

Te Poari ā-Rohe o Ōrākei
Te Rīpoata ā-Tau 2022/2023

Ōrākei

Local Board

Annual Report 2022/2023



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-Horoiwi.

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!”

On the cover:
 Picnickers at Vellenoweth Green

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 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 Ōrākei 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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▲ Kohimarama

He kōrero mai i te heamana

From the chairperson

The Ōrākei Local Board is pleased to present this overview of its activities during 2022/2023. We are fortunate and grateful to have dedicated and committed residents and business associations in our area, as well as outstanding community groups.

Eastern Songbird and the Pourewa Valley working group are citywide exemplars. Youth of Ōrākei has expanded to grow our local youth council and strengthen the voice of our rangatahi.

After allocating 17 per cent of our local discretionary budget for community grants, 62 applications were approved, amounting to \$245,000. Wildlink Funding has been allocated to eight different groups to carry out initiatives across the board area to benefit the environment in the past year.

The Ōrākei Seniors Forum and Volunteer Expo events organised by the Community Wellbeing Network were a huge success, as are the regular community-led Eastern Bays Network meetings held in a different location each month.

The St Heliers Library refurbishment and seismic strengthening work is complete, bringing locals a refreshed facility fit for the expanding needs of our community, while retaining the building's unique heritage character.

Also completed are upgrades to the grounds at Michaels Avenue Reserve and Ellerslie Sports Club facilities, finished in time for the FIFA Women's World Cup 2023. We have worked closely with Auckland Transport to improve delivery of their infrastructure plan and have reflected community input wherever possible.



Newly established Ōrākei Creatives has kicked off our community arts broker programme, awarding funding to four projects which will showcase the arts in accessible forms around our local town centres.

The community's resilience proved to be strong in the face of the severe weather events this year. A special thanks to community groups and council staff who worked hard to clear up and make our roads and public spaces safe to use again.

Our sports fields continue to be a major focus for us and we are appreciative of the staff efforts and resources employed to maintain usage through an atrocious weather cycle.

The board is proud to work alongside and serve wherever possible in our local board area, and I thank you all for your commitment to making our community a superb one to be a part of. We still believe this is one of the greatest places to live in New Zealand.

Scott Milne
Chairperson, Ōrākei Local Board

Te Poari ā-Rohe o Ōrākei

Ōrākei Local Board



Your 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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By appointment only



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Ngā kaupapa me ngā whakapaipai ake Ōrākei projects and improvements

