

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

Waitematā Local Board

Annual Report 2020/2021



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 miharo 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-itī.
 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 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 Waitematā 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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He kōrero mai i te heamana

From the chairperson

On behalf of Waitematā Local Board, I present our annual report for financial year 2020/2021.

Last year we focussed on helping our communities and businesses recover from COVID-19 impacts and prioritised our budgets towards building our resilience for the future.

Climate action is a priority for Waitematā. Our Low Carbon Network, Low Carbon Lifestyles and community-led activities helped mitigate carbon emissions. Our Ngahere (Urban Forest), Ecological Restoration and Stream Restoration programmes delivered considerable plantings throughout Waitematā.

We restored key community spaces, Albert Park Keepers Cottage creates a new space; Grey Lynn Park changing rooms were redeveloped, Heard Park building was renewed and we commenced the restoration of Myers Park Cottage.

Our park development plans reflect our communities' aspirations. We adopted Western Springs Lakeside Te Waiōrea Development Plan and started developing plans for Basque Park and Heard Park.

We improved many of our parks including Western Park, playgrounds at Western Springs and Home Reserve, a community-led No Mow pilot in Grey Lynn and funded agrichemical-free maintenance in several parks.



We delivered and supported community events: Parnell Festival of Roses, Grey Lynn Park Festival and Festival Italiano, and allocated \$290,000 in community and accommodation grants.

Arts were supported with an Arts Spaces Coordinator, Studio One Toi Tū and TAPAC (The Auckland Performing Arts Centre) partnership.

We are delivering safety initiatives around schools and extending the greenway from Grey Lynn Park through Cox's Bay Reserve.

We worked with Auckland Unlimited and our seven business associations to build business resilience and supported the Young Enterprise Scheme.

We look forward to working with our committed communities for great things in 2021/2022.

Richard Northey
Chairperson, Waitematā Local Board

Te Poari ā-Rohe o Waitematā

Waitematā Local Board



Your board

(L to R) Adriana Avendaño Christie, Julie Sandilands, Alexandra Bonham (Deputy Chairperson), Graeme Gunthorp, Richard Northey (Chairperson), Sarah Trotman, Kerrin Leoni.



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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.



 **Myers Park - Caretakers Cottage and shed renewal - Access way renewal**

 **Cox's Bay to Wharf Road - greenway**

 **Western Springs playground renewal**

 **Grey Lynn Park - develop new changing rooms**

 **Studio One Artstation - comprehensive renewal**

 **Tepid Baths - minor asset renewals**

 **Central Library - roof remediation**

 **Parnell Baths - general renewals**

 **Heard Park - renewal of interior and exterior of Plunket building**

 **Symonds Street - renew heritage toilets**

 **Olympic Pools - general renewals**

 **Auckland Domain - Titoki Street car park gates**

100,000 people commute to the city centre

53% of commuters use public transport, cycling or walking



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

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



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

Highlights included the new changing rooms Grey Lynn Park, installation of Titoki Street carparking gates at the Auckland Domain, comprehensive renewals at Studio One - Toi Tū, and development of the concept plan for Heard Park. We allocated \$160,000 to local community groups through our local grants programme and allocated \$125,000 for accommodation assistance grants. The local board also provided discretionary funding to lift levels of service with agricultural-free parks, urban forest restoration and extended library hours at the Central and Grey Lynn libraries.

