ancient voyagers,
those who embody the axiom,

The canoes of Taikehu, like shoals of herrings
on the tide, you have arrived!

The connections are made!

So here I sit on the headland at Bastion Point,
and I look out to Great Barrier Island
shimmering on the Hauraki Harbour.

Returning my gaze to Waiheke

and then to Rangitoto, the last gift
from the sea.

Once more I stand on the shore at Ōkahu,
from where I can traverse the ancient peaks.

To the south is Maungarei
below which lies the Panmure Basin.

Flying inland I come to Puketāpapa
from where I scale Maungakiekie,
resting place of many who have passed on.

I follow then the pathway

to Mt Albert down
into Pt Chevalier.

From there I return to Mt Eden,
shining gem at the heart of the great city,
lanced by the sky tower

so that I might appropriate the prophecy
of Tītahi who said.

“A tower that will stand in the Waitematā -
that is what I saw in my feverish dream”,

and to end it with the maxim,

“So flows the goodness and riches of Tāmaki.”

On the cover: Potters Park.

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 Albert-Eden 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 Albert-Eden 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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Mt Albert Aquatic Centre.

He kōrero mai i te heamana From the chairperson



What we achieved

I am pleased to present Albert-Eden Local Board's Annual Report for 2019/2020. It marks the third year of delivery on our Local Board Plan 2017. We are proud of the local board's activities and achievements over the year. This year we experienced the COVID-19 lockdown and we will continue to see its impacts over time.

We funded an exciting events programme that included the Albert-Eden Schools Cultural Festival, Carols at Potters Park and a Movies in Parks event.

We granted over \$300,000 to community groups this year through our local grants and accommodation support funding. These grants are an important way we can encourage a sense of community, nurture local arts and events, and enhance our area's environment and heritage.

We funded a wide range of community projects, from the Albert-Eden Youth Board to community gardens. We supported our migrant communities through intercultural tours, networking and business mentoring.

We completed projects at several parks including Fowlds Park, Potters Park and Virginia Reserve. We also completed a comprehensive refurbishment of the Mt Albert Library and upgrades at Jack Dickey Community Hall in Greenlane and the Owairaka Plunket Rooms.

We continued to fund environmental and sustainability initiatives and to support community-led projects, including Waititiko / Meola and Te Auaunga / Oakley Creeks restoration and Eco-neighbourhoods.

We advocated on your behalf across a range of transport, council and governmental issues.

Challenges for 2020/2021

Next financial year will look very different for the local board, Auckland Council and the community. The financial impacts of the COVID-19 lockdown will be far reaching.

The local budgets we usually have to invest in building new local community assets are paused for at least one year. This means we will be focussing on maintaining and renewing the assets we have, undertaking programming, and partnering with the community to identify and meet your needs. I hope that by working together, we can recover quickly and strongly as a community.

Margi Watson

Chairperson, Albert-Eden Local Board

Te Poari ā-Rohe o Albert-Eden Albert-Eden Local Board



Your board

(L to R) Graeme Easte, Julia Maskill, Christina Robertson, Margi Watson (Chairperson), Benjamin Lee, Lee Corrick (Deputy Chairperson), Rachel Langton, Kendyl Smith.



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Ngā kaupapa me ngā whakapaipai ake

Albert-Eden 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)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road

Data sources: Statistics New Zealand Population Estimates (2015) and Population Projections (2013-base).



A population of just under **100,000** or over 6% of Auckland's total population



Three maunga surround the area - Mangawhau / Mt Eden, Ōwairaka / Te Ahikā Roa o Raka / Mt Albert and Te Kōpuke / Titopuke / Mt St John



Distinctive villages include Mt Eden, Kingsland, Sandringham, Balmoral, Mt Albert and Pt Chevalier



We are home to more than **105** local parks, **3** libraries and **13** community centres and halls

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

We enrich your community with libraries and literacy, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. We promote Te Reo Māori in activities such as Auckland Libraries' Kia Māia te Whai / Dare to Explore summer reading programme and projects such as Te Kete Rukuruku - dual Te Reo English naming for identified parks.

	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	●	▼	82%	81%	85%	87%	An increase in reported crime and concerns around anti-social behaviour around town centres contribute to residents feeling less safe during the day.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▲	45%	39%	38%	41%	Although below target for night time result, it is on par with previous years' results. Residents feel unsafe at night and suggest that better street lighting, reinstatement of bus stops, and more visible policing will improve the rating.
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 ¹	●	▼	40%	73%	90%	New Measure	Community-led practice is championed through activities such as Gardens 4 Health Mentoring and support for community food initiatives. Partnerships with Neighbourhood Support and Auckland Emergency Management to engage with residents and connect them with each other to increase belonging and resilience. This was achieved through targeted engagement and programming for diverse communities and young people. 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.
The percentage of Empowered Communities activities that build capacity and capability ¹	●	▼	35%	49%	92%	New Measure	Community capacity and capability is built through activities such as direct brokerage of strategic collaborative relationships and resources within the community, community networking events in Epsom and with gardening groups and young people and working collaboratively with smaller organisations responding to the needs of diverse communities. 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	●	▬	85%	100%	100%	New Measure	All programmes are community-led.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▼	2,700	3,000*	3,800	New Measure	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	●	▼	70%	42%	60%	New Measure	Feedback from the Carols at Potters Park event indicated that the move to an indoor venue due to an unfavourable weather forecast had a negative impact on the event experience.
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	●	▼	393,282	346,074*	414,181	New Measure	Community venues were closed from 23 March through to 18 May due to COVID-19. The venues were reopened on a staggered approach with reduced capacities until Alert Level 1. Sandringham and Pt Chevalier Community Centres had a service level change due to the emergency budget outcomes and reopened as venues for hire.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	17%	17%	17%	New Measure	
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)	●	▼	330,000	224,993*	302,962	New Measure	PC and Wi-Fi sessions are in continuous decline. Closing libraries for 9-11 weeks because of COVID-19 further contributed to the downward trend.

