

Te Poari ā-Rohe o Waitematā
Te Rīpoata ā-Tau 2021/2022

Waitematā Local Board

Annual Report 2021/2022



Volume
2.20

Mihi

Mai i Te Waitematā ki tai,
 nau mai rā e Te Waitematā ki uta.
 Hei taumarumarū koe mō te pū o te wheke
 kua huaina nei, ko te tāone nui o Tāmaki Makaurau.
 Titiro ki te Pourewa Tūkoi ki te rangi e titi mai rā
 i te manawa tonu o Horotiu,
 tipua o te ao kōhatu kua memeha kē,
 kua taupokihia e te ao kua kōhatu.
 Ko Te Wai o Taikehu kei te rāwhiti ōu,
 ko Tuki-tuki-muka te kaihere i tō hope i te uru.
 E rere ki tuawhenua, ka ū atu koe ki Te Wai-orea,
 kei kō tata mai ko te Rae o Kāwharu
 e eke ai koe ki Te Uru Karaka.
 Heke whakatemaui ko Ngā Kauae Whati,
 e piki ake ai koe ki Te Rimu-tahi.
 Titiro whakaiho koe, ko Waiatarau,
 ko te Waikōkota.
 E tahuri tō haere mā te ara Kārangaranga o Hape
 kia tū anō koe i te kokotinga o te Ara Kuīni.
 E whakamau ō kamo ki te āhuru mōwai
 e hora ake nā i mua i a koe.
 E mīharo ki tā te ringa tangata i hanga ai
 hei kākahu i tā te ringa atua.
 E takahi rā koe mā runga i ngā tapuwae o te tini –
 pō te ao, ao te pō,
 kia tau rawa atu koe ki te huinga mai
 a te mano ki Te Rerenga-ora-iti.
 Kī reira koe whakatau ai i te iwi,
 nau mai e taku iti, nau mai e taku rahi ki ahau,
 ki Te Waitematā i uta, ki Te Waitematā i tai.

From Waitematā at sea
 to Waitematā on shore, welcome.
 May you be a safe haven at the centre
 of this metropolis called Tāmaki Makaurau.
 Gaze up to the Sky Tower
 that rises out of the heart of Horotiu,
 relic of the age of stone,
 now covered over by a world of stone.
 Te Wai o Taikehu marks your eastern bounds,
 while Tuki-tuki-muka binds your western boundary.
 Flowing inland, you reach Wai-orea
 though close-by is Te Rae o Kāwharu,
 en-route to present-day Newton.
 Glancing to your left lies Grey Lynn,
 and up a rise you come to Ponsonby.
 Looking below, there is Freemans Bay,
 there too, is Waikōkota.
 Your journey takes you now to Karangahape Road
 across to where it intersects with the Queen’s byway.
 Cast your eyes over the sheltered haven
 that lies before you.
 Marvel at what the human hand has created
 to embellish what was created by the hand of god.
 Follow in the footprints of the many now passed –
 dawn till dusk and dusk till dawn,
 until you too arrive amongst the hustle and bustle
 of the throngs at Britomart.
 There you can bid the people,
 welcome one and all unto me,
 Waitematā on shore, Waitematā at sea.

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 Waitematā 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 Waitematā 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.**

CONTENTS

Mihi	2
About this report	3
From the chairperson	4
Our board	5
Our area	6
Performance report	8
Local flavour	15
Financial information	16



Song writers for Climate Action studio recording

He kōrero mai i te heamana

From the chairperson

On behalf of the Waitematā Local Board, I am pleased to present our annual report for the financial year 2021/2022.

What we achieved:

In this past year we completed significant projects such as the comprehensive renewal of Wairangi Wharf, and asset renewals for the Point Erin Pools, Tepid Baths, and Parnell Baths. We upgraded our parks and places including renewal of the Outhwaite Park playground, Point Erin and Victoria Park paths, Wellpark Reserve bridge and assets in Heard Park ahead of a wider concept plan delivery.

We delivered the Cox's Bay to Wharf Road Greenway and continued to prioritise accessibility and active-mode upgrades to our reserves and open spaces wherever possible.

Your board continued funding local ecological restoration programmes at Waititiko / Meola Creek and the Newmarket, Waipapa and Waipāruru Streams, as well as local parks. We also continued supporting low-carbon related projects and are now delivering on the planting plan outlined in the Urban Ngahere Strategy. We continued ecological restoration projects, including the daylighting of the stream in Bayfield Reserve to improve stormwater management.