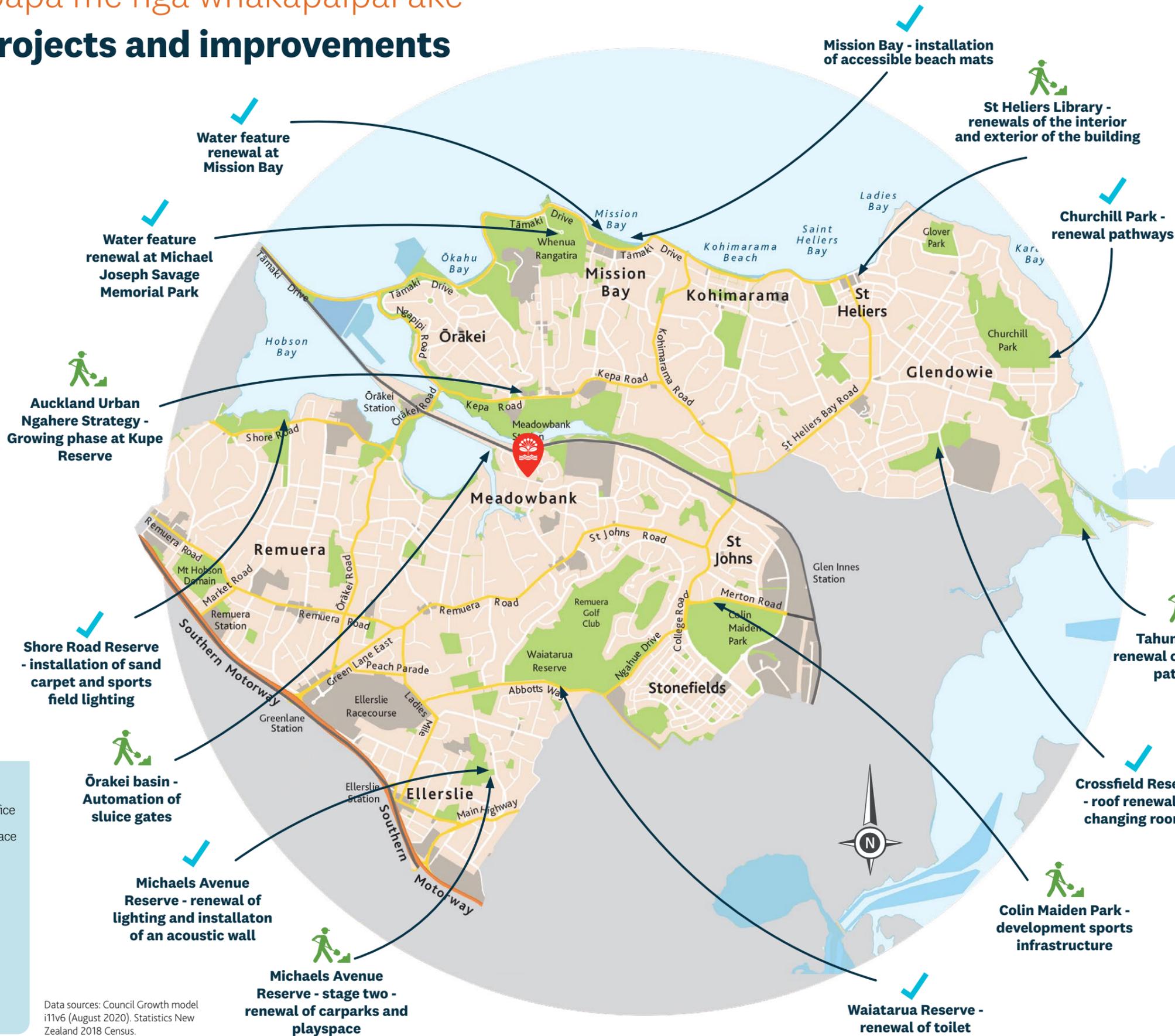
KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **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
-  Railway

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



Ōrākei is home to over **8** swimming beaches



112 parks and reserves, **2** libraries

7 community centres and halls and **6** volcanic features.



Ōrākei boasts over **20km** of coastal walks



A population of **87,500** with estimated population reach of 110,200 by 2041



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. Several events took place during the year, including Music in the Wetlands, Carols on the Green and the Volunteer Awards. We engaged a community arts broker to develop relationships with the creative community and support community-led local arts activities. A final report for placemaking options for St Vincent Avenue was workshopped during the year. In addition, \$34,000 was paid as discretionary grants to the community and we distributed nearly \$245,000 through the local community grants programme.

