

Te Poari ā-Rohe o Albert-Eden
Te Rīpoata ā-Tau 2022/2023

Albert-Eden Local Board

Annual Report 2022/2023



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 rārangī 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 Ruarangī.
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 Tūkoī 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: Hus Keshaw, Kean Keshaw and Mila Keshaw hanging out at Rocket 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 2022 to 30 June 2023.

You can read about our progress, expenditure, service performance and challenges faced in 2022/2023. 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 Albert-Eden Local Board Agreement 2022/2023.

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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▲ Ruth Kuo, Cheng Goh, Daylyn Braganza and Detlev Jackson participating in Mt Albert Town Centre's spruce up.

He kōrero mai i te heamana From the chairperson

What we achieved

The year has been busy as we emerged from COVID-19 and its restrictions. We saw programmes back up and running, community groups strengthening and people coming out to enjoy events again.

However, the January 2023 floods damaged hundreds of Albert-Eden homes; many Council buildings and some of our parks remain closed. Since then, a large focus for the council has been flood repairs and connecting with residents as we set a new direction going forward.

Besides all these recovery activities, we can still reflect on some great achievements such as having worked with mana whenua on a concept plan for Windmill Park and an area plan for parts of Puketāpapa and Albert-Eden Local Boards. Both plans will help guide future direction for those areas.

We started delivering our climate action plan and continued funding environmental groups. Our parks and buildings have been maintained and renewal work undertaken.

Local board festivals celebrating our community were brought back including the Moon Festival and the Schools Cultural Festival. We supported Big Gay Out and the Sandringham Spring Festival as well as ANZAC Day events and Movies in Parks. We have also supported the community with over \$350,000 in grants to do work in the area.



A highlight has been to see the refurbishment of Ferndale House, which is part of our historic heritage in Mt Albert.

Challenges for 2023/2024

Council's budgets for the upcoming year are tight and we have been directed to cut \$210,000 from our budgets. After listening to the community's priorities, we have focussed on climate action, environmental projects, retaining all library hours, supporting community activities

and events. We are also working on resolving the issues with the Pt Chevalier library building which is in a poor state and will not be a simple fix.

We're looking forward to 2024 being a better year.

Ko te kākano kāhore noa i puāwai i poipoia

E whai ana i te whakaaro kia tūtuki.

The mokopuna yet to be born and nurtured

Reflects the very purpose to succeed

Margi Watson

Chairperson, Albert-Eden Local Board

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



Your local board

(L to R) Liv Roe, Jack Tan, Kendyl Smith (Deputy Chairperson), José Fowler, Margi Watson (Chairperson), Christina Robertson, Julia Maskill, Rex Smith.



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By appointment

Closed Friday, Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Albert-Eden projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Planned and Current projects**
-  **Current playspace renewals**
-  **Current track renewals**

LEGEND

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

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census.

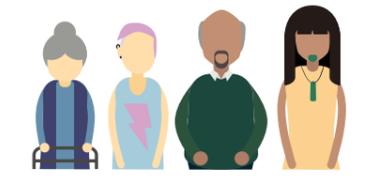


Distinctive villages include Mt Eden, Kingsland, Sandringham, Balmoral, Mt Albert and Pt Chevalier



Three maunga surround the area - Maungawhau / Mt Eden, Ōwairaka / Te Ahi-kā-a-Rakataura / Mt Albert and Te Kōpuke / Tītīkōpuke / Mt St John

Mt Eden War Memorial Hall - comprehensive renewal



Melville Park - heritage stone wall renewal

A population of just under **100,000** which is projected to reach 128,000 by 2041.

Windmill Park - renew and rebuild buildings

Windmill Park - concept plan

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



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We successfully partnered with community organisations and delivered a wide range social and community empowering activities, including Neighbours Day, ANZAC services, placemaking and youth initiatives, diversity and inclusion programmes, and programming in local libraries. We also continued to fund and maintain local parks, community halls and recreational facilities for our residents.