Challenges for 2022/2023

A key role for the local board is to advocate for initiatives where we may not have decision-making responsibilities or funding for in the current 10-year budget. This includes advocacy for providing well-designed, affordable housing, retention of our Local Board Transport Capital Fund, and continued advocacy for full delivery of Ponsonby Park.

We will continue to ensure our community facilities, parks and streets are maintained to a high standard and that key projects such as the restoration of the Leys Institute continue to proceed. We are excited by the prospect of the Leys concept plan and look forward to seeing this vision realised alongside our community.

Richard Northey
Chairperson, Waitematā Local Board

Te Poari ā-Rohe o Waitematā

Waitematā Local Board



Your board

(L to R): Genevieve Sage, Kerrin Leoni, Graeme Gunthorp, Richard Northey (Chairperson), Glenda Fryer, Alexandra Bonham (Deputy Chairperson), Julie Sandilands



Ground Floor, 52 Swanson St
Auckland Central



09 301 0101



Open Monday-Thursday, 8.30am-5pm
Closed Friday, Saturday, Sunday and public holidays



waitematalocalboard@aucklandcouncil.govt.nz



Auckland Council
Private Bag 92300, Auckland 1142



aucklandcouncil.govt.nz/waitemata

Ngā kaupapa me ngā whakapaipai ake

Waitematā projects and improvements

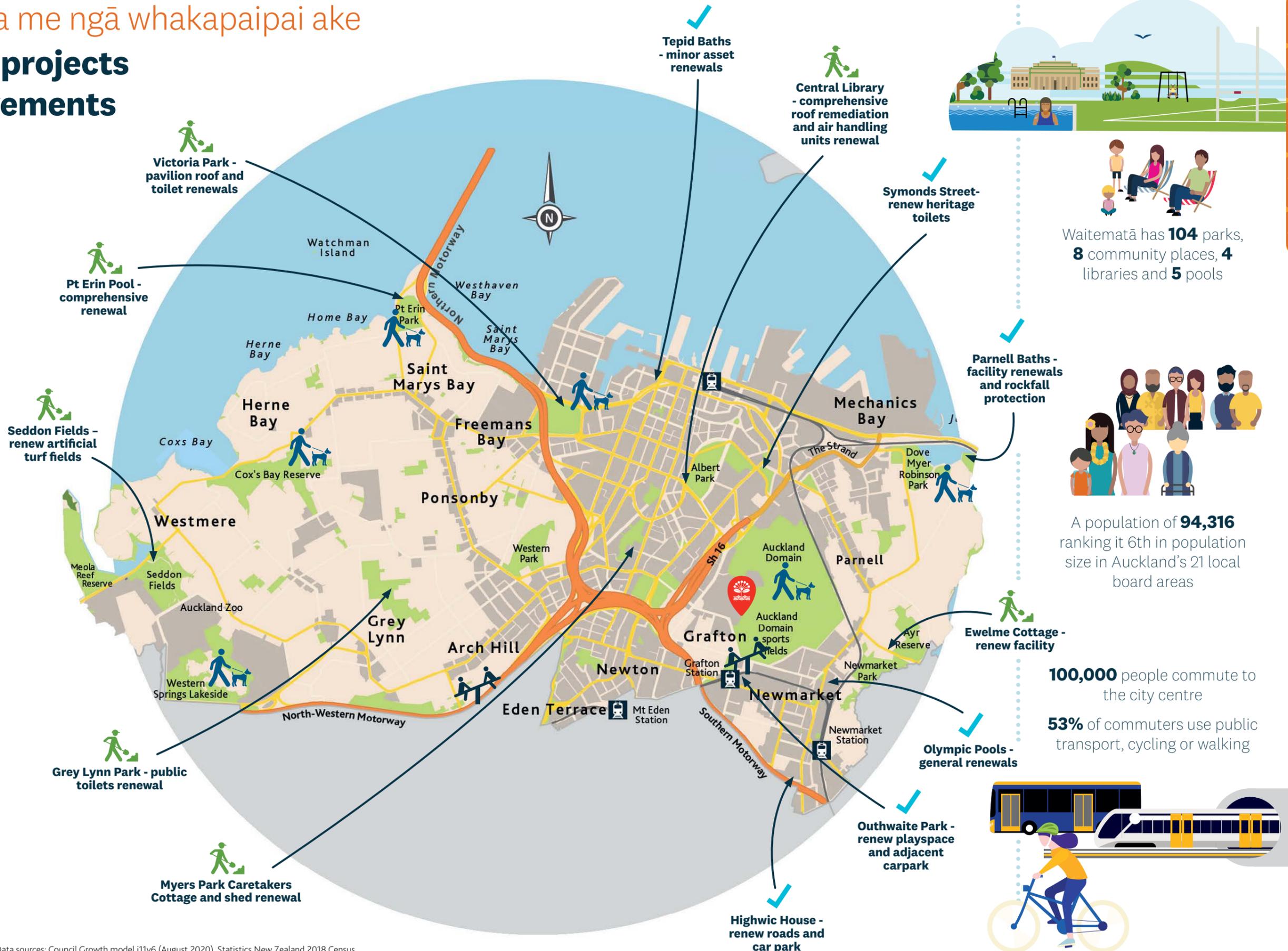
KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**
-  **Current track renewals**

