

Te Poari ā-Rohe o Kaipātiki
Te Rīpoata ā-Tau 2020/2021

Kaipātiki Local Board

Annual Report 2020/2021



Volume
2.8

Mihi

E toko ake rā e te iti, whakatata mai rā e te rahi,
 kia mihi koutou ki ngā kupu whakarei
 a te hunga kua tīpokotia e te ringa
 o te wāhi ngaro,
 engari e kaikini tonu nei i ngā mahara
 i te ao, i te pō.
 Nga ōha i mahue mai i tērā whakatupuranga
 kia āpitihia e tātou ki ngā tūmanako o tēnei reanga,
 hei mouna waihotanga ki te ira whaimuri i a tātou.
 Koinā te tangi a Ngākau Māhaki,
 a Wairua Hihiri me Hinengaro Tau.
 Oho mai rā tātou ki te whakatairanga i ngā mahi
 e ekeina ai te pae tawhiti ka tō mai ai ki te pae tata.
 Tēnei au te noho atu nei i te mātārae
 te titiro ki runga o Ōrewa,
 ki te one e rere atu ana ki Te Whangaparāoa,
 ki te kūiti o te Puarangi.
 Kei waho ko Tiritiri Matangi,
 tomokanga ki te moana o Te Waitematā.
 Ki uta ko te Whanga o Oho Mairangi,
 ūnga mai o Te Arawa waka.
 Ka rere whakarunga ngā kamo ki Takapuna kāinga,
 Takapuna tupuna.
 Kia taka ki tua ko Maungaūika
 te tū hēterī mai rā i te pūwaha o Tāmaki Makaurau,
 Tāmaki herehere waka.
 Ka ruruku atu tātou mā te waitai kia puta ake
 ki te Awataha ki ngā mihi a te Kaipātiki
 me te Te Raki Paewhenua ki te uru,
 i reira ka whakatau te haere.
 E koutou mā ka ea, kua ea.
 Kia ora huihui mai koutou katoa.

Welcome to you all, let me greet you
 with the eloquent words
 of those who have long been taken by the hand
 of the unknown,
 but for whom we still mourn
 day and night.
 Let us connect the legacy they left
 to the hopes of this generation
 as our gift to them who will follow behind us.
 That is the pledge of the humble heart,
 the willing spirit and the inspired mind.
 Let us rise together and seek to do what is necessary
 to draw distant aspirations closer to realisation.
 Here I sit on the headland
 overlooking Ōrewa
 to the stretch of sand that runs to Whangaparāoa
 along the Hibiscus Coast.
 Off land lies Tiritiri Matangi,
 gateway to the Waitematā.
 On land is Mairangi Bay
 landing of Te Arawa waka.
 Gazing southward lies Takapuna community,
 Takapuna the progenitor.
 Beyond there stands Maungaūika
 sentinel of Tāmaki Makaurau,
 anchorage of many canoes.
 Taking to the tidal waters we emerge
 at Awataha to the greetings of Kaipātiki
 and West Harbour,
 and there our journey ends.
 It is done.
 Greetings to you all.

On the cover: Normanton Reserve
 basketball court opening

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 Kaipātiki 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 Kaipātiki 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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Highbury shops

He kōrero mai i te heamana

From the chairperson

Our local board plan

A key achievement this year was the adoption of the 2020-2023 Kaipātiki Local Board Plan. Our community contributed significantly to the development of the plan and clearly told us what was most important to those living in Kaipātiki. This guiding document informs our priorities for allocating our budgets and was used to shape our advocacy to the 10-year Budget 2021-2031 and Regional Land Transport Plan 2021-2031.



Our community facilities remain a priority. We have invested significantly into crucial improvements at Glenfield Pool and Leisure Centre, we have commenced the rebuild of the sustainable community facility at 17 Lauderdale Road, and resealed the Bayview Community Centre car park.