 Achieved Target has been met or exceeded	 Substantially achieved Target has not been met by a slim margin (+/-2%)	 Not achieved Target not achieved	* Impacted by COVID-19 Measures favourably/unfavourably impacted by COVID-19
 Progress made Result improved from prior-year result	 No change No change from prior-year result	 No improvements Not improved from prior-year result	

For more information on our service performance judgements and assumptions please refer to page 171 of Volume 1 of the annual report.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	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%	63%	71%	71%	The majority of respondents still felt safe during the day, although results were down compared with the prior year. There were increased observations of crime and antisocial behaviour in broad daylight. There are concerns of increased vehicle theft and burglaries in neighbourhoods. Suggested areas of improvement from survey respondents included increased police support and enforcement, more crime prevention efforts and CCTV installation.
Percentage of Aucklanders that feel their local town centre is safe - night time			39%	29%	25%	35%	Residents' perception of night time safety in town centres was below target although was an increase on the prior year result. Comments from survey respondents include perception of increased crime and dangerous behaviour such as theft, and public intoxication, and a lack of adequate lighting, cameras, and police and patrol presence in town centres. More lighting around town centres and installation of CCTV cameras were suggested by survey respondents to improve perceptions of safety.
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			63%	62%	81%	76%	The percentage of Albert-Eden Local Board community empowerment activities that were community led was just under target. This local board focuses on activities that contribute to building capacity and capability in the community and it is notable that many community groups have shifted focus to strengthening organisational capacity after impacts from COVID-19 and weather emergencies.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			50%	89%	77%	88%	The percentage of Albert-Eden Local Board activities that build capacity and capability, greatly exceeded their target. There has been a substantive increase in comparison to last year's percentage and this increase reflects targeted focus from community groups to strengthen capability and resilience in an environment of rising costs, staff and volunteer shortages, and insecure funding.
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			69%	65%	67%*	76%	After a particularly wet summer season, flooding and weather events, sports field surfaces such as Gribblehirst Park have been more susceptible to damage during play. Postponed or rescheduled maintenance along with renovation delays due to weather conditions have impacted on satisfaction with the standard of grounds.
The customers' Net Promoter Score for Pool and Leisure Centres			35	11	28*	41	The significant decrease in results for Albert Eden this year is largely attributable to Mt Albert Aquatic Centre. With the closure of the leisure pools at West Wave (due to flood damage) the pools have seen an increase in visitation during a period when staffing is challenging. During busy periods Mt Albert Aquatic has implemented a booking/waitlist system to manage the expectations of the community and to work within safety ratios. This has been noted in customer feedback with negative comments about wait times, lack of staffing and the general busyness of the facility.
The percentage of users who are satisfied with the overall quality of local parks			79%	66%	71%*	79%	Weather events have caused significant damage and closures to parks, walkways and paths. For example Te Auaunga/Oakley Creek walkways were damaged causing safety issues for communities. These damages and closures have impacted on the satisfaction of local park visitors. Specific areas of concern from residents were the cleanliness of toilets, drainage issues, accumulation of rubbish, a lack of play equipment, plus a request for an increase in activation and events in local parks.
The percentage of residents who visited a local park in the last 12 months			87%	80%	92%	88%	A particularly wet summer season, flooding and weather events have contributed to lower visitor levels at local parks in this area.