LEGEND

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

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



Waitematā has **104** parks, **8** community places, **4** libraries and **5** pools

A population of **94,316** ranking it 6th in population size in Auckland's 21 local board areas

100,000 people commute to the city centre

53% of commuters use public transport, cycling or walking

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

Highlights included the renewal of the Cox’s Bay to Wharf Road walkway and placemaking activities such as community gardens, food and sustainability initiatives, and addressing homelessness in Waitemata. We allocated \$182,000 to local community groups through our local grants programme and allocated \$100,000 for accommodation assistance grants. We also provided discretionary funding to lift levels of service with agrichemical-free parks, urban forest restoration and extended opening hours at the Central and Grey Lynn Libraries.

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			75%	64%	67%	71%	Comments in the residents survey noted that respondents feel unsafe during the day due to a number of factors, including increased numbers of homeless, antisocial behaviour in the central city, and a lack of police presence.
Percentage of Aucklanders that feel their local town centre is safe – night time			45%	36%	37%	42%	Comments in the residents survey noted that respondents feel unsafe at night due to a number of factors, including drunk people in the central city, recent incidents of crime, poor lighting in streets and parks, and a lack of police presence. The majority of comments noted that behaviour of homeless was a key driver to people feeling unsafe at night, and that respondents would either make sure they traveled in groups, or would avoid town centres at night altogether.
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			60%	96%*	95%	60%	The local board prioritised supporting and enabling community led activations, resulting in the target being exceeded, mainly through placemaking activities. Support for the community with their COVID-19 recovery was identified as a high need and contributed to the increased number of activities delivered.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			68%	89%*	71%	73%	The local board prioritised supporting capability and capacity building for local communities, resulting in the target being exceeded. Placemaking activities and Māori responsiveness activities were the main contributor to this result. Support for the community with their COVID-19 recovery was identified as a high need and contributed to the increased number of activities delivered.
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			82%	74%*	70%*	79%	The impact of Council's budget meant that the level of investment in playing surfaces in spring and autumn, and general capital works, was restrained from historical levels and from community expectations. In addition, COVID-19 impacts and lockdowns meant reduced service standards & unmaintained periods of the grounds. However low use meant the surfaces, once maintenance resumed, came through the winter better than a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres			55	61	59	55	Although challenges were faced at Tepid Baths with COVID-19 restrictions, vaccine mandates in place and staffing challenges due to isolation requirements and illness, users of the facility felt positive about the services offered throughout the year.
The percentage of users who are satisfied with the overall quality of local parks			79%	69%*	71%	78%	The majority of respondents noted that parks were generally well maintained and that there are a good amount in the Waitemata area. Some park facilities such as playgrounds were not accessible to the public during the COVID-19 lockdowns and this could have had a negative impact on satisfaction levels. Areas for improvement could be a greater provision of rubbish bins and toilets, as well as more lighting for night walks.
The percentage of residents who visited a local park in the last 12 months			78%	84%*	79%	78%	A number of survey comments noted that parks were used a lot in COVID-19 lockdowns for exercise and as a general safe haven. This could have been a driver for the increased result trend for this measure.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations ³			39%	22%	25%	39%	This target is ambitious for arts and culture programmes which are mainly community-led or through space hire and thus harder to influence. To help lift this result, The Auckland Performing Arts Centre (TAPAC) is enabling programming for Māori arts and culture groups such as Atamira Dance Company. Studio One Toi Tū has begun to build a relationship with Ngāti Whātua Ōrākei which aims at increasing programmes delivered by and for Māori over time.

