



Te Poari ā-Rohe o Ōrākei
Te Rīpoata ā-Tau 2023/2024
Ōrākei Local Board
Annual Report 2023/2024




Volume
2.12

Mihi

“E ngā kainoho, e ngā hapori
 Anei te reo matakuihui ka hora ki ngā iwi
 kua whakakāinga nei i a Ōrākei

Tēnā koutou katoa.
 E noho nei au i te maunga o Ōhinerau
 ka titiro ki te raki, ki a Maungarei.
 Ko aku karu ka whai i te awa o Tāmaki e tere rā
 ka rewa ake ki runga i a Taurere
 ki te Pane-o-Horoīwi.
 I konei ka huri whakawaho taku kaikanohi
 ki Tikapa Moana, ka matika ake he moutere,
 ko tōna rite he tōtōeka,
 e patī mai ki runga i ō tātou tāhuna.
 Mai i konei ka rere tonu rā ki te Waitematā,
 ka paratī mai ōna tai kārohirohi
 ki runga i ōna takutai.
 Haumi e, hui e, tāiki e.
 Tirohia tō mātou tirohanga whānui
 kei ngā whārangi nei.
 Nōu hoki te tirohanga? Whāki mai!

Residents and communities
 This is a warm welcome to all who have
 made Ōrākei home.

Greetings to you all.
 Here I sit on Mt Hobson
 and look to the east as I gaze towards Mt Wellington.
 My eyes follow the flowing Tāmaki River
 then pass over Mt Taylor
 to Achilles Point.
 From here I look out and see
 the waters of the Hauraki Gulf, where islands rise
 like greenstone,
 as they lap onto our beaches.
 From here it's on to the Waitematā
 whose shimmering waters
 touch our coast.
 The connections are made.
 Look to our vision
 shared in these pages.
 Is it yours too? Tell us!”

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 Ōrākei 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 Ōrākei 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**.

▼ Ngāti Whātua Ōrākei Marae



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He kōrero mai i te heamana From the chairperson

The board wishes to acknowledge the support of staff and community in making the 2023/2024 year one of great achievement in the face of severe budget cuts and both local and global recessionary trends.

We achieved a significant milestone in May with the return of Tagalad Reserve to our governance. It was a decision eight years in the making and one where we lobbied consistently alongside the passionate Mission Bay community. We are now working with our Community Facilities team to enhance this space and with the local community to make the best possible use of this fantastic asset.

We held the inaugural Splash Landing event at The Landing, Tāmaki Drive in March in partnership as part of the Moana Festival, and with the support of the Akarana Marine Centre Trust. We wanted to showcase what this waterfront park has to offer, with safe access to the sea for families to play and learn. We look forward to an extended programme of activity here including next year's Sail GP regatta.

We held regular engagements with Ngāti Whātua Ōrākei to progress their vision for a sport, recreation, and hauora (well-being) centre in Ōrākei Domain to meet their multi-generational needs and provide a facility for use by the whole community. Our board has resolved to publicly notify the community ground lease and we look forward to progressing this kaupapa.

Our extensive environmental programme has progressed well and we completed work on tracks in St Johns Bush following damage from severe weather events. This included reforming tracks, new retaining structures, a renewed boardwalk, and additional culverts and bigger pipes to facilitate faster drainage.

We continued lobbying for the Gowing Drive connection to the Glen Innes to Tāmaki Drive Shared Path and were successful in getting funding for Stage 4 of this project.

Our Movies in Parks at Glover Park had the largest attendance of any Movie in Park event across Auckland, with about 3,500 attending. We held our third EnviroForum in May with a great turnout and a range of enlightening speakers. In November, we hosted the Ōrākei Local Board Business Awards to recognise the achievements of local businesses.

We reopened Crossfield Reserve playground in Glendowie to the public in May following a significant upgrade – read more about this on page 14 in our Local Flavour story – and held the most attended ANZAC Day service at St Heliers War Memorial in April.

In summary, a tough but pleasing year.