Local Community Services measures cont'd over

Local Community Services cont'd

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	14%	29%	25%	19.8%	More arts and culture programmes with Māori outcomes were delivered this year and 45 per cent of all community grants responded to Māori aspirations. The Albert-Eden local board maintains a targeted focus and integration of Te Ao Māori in community delivery and has achieved target for another year.
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)	●	▲	182,800	159,892	96,947*	194,774*	Library internet sessions were expected to recover after the pandemic, but didn't until March 2023. In addition, Pt Chevalier library closed in October and was replaced with a smaller, temporary pop-up location. Because of these factors, Albert-Eden did not reach the target.
The percentage of local community services, programmes and facilities that are community led	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▬	85%	100%	100%	100%	All arts and culture programmes were delivered by independent and community led partners who are supported with council funding. All programmes delivered respond to the vision and goals of Toi Whitiki – the Arts and Culture Strategic Action Plan.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	17%	17%	17%	17%	Two of the twelve facilities in our venue hire network are community-led - Mt Albert Community & Recreation Centre and Epsom Community Centre.
The number of participants for local community services, programmes, and facilities	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events ²	●	▲	4,000	1,000	0*	2,700	Two Movies in Parks events were planned for the year. One had a good level of support but the other was cancelled due to the impact of the severe weather events experienced in January and February 2023. While attendance was not as high as desired, this can be impacted by various factors, including choice of movie, weather forecasts, ground conditions, and other activities occurring at the same time.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	400,000	374,853	196,014*	325,547*	The total number of participants continues to recover from COVID-19 disruptions, showing year on year improvement. Three of the smaller facilities saw higher levels of participation, but not at pre-COVID-19 levels. One of these, Ferndale House, was closed for six months for refurbishments.
The number of visits to library facilities	●	▲	430,000	321,154	244,744*	393,270*	Library visits were expected to recover after the pandemic, but didn't until March 2023. In addition, Albert-Eden was impacted by severe weather events. Auckland Libraries moved to an improved system of counting visitor numbers in January, leading to more accurate but lower results. Lastly, Point Chevalier library closed in October and was replaced with a smaller, temporary pop-up location.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	●		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event	●		70%	78%	Not Measured*	Not Measured*	The Big Gay Out was held in March 2023 at Coyle Park and was attended by over 10,000 people. The event showcased positivity and provided an opportunity for the community to come together and celebrate.
Percentage of customers satisfied with the quality of library service delivery	●	▼	90%	96%	97%	98%	Albert-Eden local board libraries continue to exceed the customer satisfaction target. This shows the dedication and commitment of our frontline library staff to ensuring our customers receive the best experience at all times, as shown by the high level of customer satisfaction.

1. Better measures on overall participation, satisfaction and enabling more community-led community services were the original intent when these measures were included in the 2021-2031 Long-term Plan, signalling a shift in our approach and scope in delivering community services. We explored different methodologies but data gaps in some services mean a consolidated measure across community services is difficult to measure, while the scope of council-led community services are expected to change. Further work will be on hold until future options for community services are considered as part of the 2024-2034 Long-term Plan.

2. 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 to support our business associations and business improvement districts through access to information, support, and the BID programme to grow and develop our local economy.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	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%	All business improvement districts complied with their BID Policy obligations.

Local Environmental Management

We successfully delivered our environmental programme, largely in partnership with community volunteers and coordinators. We continued to fund key environmental initiatives such as the restoration of Te Auaunga / Oakley Creek and Waititiko / Meola Creek, and the Urban Ark programme. We also supported residents to live more sustainably through initiatives such as Eco-neighbourhoods and the Gribblehurst Bike Hub. We adopted our Albert-Eden Climate Action Plan in September 2022, and are now looking for future opportunities to deliver on the plan.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
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	●	▲	75%	100%	67%*	New measure	We successfully delivered four sustainability projects this year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	●	—	85%	100%	100%	New measure	We successfully delivered six natural environment and water quality projects this year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Albert-Eden Local Board focuses heavily on building strong, resilient and inclusive communities. We aim to engage with less accessible and diverse groups to build capacity and foster inclusion, as well as to support existing community groups.

In 2022/2023, we facilitated activities and events that increased local identity, people's sense of belonging, collaboration and our connections with local communities. These activities highlighted local community groups and council and community assets, built partnerships and developed people's capacity to carry out activities that benefit local communities.

During the year, we collaborated with local community organisations, champions and iwi to deliver programmes in our town centres, including targeted programmes for migrant and diverse communities, and for our seniors.

Highlights of our activities and events included:

- 32 Neighbours Day events in March 2023, funded by the local board and supported by the Albert-Eden Neighbours Day coordinator
- an introductory Treaty of Waitangi workshop, in collaboration with Puketāpapa Local Board
- a host of events and workshops delivered as part of the Albert-Eden and Puketāpapa Eco Festival.

Albert-Eden Local Board also strongly supports proactively addressing climate change. In September 2022, we adopted the Albert-Eden Climate Action Plan. The plan aligns with Te Tāruke-ā-Tāwhiri (Auckland's Climate Plan), and targets a 50 per cent reduction in our greenhouse gas emissions and net zero emissions by 2050.

Following the adoption of the plan, we appointed Community Collective Limited as the local board activator. The activator role involves supporting and amplifying the work of local community groups, and progressing and delivering the actions in the Albert-Eden Climate Action Plan over the next three to five years.



▲ Sewing Repair Café volunteers, Chi Li Hwa and Xiao Jian unpicking a storm.

To date, Community Collective has presented a workplan to the board, and progress against our agreed outcomes is well underway. It has engaged with local organisations, applied for a range of climate grants and organised seven stalls promoting climate action at libraries and events during the final quarter of the year.

