

Te Poari ā-Rohe o Albert-Eden
Te Rīpoata ā-Tau 2021/2022

Albert-Eden Local Board

Annual Report 2021/2022



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 Rakatura 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 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:
Planting at Harbutt Reserve

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 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. 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 2021/2022.

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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At the Kids Only Market supported with funding from the Albert-Eden local board, kids get to be creative makers and think about the way circular economies could work by trialing making and selling their crafts locally from reusable materials.

He kōrero mai i te heamana From the chairperson

What we achieved

The last 12 months have been challenging. We spent a significant chunk of the 2021/2022 financial year working under Covid Alert Level 4 or the Red traffic light setting restrictions. This impacted our community centres, libraries, recreation and aquatic centre opening hours and activities and community-based activities like events, networking and meetings. Our budgets for capital projects were also reduced.

Despite these challenging circumstances we completed some important projects.

We supported community groups through access to space, approving new leases on council buildings and contestable grants. Our arts and events programme continued as much as possible. We continued to support our town centres through funding to our business associations.

Whilst many large events were cancelled, we were able to commemorate Anzac Day and provide fun outdoor activities at local parks during the summer months.

We completed the car park renewal and toilet development at Phyllis Reserve and the demolition of an old dangerous building at Windmill Park. We also adopted a number of studies which will help us plan for the future of parks and recreation in our area.

We also know from surveys that there were over 244,000 visits to our three libraries and 97% of library customers were satisfied with the service which is remarkable given the extended lockdowns. In addition, we now have clear data that shows the value of local parks for local people. Last year, 92% of residents made use of a local park and during Covid we have heard how critical parks were to everyone's health and well-being. We're glad you love your libraries and parks because they are a large part of the service we provide for you.



Challenges for 2022/2023

We know the social and economic impacts of the pandemic will continue to affect us, so providing support, connection and building capacity of our volunteers and community organisations will be crucial. While its impacts will continue, in the long-term we have the global challenge of climate change to tackle.

We have been developing the Albert-Eden Local Climate Action Plan. Environmental and sustainability initiatives

are important to residents and we will continue to fund Waititiko / Meola and Te Auaunga / Oakley Creeks restoration, Eco-neighbourhoods, Urban Ark, Maungakiekie Songbird, the Tumeke Cycle hub and our Urban Ngahere (Forest) planting.

We will do our business as usual; completing capital projects and renewals and providing services and community programmes. However, we need to change the way we do things. This will mean we can better help our local communities take local action and make local change for what is one of the greatest global threats for our current and future generations.

*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 board

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



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Closed 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 playground 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.

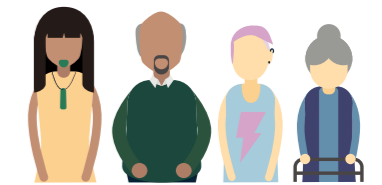


Distinctive villages include Mt Eden, Kingsland, Sandringham, Balmoral, Mt Albert and Pt Chevalier



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

 **Windmill Park renew building**



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



We are home to more than **100** 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 of 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.

Although some of our planned events and programmes were cancelled due to COVID-19, we responded by directing funding towards local sporting groups and endorsing investment in local sporting facilities which will benefit our local board area.

 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	

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	71%	71%	81%	Most respondents still felt safe during the day, and results were consistent 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 included increased police support and enforcement and more crime prevention efforts.
Percentage of Aucklanders that feel their local town centre is safe - night time			39%	25%	35%	39%	Residents' perception of night time safety in town centres was below target and prior year result. Comments from survey respondents include observing crime and dangerous behaviour such as theft, ram raids, and public intoxication, and a lack of adequate lighting, cameras, and police and patrol presence in town centres.
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%	81%	76%	73%	Strong relationships built with local community groups are reflected in the high results achieved this year. Community groups adapted quickly to COVID-19 restrictions, changing their delivery styles, focusing on smaller but more frequent events and projects, and increasing the number of community-led activities.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			50%	77%	88%	49%	The high results reflect the priorities of programmes funded by the local board and delivered by community partners, with a strong focus on building capacity, capability and resilience. Although some of the networking and peer support approaches were limited by COVID-19 restrictions, some community groups have focused on strengthening their processes to be better positioned for the future.
We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often¹							
The percentage of park visitors who are satisfied with the overall quality of sportsfields			69%	67%*	76%	78%	Results were below target and below the prior year due to a combination of constrained investment in local sportsfields and the impact of COVID-19 on service standards. COVID-19 restrictions affected the availability and resourcing of maintenance contractors, leading to temporary reductions in service standards and reduced maintenance and mowing. One positive was that sportsfields were in better conditions after maintenance had resumed, due to lower use during the year.
The customers' Net Promoter Score for Pool and Leisure Centres			35	28*	41	21	There was some dissatisfaction from respondents around the introduction of vaccine mandates and COVID-19 safety measures at the Mount Albert Aquatic Centre and Community and Leisure Centre which contributed to a lower score this year.
The percentage of users who are satisfied with the overall quality of local parks			79%	71%*	79%	85%	COVID-19 restrictions put local park facilities such as playgrounds off limits to the public, contributing to lower satisfaction with local parks. However, continued investment in renewing facilities is expected to improve satisfaction in the future.
The percentage of residents who visited a local park in the last 12 months			87%	92%	88%	81%	

Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	25%	19.8%	13.8%	The board put great emphasis on supporting and delivering arts and culture activities and local grants contributing to Māori outcomes which are reflected in the high results achieved this year. Strong relationships built with Kaupapa Māori groups meant the board continued receiving guidance from key partners for local activities with strong Māori outcomes, despite these groups shifting focus to support local communities impacted by COVID-19.
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 life¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▼	182,800	96,947*	194,774*	224,993*	The number of internet sessions was below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside libraries was removed, and during the Red setting they operated at reduced levels, returning back to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not Measured	New measure	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 community led, and were delivered by independent community partners who are supported by funding from the local board. All programmes delivered have responded to the vision and goals of Toi Whītiki – 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%	
The number of participants for local community services, programmes, and facilities			Set baseline ²	Not Measured	New measure	New measure	
The number of attendees at council-led community events	●	▼	4,000	0*	2,700	3,000*	Carols in Potters Park, and the two Movies in Parks events, which were planned for the financial year 2021/2022, were cancelled due to COVID-19 safety measures. Auckland was still in Red traffic light setting when the events were scheduled to occur.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	400,000	196,014*	325,547*	346,074*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. Since reopening in December 2021, participant levels have slowly increased each month. However increased safety measures, vaccination pass requirements and increased caution from the public meant participation levels were below plan and 35% under the previous year's average. Renewal of the Mount Albert Senior Citizens Hall and Mount Albert War Memorial Hall meant the facilities were unavailable in May and June 2022.
The number of visits to library facilities	●	▼	430,000	244,744*	393,270*	428,229*	Physical visitations to libraries were impacted by the COVID-19 lockdowns and restrictions this year, resulting in actual visitations below target. In response to COVID-19 risks, Auckland Libraries offered alternative service methods without physically entering a library. This included e-collections, online resources, click and collect services (at the door), virtual programming and use of phone and email for research and information services. The use of alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline ²	Not Measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			70%	Not Measured*	Not Measured*	42%	Satisfaction survey methods require physical engagement with event attendees but physical distancing made this impossible. This was the same as in 2020/2021.
Percentage of customers satisfied with the quality of library service delivery	●	▼	90%	97%	98%	96%	

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.
2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

Local Planning and Development

We continued to support our business associations and business improvement districts through access to information and support.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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 associations within our local board area complied with their BID policy obligations.

Local Environmental Management

We successfully delivered most of 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, the Urban Ark programme and Maungakiekie Songbird. We also supported residents to live more sustainably through initiatives such as Eco-neighbourhoods and the Gribblehirst Bike Hub. We will soon adopt our Albert-Eden Climate Action Plan and are looking forward to opening the Central Community Recycling Centre next year.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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 change¹							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes ²			70%	67%*	New measure	New Measure	We successfully delivered the Eco Neighbourhoods programme and the Tumeke Cycle Space. These projects contributed to the environmental outcomes stated in our Local Board Plan 2020. The Albert-Eden Local Climate Action Plan was scheduled for completion this year but COVID-19 restrictions delayed public engagement. Completion of this plan is now targeted for the first quarter of the 2022/2023.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes ²			80%	100%	New measure	New Measure	We successfully delivered all of the planned water quality and natural environment projects in this financial year. These projects include weeding and planting programmes, pest control and raising awareness in our community to protect local waterways and natural environments. All of the projects selected this year in particular contributed towards our environmental outcomes stated in our Local Board Plan 2020.

1. The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.
2. New local environment services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Albert-Eden local board focuses heavily on building strong, resilient and inclusive communities. We support community-led initiatives tailored to the needs of our residents which also build capacity and capability.

We continued our support this year through many empowered communities programmes, offering opportunities for residents to form connections, learn new skills, improve their safety and wellbeing, and to build trust.

We collaborated with local community organisations, champions and iwi to deliver initiatives and events in our town centres, and targeted programmes for migrant and diverse communities and our seniors, including:

- Placemaking initiatives across our local board
- An entrepreneurial development programme for migrant women to upskill and form connections for self-employment and business ownership
- Spin poi workshops for seniors, delivered in person and online
- A musical concert to celebrate Matariki.

