

Te Poari ā-Rohe o Albert-Eden
Te Rīpoata ā-Tau 2020/2021

Albert-Eden Local Board

Annual Report 2020/2021



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:
Potters 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 2020 to 30 June 2021.

You can read about our progress, expenditure, service performance and challenges faced in 2020/2021. 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 also reports against the council's Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Albert-Eden Local Board Agreement 2020/2021.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also 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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AE business awards performance

He kōrero mai i te heamana From the chairperson

What we achieved

I am pleased to present Albert-Eden Local Board's Annual Report for 2020/2021. It marks the last year of delivery on our Local Board Plan, 2017 and the start of our new plan which we adopted in October 2020. We are proud of the local board's activities and achievements over the year, given the ongoing impacts of COVID-19 lockdowns.

This financial year looked very different for the local board, Auckland Council and the community. The local budgets we usually have to invest in building new local community assets were paused for the year. This meant we focussed on maintaining and renewing the assets we have, undertaking programming, and partnering with the community to identify and meet your needs.

We delivered a number of events which helped bring the community together and celebrate our diversity, including citizenship ceremonies, Albert-Eden Business Excellence Awards, Carols at Potters Park and two Movies in Parks.

We continue to support communities through community and accommodation grant funding and have focussed on assisting community networks and providing opportunities for groups to connect to each other to share resources and facilities. Our ongoing focus on inclusion and diversity has resulted in a number of programmes such as migrant sustainability and conservation meetings, and intercultural tours. We look forward to focussing on accessibility and our older community next year.



We have been thrilled to see the difference our funding and access to expert advice has made for our business associations, especially in light of the impacts of COVID-19. Greenwood's Corner Epsom and Sandringham particularly have made huge strides with their organisations, and all have positive impacts on our town centres.

We adopted the Albert-Eden Urban Ngahere Action Plan 2021 and have committed funding towards planting in parks and reserves.

Challenges for 2020/2021

While our budgets have returned, they are not as large as they were prior to COVID-19. This means we have had to prioritise projects and phase them over time. We plan to complete some key projects we had to put on pause, including the removal of a building and an upgrade of another at Windmill Park, carpark renewal and new toilets at Phyllis Reserve, and a new 3-on-3 basketball court at Coyle Park.

We will continue to support our communities to be resilient and come together to celebrate our unique Albert-Eden identity.

Lee Corrick
Chairperson, Albert-Eden Local Board

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



Your board

(L to R) Kendyl Smith, Graeme East, Margi Watson (Deputy Chairperson), Christina Robertson, Lee Corrick (Chairperson), 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



 **Pt Chevalier Library - comprehensive renewal of exterior and interior**

 **Te Auaunga/Oakley Creek - renewals ongoing**

 **Phyllis Reserve - development - stage 2 - carpark and toilet block.**

 **Safety matting renewal at Rocket Park**

 **Mt Albert War Memorial Hall - renew floor & bollard replacement**

 **Windmill Park renew & rebuild buildings**

 **Sandringham Community Centre - minor changes**

 **Mt Eden Memorial Hall - comprehensive renewal**

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



Three maunga surround the area – Mangawhau / Mt Eden, Ōwairaka / Te Ahikā Roa o Raka / Mt Albert and Te Kōpuke / Titopuke / Mt St John



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



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

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.

Tā mātou pūrongo whakahaere mahi

Our performance report

 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	

Result against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
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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%	81%	85%	While a majority of residents still feel safe, there is a drop in number compared to last year. There are concerns about anti-social behaviour around Pt Chevalier library plaza and Mt Albert shops. There is a suggestion that keeping local town centres clean and maintained may help provide the perception of a safe environment.
Percentage of Aucklanders that feel their local town centre is safe – night time			45%	35%	39%	38%	Residents' perception of an increase in crime and car thefts at night. Residents also feel uneasy about people loitering outside liquor stores and anti social behaviour outside the supermarket at night. There are suggestions for more street lights and police presence.

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			45%	76%	73%	90%	The number of activities that are community led was higher than expected. This includes participation in community gardens, activation of town centres along with business associations, Community Kids Collective (waste), Albert-Eden Youth Board, and local events to engage residents and neighbourhoods.
The percentage of Empowered Communities activities that build capacity and capability			40%	88%	49%	92%	The focus on building local community networks have increased the number of activities and events that are community led. This includes community networking events in Epsom and Greenlane, intercultural tours to build connections between Te Ao Māori and local Asian communities, and engagement with gardening groups and young people.

We fund, enable and deliver arts and culture experiences that enhance identity and connect people

The percentage of arts and culture programmes, grants and activities that are community led			85%	100%	100%	100%	All programmes are community-led.
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We fund, enable and deliver community events and experiences that enhance identity and connect people

The number of attendees at council-led community events			2,700	2,700	3,000*	3,800	There was lower attendance for Carols at Potters Park and the two Movies in Parks events due to weather conditions.
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	42%	60%	Satisfaction survey methods require physical engagement with event attendees. The promotion of physical distancing to minimise risk at community events meant that satisfaction surveys were unable to be carried out this year.