In partnership with Auckland Transport, several local board-funded transport safety projects were delivered this year, including the new roundabout at Coronation Road/Archers Road

and the new pedestrian crossing on Lynn Road.

We also funded free local community events, volunteer groups and community projects, and held a successful 'Movies in Parks' screening in Birkenhead.

Challenges for the year ahead

We anticipate next year will include both financial challenges, as we try and deal with deferred projects, and potential supply issues, and social challenges, as we know our community continues to feel the impacts of the COVID-19 pandemic.

With the large number of projects and initiatives planned for next year, we will be working hard with staff to make sure that projects are delivered on time and to budget.



John Gillon
Chairperson, Kaipātiki Local Board

What we achieved

This year was a year like no other. As the year progressed, the impacts of the COVID-19 pandemic, lockdowns and the Emergency Budget became clearer. In anticipation of some of these challenges we provided increased investment to our community organisations that deliver on the ground. Pest Free Kaipātiki and Kaipātiki Project were funded for increased delivery and our community houses and centres were supported with funding to respond in an agile manner to local needs.

We've been investing in improving our parks and open spaces. This includes development of a skatepark at Marlborough Park; playgrounds at Camelot Reserve, Lynn Reserve, Portsea Reserve and Vandeleur Reserve; toddler playspace at Jean Sampson Reserve; shadesail at Monarch Park; bleacher seating at Shepherds Park; basketball and skate features at Normanton Reserve; and sports field refurbishment at Onewa Domain. Our bush tracks at Le Roys Bush Reserve and Eskdale Reserve Network received an upgrade to a kauri dieback standard to protect those precious taonga (treasures). Works on the long-anticipated wharf at Hilders Park in Beach Haven and playground at Elliott Reserve got underway.

Te Poari ā-Rohe o Kaipātiki

Kaipātiki Local Board



Your board

(L to R) Ann Hartley, Cindy Schmidt, John Gillon (Chairperson), Andrew Shaw, Danielle Grant (Deputy Chairperson), Adrian Tyler, Paula Gillon, Melanie Kenrick.



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Glenfield



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Open Monday-Friday, 9am-5pm
Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake Kaipātiki projects and improvements