Scott Milne
Chairperson,
Ōrākei Local Board



Te Poari ā-Rohe o Ōrākei Ōrākei Local Board



▲
(L to R) Penny Tucker,
Angus McPhee, Sarah Powrie
(Deputy Chairperson), Troy Churton,
Scott Milne (Chairperson), David Wong,
Margaret Voyce

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Ngā kaupapa me ngā whakapaipai ake Ōrākei projects and improvements

Key to current and planned projects

Delivered projects

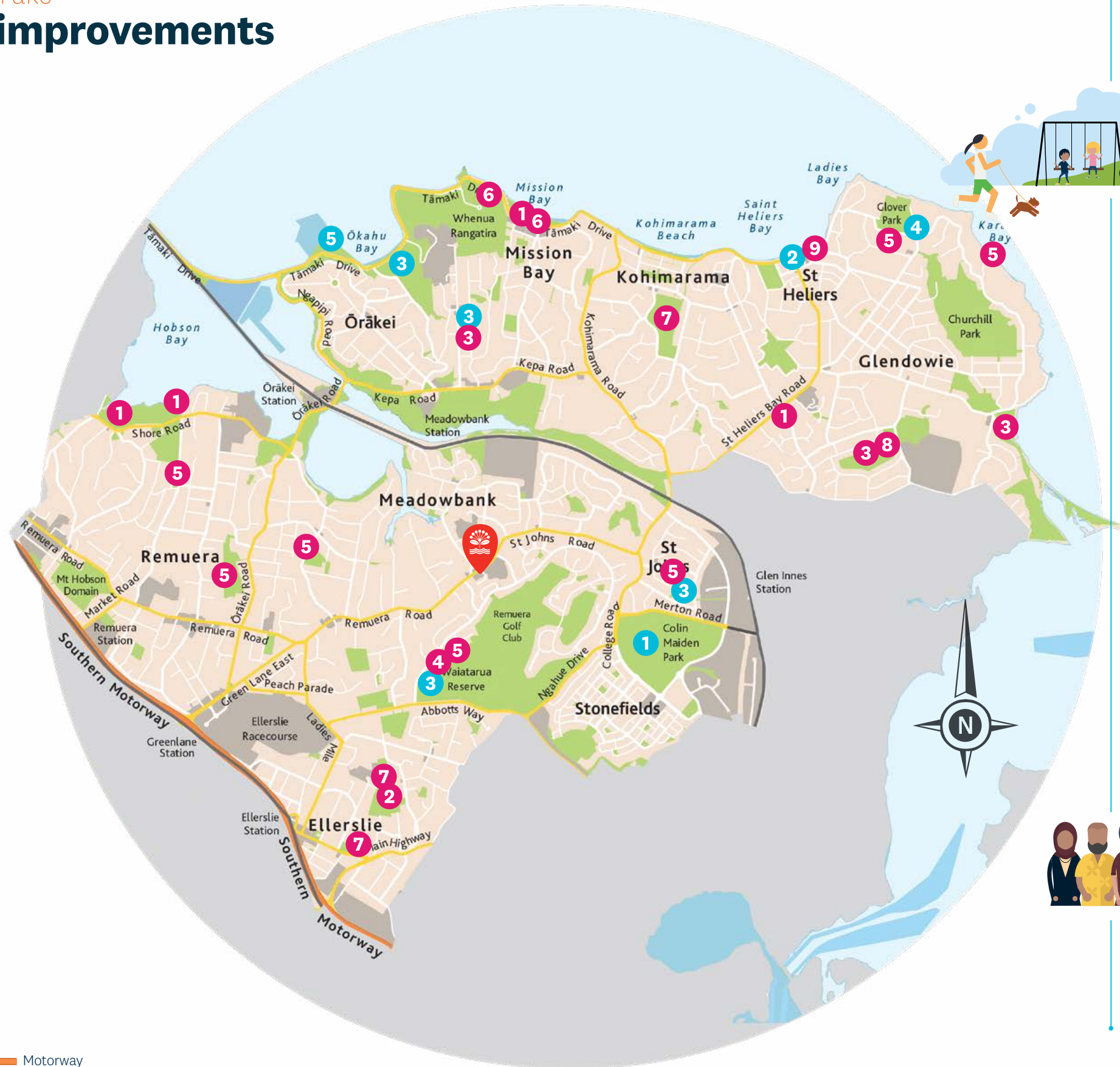
- 1 Colin Maiden Park - stage 1 of sports infrastructure development
- 2 St Heliers Library - seismic strengthening with interior renewals
- 3 Renewal of open space play space equipment - Kupe North Reserve, Okahu Bay Reserve, Swainston Reserve, Waiatarua Reserve
- 4 Movie in the Park - Glover Park
- 5 Splash landing event at The Landing