Achieved
Target has been met or exceeded

Progress made
Result improved from prior-year result

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

No change
No change from prior-year result

Not achieved
Target not achieved

No improvements
Not improved from prior-year result

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

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	●	▼	85%	67%	76%	82%	The residents of Ōrākei local board generally feel safe during the day in their town centres but the increased crime especially ram-raids during the day time have caused residents to worry about their safety.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▲	50%	33%	29%	47%	The residents of Ōrākei local board generally feel unsafe with the increased crime around Auckland and in their local area and therefore are cautious about being outdoors at night. Some roads and footpaths are not well lit at night and require more police presence. The residents also feel that potholes on roads and pathways need to be maintained to minimise accidents especially when using e-scooters.
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	●	▲	75%	69%	68%*	83%	Severe weather events impacted delivery of community events in the third quarter. Despite these emergencies, community groups actively facilitated some key events for the community, such as market days, a volunteer expo and family days.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▼	75%	80%	86%*	52%	
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	●	▼	75%	71%	74%*	75%	Several parks have also been the target of vandalism by vehicles and motorbikes which has resulted in additional closures, repairs, and renovations being required. Improvements like the upgrade of lighting at Crossfield Reserve and the installation of new irrigation systems at Colin Maiden Park are expected to have a positive impact on overall satisfaction in 2024.
The customers' Net Promoter Score for Pools and Leisure Centres	●		421	41	New Measure!	New Measure!	
The percentage of users who are satisfied with the overall quality of local parks	●	▼	75%	68%	79%	76%	Weather events have caused significant damage and closures to parks, walkways, and paths including Karaka Bay. Parks and reserves with large grass areas continue to be a challenge and mowing schedules have been disrupted. Contractors focused on edging around paths, litterbins, and playgrounds to maintain a tidy appearance. The Ōrākei Playspace Renewal programme has also been delayed with some progress made at Bonnie Brae, Okahu Bay and Waiaatarua Reserve.
The percentage of residents who visited a local park in the last 12 months	●	▼	85%	81%	85%	85%	A particularly wet summer season, flooding and weather events have contributed to lower visitor levels at local parks.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	—	15%	45%	45%	38%	There are more programmes responding to Māori aspirations due to increased engagement by the community broker with local mana whenua. These programmes are mainly in the area of arts and culture programmes, community empowerment and through community grants programme.

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 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)	●	▲	100,000	49,351	33,127*	80,715*	The number of internet sessions at libraries recovered significantly from the impact of COVID-19 closures after March 2023 which was later than expected. This result was further exacerbated by the closure of St Heliers Library for seismic reinforcement in August 2022.
The percentage of local community services, programmes and facilities that are community led	●		Set baseline ²	Baseline not set	Not measured	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	▬	90%	100%	100%	100%	All planned community-led activities were delivered during the year. Community Arts programmes were funded by locally driven initiatives which included Te Matatini for the National Māori Cultural Festival and Matariki events in this local board.
The percentage of art facilities, community centres and hire venues network that is community led	●	▬	33%	33%	33%	33%	
The number of participants for local community services, programmes, and facilities	●		Set baseline ²	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events ³	●	▲	3,500	3,600	0*	2,500*	Two events were planned for the year. Movies in Parks event achieved a very good attendance level, offset by lower numbers at Carols on the Green due to adverse weather.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	190,000	275,478	124,348*	187,419*	There has been a substantial recovery in participant numbers in the local art facilities, community centres and hire venues as these facilities were able to operate without COVID-19 disruptions. The increase is predominantly contributed by St Heliers Church and Community Centre.
The number of visits to library facilities	●	▲	450,000	289,503	220,468*	405,766*	Library visits were expected to recover immediately after the COVID-19 restrictions ended but did not until March 2023 and this target was further impacted by the closure of St Heliers Library for seismic reinforcement in August 2022. In addition, Auckland Libraries moved to an improved system of counting visitor numbers in this financial year, leading to more accurate but lower results.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	●		Set baseline ²	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured*	Not measured	Not measured - no suitable events available for surveying.
Percentage of customers satisfied with the quality of library service delivery	●	▬	85%	97%	97%	97%	Ōrākei 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. Council changed survey vendors in May 2023, without impact to methodology or result.

1. 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.
 2. 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.

3. Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover.

Local Planning and Development

We supported local town centres and communities to thrive by funding business activations and discretionary grants to activate the town centres and draw people to them. In addition, Auckland Business Chamber successful held an event in February 2023 for the young enterprise scheme which attracted students predominantly from Sacred Heart College.

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

Local Environmental Management

We support healthy ecosystems and sustainability through local board-funded initiatives such as planting, pest control, stream and water quality enhancements and supporting our wide network of environmental volunteers. A number of initiatives delivered during the year were through the Eastern Bays Songbird Project and Wildlink Eastern Bays Network. We also engaged with local schools to deliver environmental initiatives and continued restoration work on Waiata Reserve and Newmarket/Middleton stream.

	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% ⁴	100%	New measure	New measure	We successfully delivered two sustainability initiative projects for Ōrākei in the 2022/2023 financial 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	●	▼	90%	86%	100%	New measure	We successfully delivered six of seven Natural Environment (Environmental Services) and Healthy Waters projects for Ōrākei in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan. The Pourewa Valley catchment assessment project had delivery issues and has requested a carry forward for 2023/2024.