Local Community Services measures cont'd over

Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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 life¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	▼	737,000	348,180*	747,787*	1,031,538*	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	●	▼	80%	91%	93%	93%	The Auckland Performing Arts Centre (TAPAC) and Studio One Toi Tū arts and culture facilities continue to enable a high number of community-led programmes despite COVID-19 challenges. Both facilities work on a venue-for-hire model and actively seek to attract a diverse array of community users. TAPAC in particular delivers a large number of programmes in comparison to other arts partners across the Auckland network, and this drives high results.
The percentage of art facilities, community centres and hire venues network that is community led ³	●	▼	46%	36%	46%	46%	Improvements to the quality of the data this year resulted in the removal of Q Theatre, as it is funded regionally and this accounts for the decrease. Next year, Albert Park Caretaker's Cottage will be added to the network as a council-led facility.
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	●	▼	12,000	0*	7,000	12,000*	The Parnell Festival of Roses, the only council-led event scheduled for the year, did not go ahead due to COVID-19 restrictions.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	455,000	365,594*	579,051	580,199*	COVID-19 restrictions greatly affected operating hours and participant numbers. After reopening, a combination of added caution by participants, vaccination passes and other precautionary measures continued to affect bookings and participants. Since December, monthly participants have increased but there is no clear sign of progression towards last year levels, averaging 37 per cent under in quarter four.
The number of visits to library facilities	●	▼	845,000	362,089*	706,201*	967,070*	COVID-19 restrictions greatly affected operating hours and participant numbers at all facilities in our area. Many facilities were closed or had greatly reduced hours for nearly four months. However, when they reopened, a combination of uptake caution, vaccination passes and other precautionary measures continued to affect bookings and participants. Since December, there has been a slow progression towards participant numbers reaching results achieved last year.
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			80%	Not measured*	Not measured*	82%	Satisfaction surveys require physical engagement with event attendees and distancing requirement meant we could not run surveys this year.
Percentage of customers satisfied with the quality of library service delivery	●	▼	90%	95%	96%	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.

3. Q Theatre is a regionally funded facility and has been removed from local measures.

Local Planning and Development

We supported projects such as the Young Enterprise Scheme, local small business mentors programme, community and business resilience programmes, and provided ongoing grant support of the Grey Lynn Business Association. We continued our support and engagement with all six of our business associations.

	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 six business improvement districts complied with their obligations.

Local Environmental Management

Highlights during the year were progress on the Waste Away programme, Waititiko / Meola Creek restoration, From the Deck - Newmarket Stream Community Restoration Project, Waipapa Stream Restoration Programme, Waipāruru Stream restoration, and the Te Wai Ōrea lake and wetland restoration. We continued supporting our Low Carbon programme, including Low Carbon Lifestyles, Low Carbon Network, Low Carbon Activator and Low Carbon Multi-Unit Dwellings. We also funded an Urban Ark Community Conservation Coordinator and provided support for the Central Library living roof and the new Bike Hub at Queens Wharf.

	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%	60%	New measure	New measure	We successfully delivered three of five projects this year. The Low Carbon Lifestyles required face-to-face engagement and was delayed due to COVID-19 restrictions. We expect this to be completed in quarter one 2022/2023. The regenerative urban farm and healthy sustainable diet engagement programme was cancelled in quarter two of the financial year after investigation found no suitable sites for this project.
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 seven natural environment and water quality projects this year.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes ²	●		70%	100%	New measure	New measure	We successfully delivered one waste minimisation project this year.

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 environmental 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

Local community services

We allocated \$72,000 of our discretionary funding towards delivering agrichemical-free services in Albert, Myers and Victoria Parks (garden beds and amenity areas only) and Western Park. The contractor carried out weed control by hand and used mechanical methods to maintain edging. The results are positive, and the contractor is managing the areas well without agrichemicals. We are investigating options to extend agrichemical-free maintenance to other parks and reserves in the future.

We allocated \$65,000 of our discretionary funding to restoring our urban forest and increasing native tree canopy cover in Saint Stephens Cemetery, Point Erin Park, Point Resolution, Rose Road Gully, Seddon Fields, Westmere Park (Weona Place Access) and Westmere Lamington Esplanade. Weed control, site preparation and the full planting programme progressed well throughout the year. We progressed control and planting at Costley, Francis, Salisbury, Tole and Vermont Reserves, and Grey Lynn Park and St Marys Bay Walkway.