Local Community Services measures Cont'd over

Local Community Services cont'd

The number of visits to library facilities	●	▼	490,000	428,229*	529,249	New Measure	Visits to Albert-Eden libraries were on track to reach the annual target until libraries were closed for about 9-11 weeks due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	96%	95%	94%	The high level of overall 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	●	▲	69%	78%	75%	New Measure	
The customers' Net Promoter Score for Pool and Leisure Centres	●	▲	35	21	17	49	The NPS score was not achieved and is most likely related to the refurbishment of two spa pools. The work took seven rather three weeks. This also meant the closure of the Slide, Waves, and Sauna and Steam Room. Other issues raised were the lack of showers during water restrictions and lack of family changing rooms due to the repaint being pushed back by the spa work.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▲	79%	85%	79%	New Measure	
The percentage of residents who visited a local park in the last 12 months	●	▼	87%	81%	86%	80%	Although below the target, 81% is a very good result and reflects the importance of local parks to the quality of life of Aucklanders.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	8.0%	13.8%	10.5%	New Measure	

1. The target has been exceeded as a result of the initial targets being set with limited baseline data. Targets will be reviewed as part of the 10-year Budget 2021-2031, using the historical results as a realistic baseline.

Local Environmental Management

These include local board funded environmental initiatives such as planting, pest control, stream and water quality enhancements, sustainability initiatives such as EcoNeighbourhoods and establishing a bike hub.

	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%	63%*	100%	100%	Five out of eight environmental projects were delivered in Albert-Eden. The community-led streamside restoration at Te Auaunga and the Epsom landowner assistance programme as well as Drains for Rain project were not fully completed due to COVID-19 restrictions. The remaining work for Te Auaunga will take place in 2020.

Local Planning and Development

This includes town centre plans and development, supporting Business Improvement Districts, promoting sustainable practices with businesses in our town centres and heritage projects.

	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%	100%	100%	

Te āhuatanga ā-rohe

Local flavour

Fowlds Park upgrades cater to diverse community needs



In an area where demand for quality sports fields is at a premium, the completion of an upgrade at Fowlds Park during this period has been welcomed by local clubs.

The playing turf at the Mt Albert ground has been upgraded to a hybrid turf and new lights put in – both aimed at increasing capacity at the ground because they are available longer.

“The upgrade has been a game changer for our club and local rugby league,” says Mt Albert Rugby League Club president Mark McLeay.

“The quality of the fields is on par with local stadiums and along with new lights has provided the opportunity for Friday night football.

“It has been well received by our club members, visiting teams and the community who absolutely love the ability to play Friday with the added benefit of having more time to enjoy the weekend,” he says.

The upgrade means the park is more accessible and fit for purpose to meet the growing demand with the board working with Auckland Council staff, local stakeholders such as Mt Albert Rugby League Club, Auckland United Softball Club, the Irish Society, Mapura Studios and Friends of Fowlds Park to come up with the solution for this site.

It also contributes to achieving two important sporting targets in the Auckland Plan – to encourage Aucklanders to actively participate in recreation and sport every week, and to increase the number of council sports field that are useable throughout the year.

There are 16 sports parks in the local board area, with Fowlds being one of five that have undergone a turf upgrade over recent years. However, there is still a significant shortfall in the competition and training hours to meet the need.

“The quality of the fields is on par with local stadiums...”

One of its priorities over the next few years is to advocate to the Governing Body for funding to address the shortfall and work with local sports clubs wanting to develop facilities to focus on upgrading buildings to be more multipurpose hubs.

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		13,368	13,368	13,308
Targeted rates		478	478	633
Subsidies and grants for operating purposes		9	14	16
Fees and charges		421	534	432
Local authorities fuel tax, fines, infringement fees and other receipts		165	39	39
Total operating funding		14,441	14,433	14,428
Applications of operating funding:				
Payments to staff and suppliers	1	13,401	11,669	11,353
Finance costs		846	846	906
Internal charges and overheads applied		1,829	1,829	2,100
Other operating funding applications		0	0	0
Total applications of operating funding		16,076	14,344	14,359
Surplus (deficit) of operating funding		(1,635)	89	69
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	5,410	7,497	4,579
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		5,410	7,497	4,579
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		1,247	1,774	1,163
• to improve the level of service		897	793	917
• to replace existing assets		1,631	5,020	2,568
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	3,775	7,586	4,648
Surplus (deficit) of capital funding		1,635	(89)	(69)
Funding balance		0	0	0

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

- Supplier payments were above plan due to higher than anticipated maintenance expenditure on local facilities and assets, a significant portion of which was spent on streetscaping services. Additionally, a significant amount was spent on the maintenance of Chamberlain Park. This expenditure was not included in the Annual Plan as responsibility to fund the upkeep of the park was only transferred to the Albert-Eden Local Board in September 2019.
- The increase in debt was below plan primarily due to lower than anticipated capital expenditure, partly offset by an operating funding deficit, which reduced the need for additional debt.
- Capital expenditure was lower than plan due to:
 - the deferral of non-essential projects in response to the financial impact of the COVID-19 pandemic, including physical works for Phyllis Reserve stage 2 (to 2020/2021), Te Auaunga / Oakley Creek renewals (to 2020/2021 and 2021/2022) and Coyle Park basketball court (to 2021/2022).
 - the Albert-Eden Town Centre transformation project was put on hold pending the outcome of Auckland Transport's Connected Communities project. The project aims to improve the Sandringham, Greenwood's Corner and Pt Chevalier town centres, and is expected to begin in 2021/2022.

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



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