	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	●	▼	84%	67%	71%	78%	Comments in the residents survey noted that respondents feel unsafe during the day due to a number of factors such as homeless, recent incidents of crime, vehicles exceeding speed limits, and a perceived lack of police presence.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	45%	37%	42%	47%	Comments in the residents survey noted that respondents feel unsafe at night due to factors such as drunk people, recent incidents of break-ins, car thefts and burglaries, poor lighting in streets and parks, and a perceived lack of police presence. Many comments noted that behaviour of homeless was a key driver to people feeling unsafe at night. Respondents stated that they would either avoid town centres at night, be more careful, or make sure they were 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	●	▲	50%	95%	60%	94%	Community-led practice is championed through activities such as community-led placemaking, community gardens and homelessness activity. Many projects were paused due to COVID-19 restrictions, however those delivered were largely community-led or responded to community aspirations.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal	●	▼	40%	71%	73%	92%	Examples of capacity building activities are the Waitemata Youth Action Plan that includes bi-monthly peer learning and capacity building meetings and Auckland Emergency Management partnering with Business Improvement Districts to pilot a resilience programme for small businesses. Some organisations have moved to online platforms to deliver services.
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	●	▬	75%	93%	93%	89%	The target has been exceeded due to TAPAC (The Auckland Performing Arts Centre) being funded by the local board. This facility delivers 100% community-led programmes.
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	●	▼	8,500	7,000	12,000*	10,450	The Parnell Festival of Roses was the only council-led event scheduled for the year and achieved an estimated attendance of 7000.
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	82%	62%	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	●	▼	450,000	579,051	580,199*	613,640	Targets were exceeded despite COVID-19 precautions undertaken by groups/organisations and venues working at reduced capacities due to physical distancing rules. Council venues are generally well used in the Waitemata 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	●	▬	46%	46%	46%	46%	The result was in line with the target, however the Leys Institute Hall and Leys Institute Gym were closed in 2020/2021 due to seismic issues.
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)	●	▼	1,750,000	747,787*	1,031,538*	1,498,247	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. Furthermore, Central Library services have been disrupted due to the roof refurbishment project, and the fact that Leys Little is a smaller facility with lower capacity.
The number of visits to library facilities	●	▼	1,130,000	706,201*	967,070*	1,401,083	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. Furthermore, Central Library services have been disrupted due to the roof refurbishment project.

1. Due to a publishing error in the Emergency Budget 2020/2021 the approved target was misstated as 58,500. This target has been corrected to 8,500 as shown above.

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%	96%	96%	95%	The high level of overall satisfaction has been driven to a large extent by the great service delivered by staff, which sits one point higher than overall satisfaction at 97%.
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%	70%*	79%	84%	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	●	∧	31	59	55	54	Tepid Baths continues to impress members and users. Tepid Baths has received considerable positive customer feedback around high quality, well maintained and clean facilities. The facility is commented as being convenient for workers and apartment dwellers, although with criticism of parking being difficult for those who need to drive to the facility.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	∨	79%	71%	78%	81%	While the results were below target, generally residents were satisfied with the quality of local parks, and considered they were well maintained, clean and tidy. Some areas where residents have suggested improvements are general maintenance of equipment and trees, lack of dog spaces, poor quality of toilets, and unmowed grass in some parks.
The percentage of residents who visited a local park in the last 12 months	●	∧	78%	79%	78%	87%	This result is relatively high, and is consistent with Council's customer experience surveys. COVID-19 lockdowns have contributed to some residents not visiting parks during the year.
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%	25%	38.5%	16.5%	Key areas of focus include co-ordinated work with Ngāti Whātua Ōrākei as well as the number of contestable grants administered from the local board and through the Creative Communities scheme that respond to Māori aspirations.

Local Environmental Management

Highlights during the year were progress on the Industrial Pollution Prevention Programme – Eden Terrace, 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 initiated a feasibility study on a Regenerative Urban Farm and Low Carbon Diet Engagement programme.

	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	●	∧	75%	83%	60%	100%	10 of 12 environmental projects were successfully delivered that have contributed to local board's environmental outcomes. The Waipapa Stream and Te Wai Ōrea restoration projects experienced slight delays due to required planting conditions, but both projects are expected to be completed in quarter one 2021/2022.