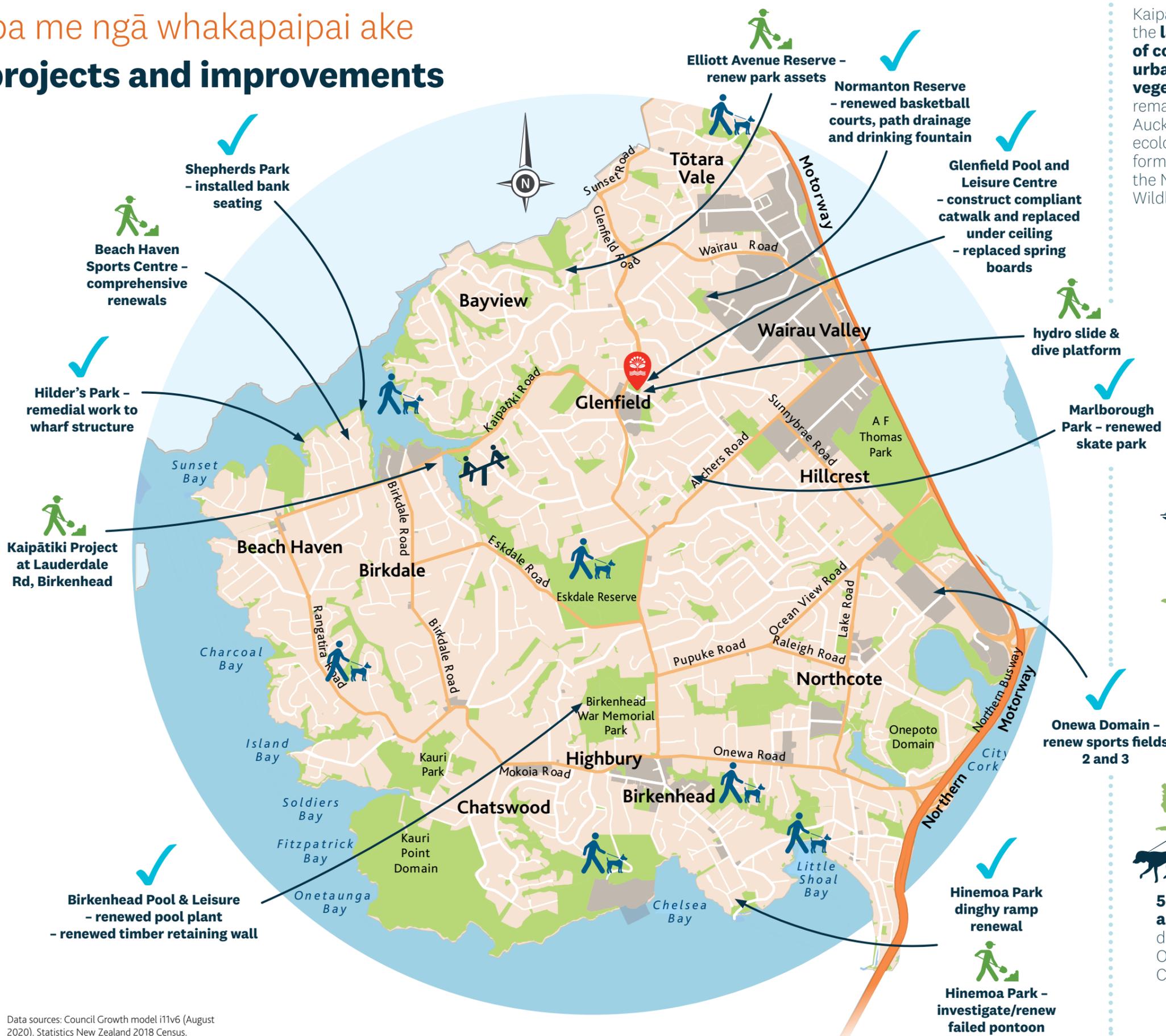
KEY TO CURRENT AND PLANNED PROJECTS

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

LEGEND

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

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



Kaipātiki has one of the **largest areas of continuous urban native vegetation** remaining in Auckland's ecological region, forming part of the North-West Wildlink.



A population of **89,872** ranking it 7th in population size in Auckland's 21 local board areas



Kaipātiki includes the major town centres of **Birkenhead, Glenfield and Northcote**



Kaipātiki boasts approximately **540ha of local parks and reserves**, including destination parks like Onepoto Domain and Chelsea Heritage Park.