Current projects

- 1 Renewal of open space buildings - Mission Bay, Shore Road Reserve, St Heliers Bay Beach Reserve, Thomas Bloodworth Park
- 2 Michaels Avenue Reserve - stage two - renewal of connections and playspace
- 3 Urban Forest (Ngahere) Strategy - Growing Phase - Crossfield Reserve, Kupe South Reserve, Roberta Reserve
- 4 Waiatarua Reserve - action the Enhancement Plan renewals
- 5 Renewal of open space furniture, fixtures, fencing and structures
- 6 Renewal of Water features - Michael Joseph Savage Memorial, Selwyn Reserve
- 7 Renewal of sports and cricket fields, lighting and equipment - Ellerslie Domain, Madills Farm Recreation Reserve, Michaels Avenue Reserve
- 8 Implementation of eastern section masterplan at Crossfield Reserve
- 9 Renewals of amenity lighting at St Heliers Bay Beach Reserve

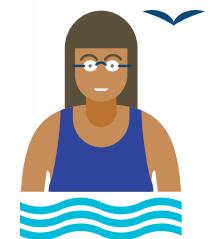
Map legend

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



7 community centres and halls and 6 volcanic features

Ōrākei boasts over 20km of coastal walks



Ōrākei is home to over 8 swimming beaches



122 parks and reserves, 2 libraries



A population of 86,200 with estimated population increase to 112,949 by 2050

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

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We support strong, diverse, and vibrant communities through libraries and literacy, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. Our key initiatives included connecting communities and building resilience across our diverse communities through the delivery of events. Key events included Matariki, Movies in Parks and Splash Landing. We launched the community-led Auckland East Community Network and website was launched, \$150,000 was paid as discretionary grants to the community, and we deliver several capital projects including seismic strengthening of St Heliers Library.

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

Residents report that they generally feel safe during the day in their town centre but result is below target because there are still a number of incidents in the past year in Ōrākei and Auckland.

Result against target		●
Target 2024	85%	
Result	2024	70%
	2023	67%
	2022	76%

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

Residents report that they do not feel safe walking at night, especially in areas that are not well lit, due to increased crime in Ōrākei and Auckland.

Result against target		●
Target 2024	50%	
Result	2024	33%
	2023	33%
	2022	29%

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

Ōrākei Local Board successfully delivered community-led activities in partnership with Auckland East Community Network, Ngāti Whātua Ōrākei and residents associations. Activities delivered include Fairly Festival, Tagalad Reserve Engagement and Mission Bay kiosk activities.

Result against target		●
Target 2024	75%	
Result	2024	87%
	2023	69%
	2022	68%*

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

The target was not met as the budget level is lower than prior year. We delivered capacity and capabilities activities throughout the year including the Sustainable Garden Trail by Youth of Ōrākei committee, Whare Waka mural by Ngāti Whātua Ōrākei and safety projects at Selwyn Reserve by Akarana Māori Wardens.

Interpretation of community empowerment activities measure regarding capacity and capability building activities likely to be a factor for underperformance. The shift to resilience activities after last year's weather events also may have lessened this year.

Result against target		●
Target 2024	75%	
Result	2024	52%
	2023	80%
	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

The overall satisfaction decreased due to bad weather in the first half of the year which meant sportsfields were not able to be maintained per schedule. Signs were put in place to inform public of the closure and reason for parks and reserves not being mowed.

Result against target		●
Target 2024	75%	
Result	2024	67%
	2023	71%
	2022	74%*

The customers' Net Promoter Score for Pools and Leisure Centres

The Ellerslie Y Leisure Centre has a friendly and welcoming environment with a strong sense of belonging, which is a credit to the staff at the centre. The areas to improve would be providing classes and ensuring the equipment that are fit for their community.

Result against target		●
Target 2024	42	
Result	2024	40
	2023	41
	2022	New measure ²

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

We did not meet target because continuous wet weather and persistent high water table levels made parks maintenance challenging, and limited use.

Result against target		●
Target 2024	75%	
Result	2024	66%
	2023	68%
	2022	79%

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

In addition to improved weather between January to May, the local board has continued to invest in their parks including open play spaces, cricket fields, lighting and equipment which has contributed to increase in this measure.

Result against target		●
Target 2024	85%	
Result	2024	84%
	2023	81%
	2022	85%

We showcase Auckland's Māori identity and vibrant Māori culture

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

This local board works closely with local mana whenua to deliver programmes, working with the Auckland East Community Network to deliver tikanga and Treaty programmes for the community and funding Ngāti Whātua Ōrākei Whare Waka.