4. The Ōrākei local board funds local low carbon or sustainability projects but these were not included in prior years performance measures.



▲ Mission Bay cycleway

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Consistent rain since October 2022 and a number of weather events have caused significant challenges for maintaining Ōrākei parks and sport fields to the service levels required. Our focus has been on remediating damage caused by numerous slips on paths across the region, which has affected the satisfaction of and number of visitors to sport fields and local parks.

Visitors to Remuera Library and St Helier’s Library have gradually increased since the removal of COVID-19 restrictions. Customers are engaging with programmes again and staff can offer more regular services. The fines and lost book amnesty has welcomed customers back without barriers. Remuera Library has had an increase in customers using its spaces to work or study on their own laptops. To cater for this, the library has reduced its public computers from eight to four, making more space for laptop use.

Vega is Auckland Libraries’ new and enhanced public-facing catalogue. Staff have been helping customers understand the changes in the catalogue

and have offered more ‘book a librarian’ sessions to explain some of the new features.

Several natural environment projects were delivered successfully during the year, including Eastern Bays Songbird Project. During the year, traps were handed out to the community to help manage pest populations, with significant numbers of hedgehogs, mice, possums and rats being caught.

Presentations were given to schools to educate our tamariki on the importance of the natural and marine environments, and events such as Churchill Park Open Day and two Festival events were held. Several planting days were also held across the board area, with volunteers helping to plant native trees.

The Pourewa Valley catchment assessment is mostly complete but requires extension into the next financial year. This includes a carry forward of the respective funding from this financial year. The assessment will provide baseline information on physical, ecological and cultural data in the catchment area, which can then be used to inform and guide future ecological and development work.



▲ Red Cross at Volunteer Expo

Te āhuatanga ā-rohe

Local flavour

Volunteer Expo joins the dots

Volunteers from all over Ōrākei showcased their fantastic work at last year’s Ōrākei Volunteer Expo. The event was a special opportunity to see the impressive range of dedicated organisations that enhance our area in different ways.

From community patrols and environmental warriors, through to groups catering to youth and seniors, Ōrākei Local Board was thrilled to be able to support the event that brought these groups together and attracted other like-minded people.

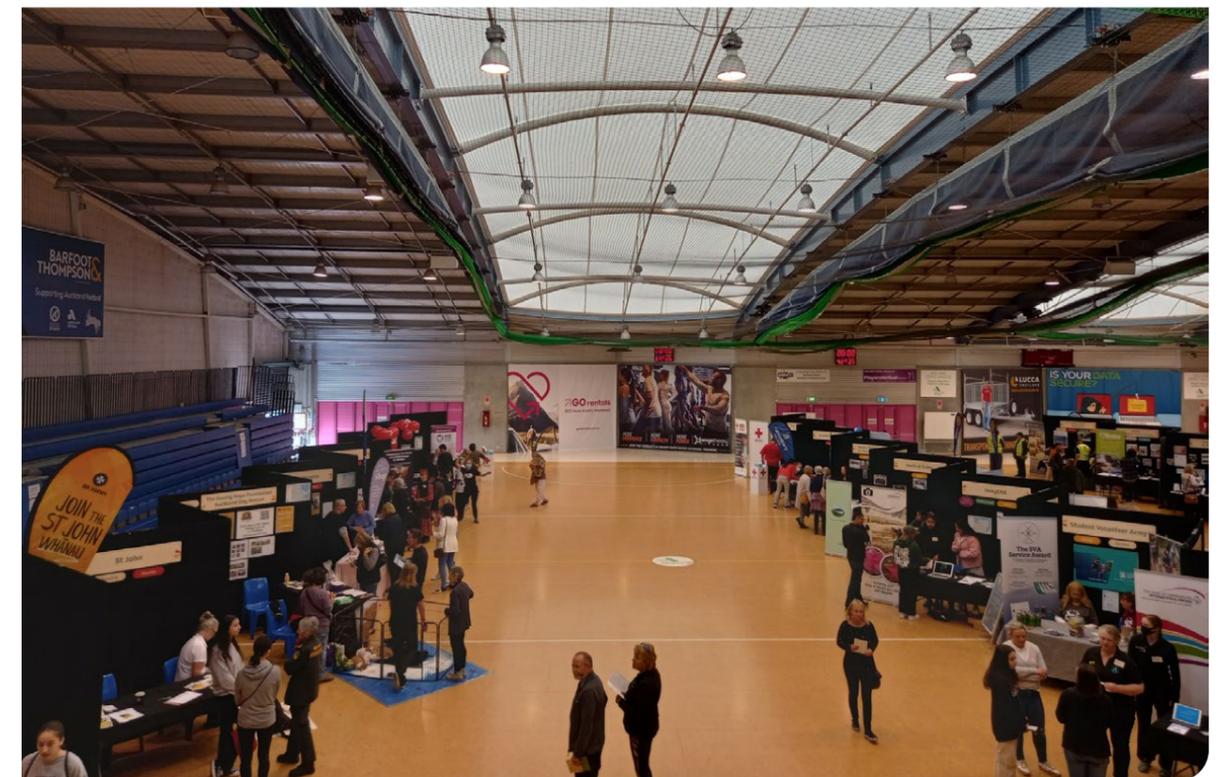
The expo took place in September 2022, located on all three indoor courts of the Auckland Netball Centre in St Johns, and showcased 50 volunteer groups.