We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection

The number of participants in activities at art facilities, community centres and hire venues			397,215	325,547*	346,074*	414,181	Community venues were closed for approximately 36 days in response to COVID-19 restrictions. While utilisation is back up, participation picked up more slowly due to social distancing and precautionary hygiene considerations. Mt Albert War Memorial Hall was closed for repairs from January to March.
The percentage of art facilities, community centres and hire venues network that is community led			17%	17%	17%	17%	

Local Community Services

We support local arts, culture, events, sport and recreation. We provide contestable grants, accommodation support funding and partner with local organisations to deliver community services. We support our libraries to deliver key library services and to be an extension of our community places. We maintain our parks and upgrade our local facilities such as Mt Albert and Mt Eden War Memorial halls.

Local Community Services measures cont'd over

Local Community Services cont'd

	Result against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	330,000	194,774*	224,993*	302,962	Reduction was partly due to the alert level restrictions during this financial year, customers opting for online services and more users having internet available at home. Libraries in this Local Board have also partnered with Digital Inclusion Alliance Aotearoa and the Skinny Jump programme to help provide affordable Wi-Fi access at home.
The number of visits to library facilities	●	▼	490,000	393,270*	428,229*	529,249	Library visits continued to decline due to changing customer behaviour and preference for online services. This was further affected by closures during COVID-19 lockdowns and the residual effect of initial outbreaks.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	98%	96%	95%	High levels of satisfaction primarily driven by the quality of service delivered by libraries staff.
We provide 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%	76%	78%	75%	
The customers' Net Promoter Score for pool and leisure centres	●	▲	35	41	21	17	Improvement is evidenced at both Mt Albert facilities and it has been commended for family time and swim school activities. Parking is considered convenient despite sharing parking with Mt Albert Aquatic Centre.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	79%	79%	85%	79%	
The percentage of residents who visited a local park in the last 12 months	●	▲	87%	88%	81%	86%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	11.0%	19.8%	13.8%	10.5%	

Local Environmental Management

We work in partnership with local communities, schools, and iwi to improve the local environments. We fund environmental initiatives such as the restoration and management of Te Auaunga/Oakley Creek and Waititiko/

Meola Creek. We support residents to live more sustainably through initiatives such as Eco-neighbourhoods and support a bike hub at Gribblehirst Hub.

	Result against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▲	85%	89%	63%*	100%	

Local Planning and Development

We support our business associations and business improvement districts through access to information and support, and funding to assist with COVID-19 recovery.

	Result against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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%	



Te āhuatanga ā-rohe Local flavour

New floor for Mt Albert War Memorial Hall



Opened in July 1961, the Mt Albert War Memorial Hall was showing its age and was in need of maintenance work.

The heritage building is a popular community venue, known fondly by locals who have attended many meetings, events and concerts held there.

The local board worked with staff and the Heritage Team at Auckland Council to fund a brand-new wooden floor in the hall and stage area as well as fire separation between the stage area, and the green room space below.

The work has also strengthened the subfloor beneath the hall floor and stage area.

In the 1950s, local groups felt the community needed a community centre. They raised funds

through bottle drives, raffles, cake stalls, a butter box (trolley) derby, carnivals and even motorcycle races in Fowlds Park. Their firm advocacy and efforts resulted in the building of the Mt Albert War Memorial Hall.

The Hall was designed by architects Wilson Moodie and Gillespie, in the shape of a reverse hyperbolic paraboloid and at the time the roof design was considered futuristic.

The hall is included in the Ōwairaka - Mt Albert Heritage Walk.

Today, the venue is used throughout the year and was used by approximately 43,000 people from July 2019 to December 2020. It also hosts a Civic Anzac Day service on 25 April each year.

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2021

\$000s	Notes	Actual 2020/2021	Annual Plan 2020/2021	Annual Plan 2019/2020
Sources of operating funding:				
General rates, UAGCs, rates penalties		22,920	22,920	13,368
Targeted rates		483	505	478
Subsidies and grants for operating purposes		5	14	14
Fees and charges		456	407	534
Local authorities fuel tax, fines, infringement fees and other receipts		104	155	39
Total operating funding		23,968	24,001	14,433
Applications of operating funding:				
Payments to staff and suppliers	1	16,738	16,536	11,669
Finance costs		5,766	5,764	846
Internal charges and overheads applied		1,577	1,577	1,829
Other operating funding applications		0	0	0
Total applications of operating funding		24,081	23,877	14,344
Surplus (deficit) of operating funding		(113)	124	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	2	2,246	1,989	7,497
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		2,246	1,989	7,497
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		473	655	1,774
- to improve the level of service		74	0	793
- to replace existing assets		1,586	1,458	5,020
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		2,133	2,113	7,586
Surplus (deficit) of capital funding		113	(124)	(89)
Funding balance		0	0	0

Variance explanation Actual 2020/2021 to Annual Plan 2020/2021

1. Payments to staff and suppliers were above plan primarily due to higher than anticipated cleaning, monitoring and upkeep costs incurred for community venues. This was as a result of increased usage of the venues in the last quarter of the financial year.
2. Payments to staff and suppliers were higher than planned. This resulted in a funding deficit which meant that more debt was required than was planned.

Waterview Shared Path ►



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