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

▲ **Progress made**
Result improved from prior-year result

— **No change**
No change from prior-year result

▼ **No improvements**
Not improved from prior-year result

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

Local Community Services

Most of our activities are delivered through local community services. We renewed pool plant and a retaining wall at Birkenhead Pool and Leisure Centre, as well as the springboard and catwalk at Glenfield Pool and Leisure Centre. We completed remedial work to the wharf structure at Hilders Park, renewal work to the skate park at Marlborough Park, installed bank seating at Shepherds Park, and the Kaipātiki Community Facilities Trust delivered an extensive programme of community activities. We allocated more than \$129,000 in community grants and used discretionary funding to provide 2.5 additional opening hours at Northcote Library.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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%	77%	85%	85%	Comments in the residents survey noted that respondents feel unsafe during the day due to a number of factors, including an increase in homelessness and some recent incidents of crime. It was noted that community groups and police presence during the day helps to keep town centres safe.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	34%	38%	41%	41%	While this target was exceeded, respondents noted they feel unsafe at night due to factors such as poor street lighting, perception of increased crime and assaults, and lack of police presence. Some respondents noted that they either avoid town centres at night, are more careful or ensure they are not alone.
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%	80%	75%	78%	As in 2019/2020, much activity has been driven by partners and groups such as Kaipātiki Community Facility Trust, Catalyse, Windy Ridge, Birkenhead Residents Association and Kaipātiki Local Youth Board. During the second COVID-19 level 3 lockdown, organisations again pivoted their supporting groups to be responsive to community needs and aspirations.
The percentage of Empowered Communities activities that build capacity and capability	●	▼	40%	53%	82%	49%	Building capacity is a focus for activities that support management and governance groups. Capacity building elements are built in through placemaking, Māori responsiveness, the empowered communities programme and youth-focused activities. A number of community led events, meetings and activities were not led by Council, so focused less on capacity and capability building and more on community development, networking and activating.
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 have been community-led.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▼	1,500	1,000*	2,000*	2,200	One Movies in Parks event was scheduled for the year but achieved attendance levels lower than previous years, possibly due to COVID-19 concerns.
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	93%	95%	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	●	▲	117,000	141,357	123,383*	144,972	Although there were COVID-19 precautions being taken by groups/organisations throughout the year, targets exceeded by 21%. During the lockdowns all venues were working with reduced capacities due to physical distancing rules. Council venues are generally well used in the Kaipātiki area and trends show that without disruptions this usage will continue in future years.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	78%	80%	80%	80%	The result was right in line with our target as there were no changes to our community-led portfolio model.
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)	●	▼	340,000	188,161*	235,580*	341,260	Reduction was partly due to the two alert levels 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	●	▼	610,000	478,227*	507,995*	664,716	Visits to community libraries have continued to decline in 2020/2021. Alongside the impact of COVID-19 alert levels and lasting effect of the initial outbreak, this trend is also correlated with changing customer behaviours in favour of online services rather than in-library services.

Local Community Services cont'd

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	97%	96%	95%	The high level of satisfaction has been driven mainly by the great service delivered by library 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	●	▼	82%	68%*	84%	75%	The impact of council's Emergency Budget meant that the level of investment in renovations of playing surfaces in spring and autumn, and general capital works was lower. In addition, COVID-19 impacts and lockdowns meant reduced service standards on the grounds. These factors combined to produce an unusual year for sports and their playing facilities.
The customers' Net Promoter Score for pool and leisure centres	●	▲	20	38	34	33	The teams have seen a slight increase on last year, which is pleasing considering the challenges the teams have faced in re-staffing post-COVID-19 to levels acceptable to the community and an unplanned closure at Glenfield due to the ceiling tiles over the pools needing replacement/refixing.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	81%	73%	78%	73%	While the results were below target, generally residents were satisfied with the quality of local parks, particularly noting they were well maintained, clean and tidy. Areas of improvement mentioned are general maintenance when items break, lack of/overflowing rubbish bins, lack of recreation and play equipment, and long unmowed grass in some parks.
The percentage of residents who visited a local park in the last 12 months	●	▼	82%	85%	88%	82%	This result is relatively high, and is consistent with council's customer experience surveys. COVID-19 lockdowns could have contributed to some residents not visiting parks during the year, but overall a good result.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▲	12.0%	27.6%	25.3%	18.5%	Key areas of focus included work with Uruamo Marae to support kaumatua and kuia and the launch of a weaving programme, as well as the number of contestable grants from the local board and administered through the Creative Communities scheme that respond to Māori aspirations.

Local Environmental Management

The majority of our local environmental funding goes to supporting operations for the Kaipātiki Project and Pest Free Kaipātiki, who do great work enhancing and protecting our natural environment. Both organisations support and enable communities to look after our natural ecosystems through volunteer networks, educational programmes, and pest-free

initiatives. We also supported other environmental projects such as Zero Waste Northcote, Water Quality Monitoring Programme, and Industrial Pollution Prevention Programme - Wairau Valley and Glenfield (phase three).

	Results 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	●	▬	90%	100%	100%	100%	Five environmental projects were successfully delivered for Kaipātiki in the 2020/2021 financial year. These projects have contributed to the local board's environmental outcomes as described in its local board plan.