We also strongly support proactively addressing the impacts of climate change. This year, we funded the development

of the Albert-Eden Local Climate Action Plan, which will provide a roadmap for how our local board can implement low-carbon and climate-adaptive responses, socially, economically and environmentally, in the next three-to-five years. Our plan also aligns with Te Tāruke-ā-Tāwhiri (Auckland's Climate Plan), targeting a 50 percent reduction to our greenhouse gas emissions and net-zero emissions by 2050.

Our plan will not only support and direct local community and environmental initiatives, but also cover a range of services important to residents, such as transport, food waste and local businesses and economy.

Feedback from our local community and mana whenua, our local board's responses to past regional plans, and existing local and regional climate action initiatives, contributed to the development of the draft climate action plan.

We are aiming to adopt the plan in early 2022/2023 which will guide and further our journey towards achieving a better future for our local board and Auckland.



- The Repair Café is run by the Chinese Conservation and Education Trust using funding from the Albert-Eden Local Board, which makes climate action and protecting the natural environment a priority.

Te āhuatanga ā-rohe Local flavour

Phyllis is looking better than ever

Users of the popular Phyllis Reserve can thank jellyfish for helping protect the environment.

Phyllis Reserve is the first park in Auckland to get the innovative stand-alone underground jellyfish stormwater filter system.

The filter's technology mimics jellyfish when filtering stormwater through membranes before it runs into the awa - Te Auaunga / Oakley Creek.

Even when there is heavy stormwater run-off, the filter can catch pollutants including litter, oil, debris, chemicals, and tiny silt-sized particles.

The new system was included as part of the car park replacement at the 7ha reserve, which is dominated by sportsfields and is the home ground for the Metro Mt Albert football and softball clubs, but also boasts access to the Te Auaunga / Oakley Creek walkway.

"It's great to see that the council has gone the extra mile to protect Te Auaunga / Oakley Creek with the new, innovative stormwater filtering system, including extensive swales, which we saw in action recently. Also, the new eco-friendly toilets will be very much appreciated by the general public, as

well as our volunteers," says Wendy John, Project Manager, Friends of Oakley Creek.

Upgrades and renewals have provided the reserve with more than a mere makeover; the well-used park is now more environmentally friendly, attractive and accessible for cyclists, and safer than ever.

The Albert-Eden Local Board funded the car park and toilet, while new amenities include eco-friendly features such as rainwater storage tanks that provide flushing water for the new toilets, a bike rack for people cycling to the reserve, and a drinking fountain.

There are also changes around the old reserve entranceway which crossed the Waterview shared path and presented safety concerns for pedestrians and cyclists because of poor visibility.

The original car park and accessway has been moved, and grass will grow in its place.

While a new car park entrance still crosses the path, it provides better visibility for cyclists, walkers and motorists.



▲ New toilet block at Phyllis Reserve

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		19,045	19,045	22,920
Targeted rates		562	586	505
Subsidies and grants for operating purposes		2	27	14
Fees and charges		313	554	407
Local authorities fuel tax, fines, infringement fees and other receipts		133	99	155
Total operating funding		20,055	20,311	24,001
Applications of operating funding:				
Payments to staff and suppliers	1	12,098	16,679	16,536
Finance costs		529	527	5,764
Internal charges and overheads applied		3,018	2,934	1,577
Other operating funding applications		0	0	0
Total applications of operating funding		15,645	20,140	23,877
Surplus (deficit) of operating funding		4,410	171	124
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	1,146	4,673	1,989
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		1,146	4,673	1,989
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		594	510	655
- to improve the level of service		111	227	0
- to replace existing assets		4,851	4,108	1,458
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	5,556	4,844	2,113
Surplus (deficit) of capital funding		(4,410)	(171)	(124)
Funding balance		0	(0)	0

Variance explanation Actual 2021/2022 to Annual Plan 2021/2022*

- Payments to staff and suppliers were below plan mainly due to lower than planned levels of maintenance and repairs of local parks, open spaces, facilities and sports fields. These services reduced during the COVID-19 lockdown period. Although restrictions eased in the second half of the financial year, the continued presence of COVID-19 resulted in a reduced availability of contractors, and therefore continued lower levels of maintenance work than planned.
- Payments to staff and suppliers were lower, partly offset by higher capital expenditure than planned. This resulted in a funding surplus which meant that less debt funding was required than was planned.
- Capital expenditure was above plan due to:
 - contaminated soil being discovered during construction of the Phyllis Reserve carpark renewal project. This required additional funding for remediation, resulting in higher than planned spend to complete physical works.
 - renewal projects including the Mount Albert War Memorial Hall and Mount Albert Senior Citizens Community Hall projects starting ahead of schedule.
 This was partially offset by the delivery of the Coyle Park 3-on-3 basketball court being deferred to the next financial year.

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

Road Cones came to life in Sandringham Village thanks to the local board's Albert Eden Neighbourhood Arts programme which supports local creatives.





Windmill Park tennis courts

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