Result against target		●
Target 2024	15%	
Result	2024	33%
	2023	45%
	2022	45%

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)

Refurbishment and seismic strengthening of St Heliers Library which closed this facility for a year may have caused the reduction in visitor numbers and, therefore, reduced numbers in internet sessions as it takes time before people return. The library re-opened in late July 2023.

Result against target		●
Target 2024		100,000
Result	2024	86,797
	2023	49,351
	2022	33,127*

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

All community-led activities were delivered during the year including those catering to diversity of the local community. Activities were held at Glendowie Hall, St Heliers Community Centre and Remuera-Newmarket Community Centre.

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		33%
Result	2024	33%
	2023	33%
	2022	33%

The number of attendees at council-led community events³

Two events were planned and delivered this year with both achieving good attendance levels.

Result against target		●
Target 2024		2,000
Result	2024	6,000
	2023	3,600
	2022	0*

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

We delivered above target thanks to investment in working with community-led venue partners and offering a wide range of activities catering to diversity of the local community. These were delivered at Glendowie Hall, St Heliers Community Centre and Remuera-Newmarket Community Centre.

Result against target		●
Target 2024		190,000
Result	2024	315,665
	2023	275,478
	2022	124,348*

The number of visits to library facilities

We were under target as refurbishment and seismic work meant the St Heliers Library had to be relocated to another venue for a year, re-opening in late July 2023. This has caused a delay in people returning to their library.

Result against target		●
Target 2024		428,020
Result	2024	345,041
	2023	289,503
	2022	220,468*

The percentage of attendees satisfied with a nominated local community event

The Splash Landing event was surveyed. Overall net satisfaction of 79 per cent is a very good result. Feedback indicated that attendees enjoyed the range of activities, stalls, and music.

The ‘Splash Landing’ event was successfully delivered for the first time at The Landing during the Sail GP series with estimated audience of 2,500.

Feedback indicated that attendees enjoyed the range of activities, stalls, and music.

Result against target		●
Target 2024		75%
Result	2024	79%
	2023	Not measured*
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Ōrākei Local Board Libraries continue to exceed the customer satisfaction target, showing the dedication and commitment of our frontline library staff to ensuring our customers receive the best experience.

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

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 Ellerslie Leisure Centre has historically been part of the council network but was not included in prior year performance measures. This facility is now included as part of this measure for the Ōrākei Local Board.
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

Local planning and development include supporting local town centres and communities to thrive by developing town centre plans and development, supporting Business Improvement Districts (BIDs) including Ellerslie, Remuera and St Heliers Village through targeted rates. The BID programmes help improve the business environment, encourage resilience and attract new businesses and customers.

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

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

All BIDs in the Ōrākei Local Board complied with the BID Policy 2022.

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

Local Environmental Management

We support healthy ecosystems and sustainability through local board-funded initiatives such as planting, pest control, stream and water quality enhancements, healthy homes, and waste minimisation projects. Key initiatives include continued improvement of water quality and ecology in Newmarket/Middleton Stream, Hobson Bay, Ōrākei Basin and Pourewa Valley. We supported our community groups through the Wildlink Eastern Bays Network, Eastern Bays Songbird Project and Tāmaki Estuary Environmental Forum to create positive impacts on the environment.

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 sustainability initiative projects which contributed to the board’s environmental objectives as described in its local board plan.

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 five water quality and natural environment improvement projects which contributed to the board’s environmental objectives as described in its local board plan.

Result against target		●
Target 2024		90%
Result	2024	100%
	2023	86%
	2022	100%



▲ Matariki workshop at St Heliers Community Centre



▲ Ōrākei Local Board Enviro Forum

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Book lovers returned to the iconic St Heliers Library in August after operating from a temporary site at Tāmaki Ex-Services Association Hall for about a year as the heritage-protected building had earthquake strengthening and renewal work. The project was one of four to receive Auckland Council seismic regional programme funding. Ōrākei Local Board added renewal funds to the budget for St Heliers so other improvements could be made during the building’s closure.



▲ St Heliers Library

Two groups of dedicated locals are helping to keep our neighbourhoods safe by volunteering for community patrols. Ellerslie Community Patrol is celebrating a decade of service this year, and Eastern Bays Community Patrol has been operating for almost two years.

The patrols are affiliated with Community Patrols New Zealand and act as additional ‘eyes and ears of the police’. They rely on funding from local businesses and grants, including from our board. This has allowed Ellerslie Community Patrol to purchase their first patrol car.