Local Planning and Development

We improve town centres and work with business and community associations to improve our local economic development and employment initiatives. This year the local board supported the Young Enterprise Scheme (YES) programme alongside

ATEED and the Auckland Business Chamber. The board also continued its support and engagement with both business associations within the Kaipātiki local board area.

	Results 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%	Both business associations within the Kaipātiki Local Board area complied with their BID Policy obligations.



▲ Relaxing with a book at Glenfield Library

Te āhuatanga ā-rohe

Local flavour

On track in battle to keep kauri safe



Bush walkers, runners and now those with baby buggies and limited mobility are able to enjoy the beauty of Eskdale Reserve in Birkdale following works to prevent the spread of kauri dieback disease.

One of several projects across the local board area to protect against the spread of the disease, work on this popular park got underway during this period with several tracks now reopened to the public.

Some routes have been simplified and redirected to take people away from kauri groves or to protect specific trees, and are now a lot smoother without steps – which means parts of the park network are now wheelchair accessible.

There is also a new entrance on Glenfield Road as well as hygiene stations to help further protect against the spread, and directional signage to help guide your way.

Future works include new wheel cleaning stations for bikes.

The work in the Eskdale Reserve network comes on the back of other projects in the area including new hygiene stations in Le Roy’s Bush in Birkenhead and Fernglen Native Gardens in Northcote. Other track work and hygiene stations are planned around autumn 2022.

The works have been funded through the council’s Natural Environment Targeted Rate and the local board’s asset renewal programme.

Since reopening, the upgrades have proven a hit with locals who are relishing the opportunity to return to their favourite spot.

We received online feedback:

“The new trails are epic ... been hitting the old ones for years, great to see it back up and running.”

“Great job, it’s made such a huge difference to the accessibility and ease of walking through the Eskdale Reserve.”

“Well done, love it! Plenty of people using it already.”

“Great job, it’s made such a huge difference to the accessibility and ease of walking through the Eskdale Reserve.”

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		15,484	15,484	13,713
Targeted rates		300	314	307
Subsidies and grants for operating purposes		864	918	922
Fees and charges	1	3,753	4,097	4,908
Local authorities fuel tax, fines, infringement fees and other receipts		518	273	101
Total operating funding		20,920	21,086	19,951
Applications of operating funding:				
Payments to staff and suppliers	2	16,606	17,184	15,041
Finance costs		850	846	1,933
Internal charges and overheads applied		2,064	2,064	2,365
Other operating funding applications		0	0	0
Total applications of operating funding		19,520	20,094	19,339
Surplus (deficit) of operating funding		1,400	992	612
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	3,936	5,565	8,223
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		3,936	5,565	8,223
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		222	618	121
- to improve the level of service		330	662	110
- to replace existing assets		4,784	5,277	8,603
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	5,336	6,557	8,835
Surplus (deficit) of capital funding		(1,400)	(992)	(612)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns having a bigger impact on membership fees and active visits than expected. Public use did not recover until summer months despite lower COVID-19 alert levels. The Glenfield Pool and Leisure Centre and Birkenhead Pool and Leisure Centre were particularly impacted.
2. Payments to staff and suppliers were below plan primarily due to COVID-19 and the associated lockdowns resulting in lower staffing costs as a result of closure of council facilities, assets and parks.
3. Capital expenditure and payments to staff and suppliers were lower than planned. This resulted in a funding surplus which meant that less debt funding was required than what was planned.
4. Capital expenditure was below plan due to major projects such as the Kaipatiki project on Lauderdale Road and the hydro slide project at Glenfield Pool and Leisure Centre being delayed. The delays were caused mainly by resource shortages, extended lead and construction times and procurement difficulties associated with COVID-19 and associated lockdowns. These projects are expected to be completed in 2021/2022, subject to supply of materials and labour.

The Waitemata and Auckland City as seen from Hinemoa Park, Birkenhead ►

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