“Like a boat show or a trade fair, our expo was a ‘one-stop-shop’ for anyone interested in volunteering or in just learning about what local groups do in our communities,” explains Terry Moore of the Community Wellbeing Network Ōrākei, which ran the event.

“People discovered that starting a volunteer role can help them meet their neighbours, work with like-minded people, become valued for their contributions, and even be a springboard to a career.”

Primarily aimed at connecting potential volunteers with volunteer groups, the Ōrākei Volunteer Expo was a rare joint effort by local groups that often work separately. Everyone was welcome to attend the free, community-driven, volunteer-focussed event.

To make the day more accessible to families, children were able to interact with a real fire engine, police car and ambulance on display. A supervised children’s play area with a bouncy castle and lots of games kept youngsters occupied while their parents talked with exhibitors.



▲ Ōrākei Volunteer Expo

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2023

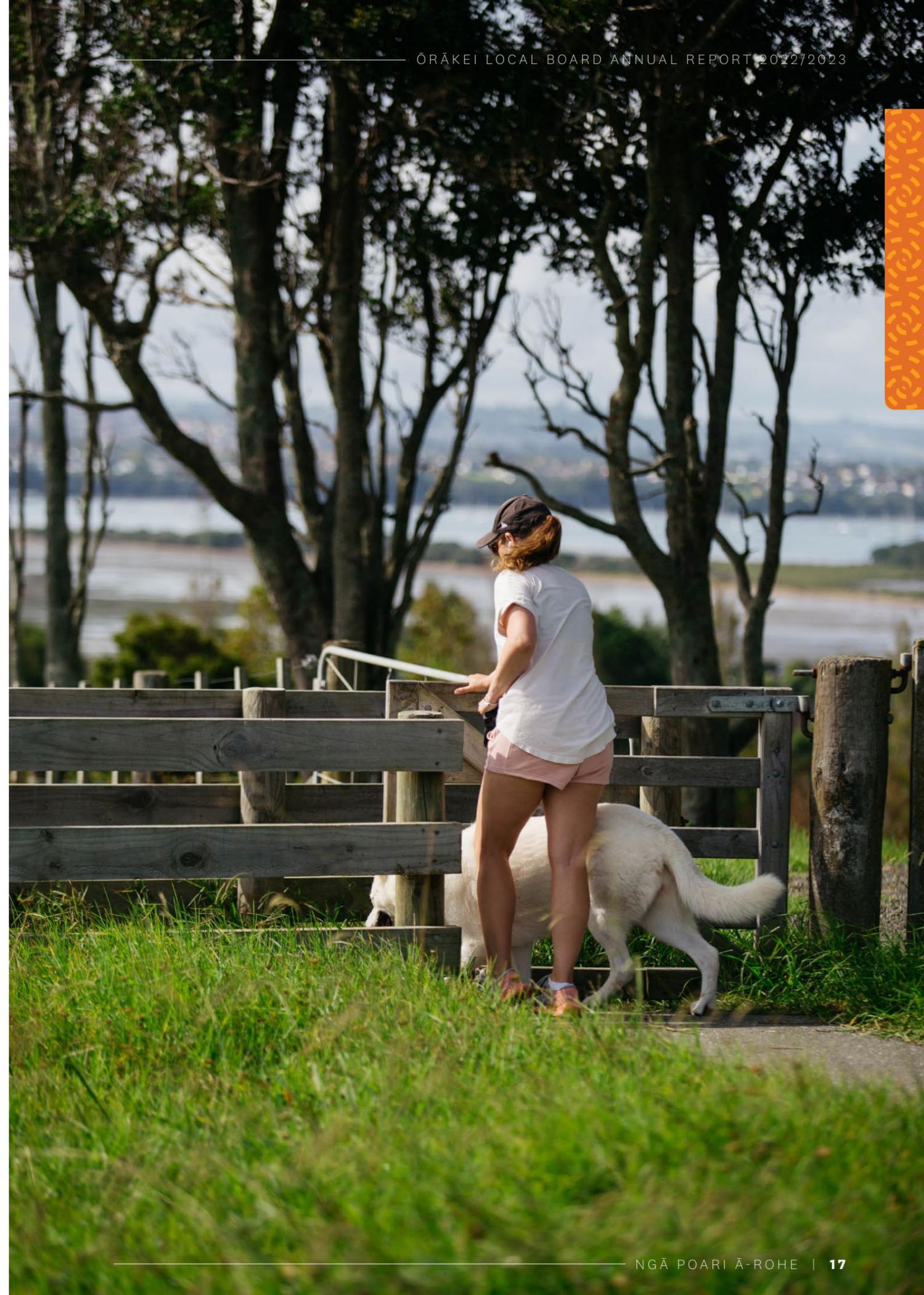
\$000s	Notes	Actual 2022/2023	Annual Plan 2022/2023	Annual Plan 2021/2022*
Sources of operating funding:				
General rates, UAGCs, rates penalties		14,051	14,051	14,218
Targeted rates		535	559	543
Subsidies and grants for operating purposes		24	21	21
Fees and charges		479	567	549
Local authorities fuel tax, fines, infringement fees and other receipts		647	1,017	999
Total operating funding		15,737	16,215	16,330
Applications of operating funding:				
Payments to staff and suppliers	1	14,877	13,302	13,185
Finance costs		949	949	792
Internal charges and overheads applied		1,689	1,689	2,246
Other operating funding applications		0	0	0