▲ Ellerslie Community Patrol vehicle

Eastern Bays Community Patrol covers Ōrākei, Ōkahu Bay, Mission Bay, Kohimarama, Saint Heliers, Glen Innes and Glendowie. They have one marked patrol car, and occasionally have a second patrol out.

Ellerslie Community Patrol covers Ellerslie and Stonefields. This year they fundraised for their own patrol car to raise the visibility of their patrol.

The patrollers do not intervene in dangerous situations. Instead, they notify police communications. Property damage, graffiti and street light outages are reported to Auckland Council or Auckland Transport. Both patrols also hold community events including fundraisers and periodic ‘Safer Plates’ events, where the public can have the screws attaching their number plates changed, minimising the risk of plate theft.

The soccer field and amenities at Michaels Avenue Reserve were brought up to the latest international professional standards to host Argentina for the Women’s FIFA World Cup, the playground in Crossfield Reserve has been upgraded, and a new mural by artist Hana Maihi was commissioned and created at Little Rangitoto Reserve.



▲ Little Rangitoto Reserve mural

Te āhuatanga ā-rohe Local flavour

Fresh look for Crossfield Reserve playground

Crossfield Reserve playground in Glendowie reopened to the public in May 2024 after a refresh, with exciting new play equipment for both younger and older tamariki.

New elements include a basket swing, in-ground trampolines and an impressive climbing frame in the ‘senior’ playground. The fenced ‘junior’ playground also got a full upgrade, and new connecting pathways were completed along with native planting.

The occasion was marked with an event for families to come together and celebrate, which saw 120 people show up to enjoy the festivities.

Opening with a karakia from Ngāti Whātua Ōrākei, the morning continued with the scouts group looking after the sausage sizzle while children were entertained by giant bubbles, a magic clown, and Auckland Libraries’ mobile library. Everyone had the opportunity to get their face painted and check out St Heliers Fire Station’s fire truck.

“As a member of staff helping to operate the Glendowie Community Centre, and a local mum living just down the road from the new Crossfield playground, it has been immensely cheering having it reopen to the public,” says Pip Low.

“Not only has the new equipment been great for the kids to play on, but it’s also breathed new life and fresh energy into the space. There have been new friends made at the swing set, afternoon teas shared at the picnic table, and collective abilities challenged at the rope tower. For the centre, the new playground is a real drawcard for local kids’ birthday parties. It’s the hottest party location of the moment!”

Ōrākei Local Board funded this work through its renewals programme which ensures all local playgrounds are fit for purpose and safe for our tamariki.

▼ Crossfield Reserve playground reopening



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		17,198	17,198	14,051
Targeted rates		562	581	559
Subsidies and grants for operating purposes		20	22	21
Fees and charges		486	600	567
Local authorities fuel tax, fines, infringement fees and other receipts	1	305	1,015	1,017
Total operating funding		18,570	19,416	16,215
Applications of operating funding:				
Payments to staff and suppliers		15,664	15,378	13,302
Finance costs		940	940	949
Internal charges and overheads applied		2,661	2,661	1,689
Other operating funding applications		0	0	0
Total applications of operating funding		19,265	18,980	15,940
Surplus (deficit) of operating funding		(695)	436	275
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	5,153	3,509	6,376
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		5,153	3,509	6,376
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		321	102	2,718
- to improve the level of service		261	76	39
- to replace existing assets		3,876	3,767	3,894
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		4,458	3,945	6,651
Surplus (deficit) of capital funding		695	(436)	(275)
Funding balance		0	0	(0)

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

- Local authorities fuel tax, fines, infringement fees and other receipts were below plan mainly due to the contract with the operator of The Landing at Okahu Bay ending in February 2023 but the revenue budget did not reflect the cancellation of the services. In addition, the vacancy at a building at Colin Maiden Park has remained over three years due to complexities constrained by Local Government Act in parks for a suitable commercial lessee.
- Local authorities fuel tax, fines, infringement fees and other receipts were lower than planned and capital expenditure was higher than planned. This resulted in a funding deficit which meant that more debt funding was required than planned.
- Capital expenditure was above plan mainly due to upgrading the soccer fields at Michaels Avenue Reserve according to the ‘Fédération Internationale de Football Association’ (FIFA) standards for FIFA Women’s World Cup early in the financial year and the completion of stage one of the development of sports infrastructure at Colin Maiden Park. These projects were not reflected in the annual plan due to delays in the adoption of work programmes.

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