This key initiative is ongoing into 2023/2024, and will progress and guide our journey towards a better future for our local board area and Auckland.

Te āhuatanga ā-rohe Local flavour

Epsom Repair Café brings broken treasures back to life

This is not a coffee establishment where people order flat whites and nibble on paninis.

Repair cafés are pop-up events all around Aotearoa as part of a global initiative, where locals bring in broken or damaged goods to be repaired by expert volunteers, rather than cluttering up landfill.

The aim is to change our throw-away culture and minimise waste. Better yet, the initiative brings people together and creates opportunities to collaborate.

Epsom's sewing and general repair cafés are organised by the Chinese Conservation Education Trust and funded by Albert-Eden Local Board and Auckland Council's WasteWise team. The trust holds sewing repair cafés on the first Friday of each month and a general repair café every three months. Items brought in for repair include electric appliances, devices and computers, clothing, wooden objects, and many other valued items.

In April 2023, during the Albert-Eden and Puketāpapa Eco Festival, the sewing repair

café collaborated with second-hand clothing vendor Re:Generate to alter pre-loved clothes for customers. The offering was hugely popular, resulting in 19 alterations.

The general repair café's first event this year was hosted at Mt Eden Village Centre and received 47 items, with over 60 per cent repaired – saving 86kg of materials from landfill.

Repair café organiser, Estella Lee is proud of the team's achievements. "We wouldn't be able to do this without our wonderful volunteers."

About 30 people, including electricians and sewing technicians give their time and expertise to help at each event.

It takes a village, and Lee is grateful for the help. "A big thank you to the Mt Eden Village Centre Trustee Board and to the Climate Action Network for facilitating the connection. We appreciate everyone's contribution – Mt Eden Village Centre was very generous letting us use their venue."



▲ A happy Repair Café customer with volunteer Sophy Cui.



▲ Repair Café volunteer, Ding Ming Leung elbow deep in electronics.

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2023

\$000s	Notes	Actual 2022/2023	Annual Plan 2022/2023	Annual Plan 2021/2022*
Sources of operating funding:				
General rates, UAGCs, rates penalties		14,470	14,470	19,045
Targeted rates		560	584	586
Subsidies and grants for operating purposes		30	27	27
Fees and charges	1	1,999	579	554
Local authorities fuel tax, fines, infringement fees and other receipts		260	137	99
Total operating funding		17,319	15,797	20,311
Applications of operating funding:				
Payments to staff and suppliers	2	14,326	13,201	16,679
Finance costs		639	639	527
Internal charges and overheads applied		1,581	1,581	2,934
Other operating funding applications		0	0	0
Total applications of operating funding		16,546	15,421	20,140
Surplus (deficit) of operating funding		774	376	171
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	2,360	3,811	4,673
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		2,360	3,811	4,673
Application of capital funding:				
Capital expenditure:	4			
- to meet additional demand		24	33	510
- to improve the level of service		699	199	227
- to replace existing assets		2,411	3,955	4,108
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		3,134	4,187	4,844
Surplus (deficit) of capital funding		(774)	(376)	(171)
Funding balance		0	0	0

Variance explanation Actual 2022/2023 to Annual Plan 2022/2023

1. Fees and charges were higher than planned due to receipts from Chamberlain Park golf course being reclassified from regional services to Albert-Eden Local Board during the 2022/2023 year. This revenue was classified as regional services revenue in the Annual Plan 2022/2023.
2. Payments to staff and suppliers were higher than planned due to the inclusion of Chamberlain Park operational costs which were reclassified from regional services to Albert-Eden Local Board during the 2022/2023 year.
3. Whilst partly offset by higher than planned payments to staff and suppliers, capital expenditure was lower than planned and fees and charges were higher than planned. This resulted in a funding surplus which meant that less debt funding was required than planned.
4. Capital expenditure was below plan due to delays in the local renewals programme. The damage caused by recent weather events delayed physical works at planned sites. Two major projects that were impacted were the renewal of the Windmill Park fire-damaged building and the renewals of Te Auaunga/ Oakley Creek pathway.

* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

Pre-movie entertainment crowd at Movies in Parks – Coyle Park. ►





▲ The star of the show wowing spectators at Dragon Day Festival Dominion Road.

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