Total applications of operating funding		17,515	15,940	16,223
Surplus (deficit) of operating funding		(1,778)	275	107
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	5,961	6,376	5,070
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		5,961	6,376	5,070
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		814	2,718	1,222
- to improve the level of service		342	39	458
- to replace existing assets		3,027	3,894	3,497
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		4,183	6,651	5,177
Surplus (deficit) of capital funding		1,778	(275)	(107)
Funding balance		0	0	0

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

1. Payments to staff and suppliers were above plan due to increased vandalism, resulting in unplanned remedial work. In addition, adverse weather events in January and February created a large backlog of work and this combined with damp ground put contractors behind schedule for mowing parks which required overtime work to catch up.
2. Whilst partly offset by higher than planned payments to staff and suppliers, capital expenditure was lower than planned, resulting in a funding surplus which meant that less debt funding was required than was planned.
3. Capital expenditure was below plan due to delays in the local renewals programme. Projects affected were Colin Maiden sportsfield development, delayed to accommodate summer and winter sport codes and the discovery of asbestos delayed the seismic upgrade at St Heliers Library. Renewal of pathways at Tahuna Torea was delayed due to ongoing consultation and then deferred as part of the process to balance the 2023/2024 Annual Plan.

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

Churchill Park ►





▲ Carols on the Green

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