Local Planning and Development

We supported projects such as the Young Enterprise Scheme and the Business Growth Accelerator Programme which helps build

business resilience and continuity, as well as ongoing grant support of the Grey Lynn Business Association. We also continued our support and engagement with all seven business associations within the 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%	All six Business Improvement Districts in the Waitematā Local Board area complied with their BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

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

The local board allocated \$65,000 of its discretionary funding to restoring our urban forest and increasing native tree canopy cover in the local board area. Sites selected in 2020/2021 were St Stephens Cemetery, Point Erin Park, Point Resolution, 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.

The local board contributed \$128,000 to extending library opening hours by 0.5 hours per week at Grey Lynn Library and two hours per week at Central Library. The additional opening hours have enabled the team to focus on more activity in the weekends. This has delivered events and programmes such as a summer series called 'Sunday Movie Sessions' to highlight our Beamafilm streaming service and weekend opening times, and a chess club for local children and youth. These Sunday sessions sometimes culminate in a large weekend tournament that staff have live streamed inside the library on the large marble wall screen. Since the beginning of 2021, Grey Lynn Library Hall has also been the venue for the Leys Institute Film Club.



Western Springs Planting, July 2021

Te āhuatanga ā-rohe

Local flavour

'No mow' pilot at Grey Lynn Park is returning slopes to wilderness



Long grass improves biodiversity at Grey Lynn park

A 'No Mow' pilot at Grey Lynn Park has been funded by the Waitemata Local Board to improve biodiversity outcomes in the park.

Locals championed the project and have been working alongside Auckland Council to manage the pilot areas on the park's grassy slopes visible from Williamson Avenue.

Wendy Grey of The Wild Initiative says she's thankful to the local board for providing funding and support for the project.

"We've created a long-term planting plan and have developed signage that educates about the purpose and benefits of the No Mow pilot."

The Wild Initiative say that by not mowing the pilot areas in the park, soils are regenerating and a healthy ecosystem is being restored.

Waitemata Local Board Chair Richard Northey said the local board was pleased to fund the pilot because environmental protection is one of their key priorities.

"We've enjoyed seeing the pilot areas in the park return to wilderness, providing richer habitat for birds, bees, and other insects."

Wendy Grey says the pilot's slopes are well suited for native plants to regenerate and that the ground cover will help with stormwater management.

"The No Mow approach has so many benefits in terms of the environment and parks management.

"We've been excited to watch the pilot's progression and we're hoping that it will lead to further no mow trials across the Waitemata Local Board area."

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		20,041	20,041	16,705
Targeted rates		9,079	8,781	8,514
Subsidies and grants for operating purposes		3	18	17
Fees and charges		1,847	2,123	2,872
Local authorities fuel tax, fines, infringement fees and other receipts		357	390	169
Total operating funding		31,328	31,353	28,277
Applications of operating funding:				
Payments to staff and suppliers	1	29,083	27,989	24,320
Finance costs		1,073	1,058	1,326
Internal charges and overheads applied		2,217	2,217	2,542
Other operating funding applications		0	0	0
Total applications of operating funding		32,374	31,264	28,188
Surplus (deficit) of operating funding		(1,045)	89	89
Sources of capital funding:				
Subsidies and grants for capital expenditure		134	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	12,757	5,901	8,083
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		12,891	5,901	8,083
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		1,068	1,015	1,648
- to improve the level of service		312	73	953
- to replace existing assets		10,466	4,902	5,571
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	11,846	5,990	8,172
Surplus (deficit) of capital funding		1,045	(89)	(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 repairs and maintenance costs in relation to assets and facilities across the local board area. There were also substantially more unplanned security costs due to the closure of tracks at Western Springs Lakeside. These overspends were partially offset by lower than planned staff costs as a result of facility closures related to COVID-19 and the associated lockdowns.
2. Capital expenditure and payments to staff and suppliers were higher than planned. This resulted in a funding shortfall that was met by more debt funding than was planned.
3. Capital expenditure was greater than plan primarily due to the comprehensive roof renewal of the Central Library not being included in the plan for the Waitematā Local Board, rather transferred from regionally delivered council services budget and recognised by the Waitematā Local Board during the year.

Western Springs Park playground opening ►



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