We contributed \$110,000 to extending library opening hours by 0.5 hours per week at Grey Lynn Library and two hours per week at the Central Library. The extension to Grey Lynn’s hours enabled customers to pop in on a Friday afternoon to pick up their holds for the weekend. Staff received positive comments from customers about the extra time. The Central Library used the extra hour every Sunday to host a local chess club for children. As Auckland moved out of COVID-19 lockdowns, the libraries team launched new programmes and improvements to public spaces and visitor experiences.



Outhwaite Park, Grafton

Te āhuatanga ā-rohe

Local flavour

A new route to school for Bayfield students



Kelmarna Gardens, Grey Lynn

Bayfield School families and teachers now have a new scenic option for their daily walk to school, with the completion of the bridge and pathway renewal project from Coxs Bay through to Wharf Road.

The opening of the pathway, along with the Bayfield Stream daylighting project, was celebrated with a blessing from Ngāti Whātua Ōrākei at the end of June 2022.

Waitematā Local Board funded the projects, allocating around \$1.6 million between the greenway and stormwater pipe remediation.

Annette Martin, a Year Three Team Teacher from Bayfield School, says children are excited about the upgrades, especially the daylighting of the stream.

“Bayfield families quite often use the pathway for sporting activities or, like me, to walk to and from school,” says Annette.

“The new pathway has made walking such a pleasure; I now walk it every day.”

Upgrades include a wider shared path and improved boardwalk, renewal of bridges, and a new boardwalk over Bayfield Stream with a realigned concrete path. This boardwalk has replaced culvert crossings which were in bad condition and becoming unsafe for pedestrian use.

The Bayfield Stream daylighting project involved the removal of an existing stormwater pipe, replaced by an open, planted streambed running through Bayfield Park which will be a passage for stormwater and overland flow.

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		21,050	21,050	20,041
Targeted rates		8,454	8,806	8,781
Subsidies and grants for operating purposes		1	34	18
Fees and charges	1	1,105	2,517	2,123
Local authorities fuel tax, fines, infringement fees and other receipts		338	353	390
Total operating funding		30,948	32,760	31,353
Applications of operating funding:				
Payments to staff and suppliers	2	27,400	28,022	27,989
Finance costs		931	919	1,058
Internal charges and overheads applied		3,727	3,622	2,217
Other operating funding applications		0	0	0
Total applications of operating funding		32,059	32,563	31,264
Surplus (deficit) of operating funding		(1,111)	197	89
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	15,307	12,092	5,901
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		15,307	12,092	5,901
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		52	143	1,015
- to improve the level of service		107	191	73
- to replace existing assets		14,037	11,954	4,902
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	14,196	12,289	5,990
Surplus (deficit) of capital funding		1,111	(197)	(89)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions decreasing membership fees and active visits at council facilities. Tepid Baths was particularly impacted with a significant decline in fitness and aquatic activity visits. Although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage was slow to return as entry numbers were restricted in all centres, and the public remained cautious of COVID-19.
2. Payments to staff and suppliers were below plan mainly due to lower than budgeted levels of maintenance and repairs of local parks, open spaces, facilities and sports fields during the COVID-19 lockdown period. Although restrictions eased in the second half of the financial year, the continued presence of COVID-19 in the community resulted in it being difficult to get contractors, and therefore continued lesser than planned maintenance work.
3. Capital expenditure was greater than planned, and fees and charges were less than planned. This resulted in a funding deficit which was partially absorbed by lower than planned payments to staff and suppliers. The overall funding shortfall meant that more debt funding was required than planned.
4. Capital expenditure was above plan due to:
 - lighting, sports equipment and artificial turf renewals at Victoria Park and Seddon Fields which took place ahead of schedule. These projects were brought forward because of the deferrals of other projects across the organisation.
 - the completion of the Bayfield Park stormwater pipe remediation project, which was expected to be completed in the previous financial year.
 The above overspend was partly offset by a lower than planned spend on the Coxs Bay to Wharf Road Greenway renewal of bridge and pathway project. The majority of spend was incurred ahead of budget in the previous financial year.

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



▲ Western Springs Forest, Te Wai Ōrea Park



View from Hopetoun bridge

Auckland Council disclaims any liability whatsoever in connection with any action taken in reliance of this document for any error, deficiency, flaw or omission contained in it.

ISSN 2624-2192 (Print)
ISSN 2624-2206 (PDF)