



Customer & Community Services – Connected Communities

Change Decision Update for Elected Members

31 May 2021



Reason for change / benefits

1. Meet the Auckland Plan objectives (in particular, improve belonging and participation for communities of greatest need)
2. Support Auckland's COVID-19 recovery efforts
3. Deliver on Kia ora Tāmaki Makaurau (Māori Outcomes Performance Measurement Framework)
4. Deliver on Kia Manawaroa Tātou goals
5. Support the Directorate shift to the agreed new operating model (as confirmed Nov 2020)
6. Improve the elected member, customer and staff experience of Customer and Community Services



Connected Communities





COMMUNITY DELIVERY
SOUTH
KIM TAUNGA

FRANKLIN
MANUREWA
PAPAKURA

MĀNGERE ŌTĀHUHU

ŌTARA PAPATOETOE



COMMUNITY DELIVERY
CENTRAL AND EAST
KEVIN MARRIOTT

ŌRĀKEI
WAITEMATĀ

WAIHEKE
AOTEA GREAT BARRIER
ALBERT EDEN
PUKETĀPAPA

MAUNGAKIEKIE TĀMAKI
HOWICK



COMMUNITY DELIVERY
NORTH AND WEST
DARRYL SOLJAN

RODNEY
UPPER HARBOUR
HIBISCUS AND BAYS

KAIPĀTIKI
DEVONPORT TAKAPUNA

HENDERSON MASSEY

WHAU
WAITĀKERE RANGES

3 place based units with 10 teams aligned to Local Board Services with a focus on areas that need us most



**Each of the 3 local multi-disciplinary Community Delivery units with joined up,
place-based focus, deep community connections and knowledge**

**Lead and Coach
supporting teams in
Local Boards including:**

Strategic Brokers
Community Centres
Community Hubs
Arts centres
Libraries

**Place and Partner
Specialists**

Partner led
community and
arts centres

**Programme Delivery
Manager**

Specialist Advisors
Advisors
and Arts Programmers



Our new way of working with Customer Services means we expand our reach

6
Stand alone Service Centres
Bledisloe House,
Henderson, Manukau,
Orewa, Waiheke,
Warkworth



5
Integrated customer service located in Libraries
Helensville, Huapai (Kumeu),
Papakura, Pukekohe, Takapuna



56
51 Libraries
(includes the 5 Integrated sites)



69
NZ Post shops



ARTS, CULTURE
AND HERITAGE

EMILY TRENT



COMMUNITY
IMPACT

DICKIE HUMPHRIES



MĀORI OUTCOMES
DELIVERY

JUDITH WAAKA



LIBRARY AND
LEARNING
SERVICES

CATHERINE
LEONARD



PLANNING AND
PERFORMANCE

CLAYTON DSOUZA

Five city wide units supporting, planning and delivering at scale





Arts, Culture and Heritage unit

Design and deliver programmes and services which engage Aucklanders, showcase the diverse stories of Tāmaki Makaurau, integrate art in the everyday lives of Aucklanders, build capacity within the arts sector, and preserve and make accessible the documentary heritage, archives and records in our care.





Community Impact unit



Lead, develop and transform services, significant partnerships and investment to deliver on citywide priorities which improve the lives of Aucklanders.

This includes an emphasis on Pasifika communities and those Aucklanders that need us most.

To provide practice and strategic leadership to the department on the achievement of priority community outcomes.

To support the testing, scaling and replication of community-centred innovation across the department.





Māori Outcomes unit

Lead the department to achieve Māori Outcomes aligned to Kia Ora Tāmaki Makaurau, the Māori Outcomes Performance Management Framework.

Lead a community of practice and programme of work (across the organisation but with a particular focus on Customer and Community Services) that will advance Māori Outcomes and accelerate whānau and tamariki wellbeing in line with Kia Ora te Whānau - a priority outcome for Te Kaunihera o Tāmaki Makaurau.





Library and Learning Services unit

Provide the people of Tāmaki Makaurau with content, discovery, experiences and information services that inspire and support creativity, learning, literacy and the joy of reading.

Lead the professional library and information teams within Connected Communities, ensuring optimal systems and support for local professional library and information teams and representation of Auckland Libraries in the library and information sector.





Planning and Performance unit



Supporting our people and processes.

Lead the department's workforce development and planning, health, safety and wellbeing, business planning and insights and analysis functions.



Connected Communities Lead Team

Name of role	Name of appointee
General Manager Connected Communities	Mirla Edmundson
Head of Community Delivery North/West	Darryl Soljan
Head of Community Delivery Central/East	Kevin Marriott
Head of Community Delivery South	Kim Taunga
Head of Arts, Culture & Heritage	Emily Trent
Head of Community Impact	Dickie Humphries
Head of Library & Learning Services	Catherine Leonard
Head of Māori Outcomes Delivery	Judith Waaka
Head of Planning & Performance	Clayton D'Souza
Principal Advisor	Morgan Borthwick



Next Steps

- Go Live Date – 31 May 2021
- A memo was sent to all members on 31 May 2021 with key contact details for your local board.
- For further details or specific queries, please contact myself or one of the three confirmed Heads of Community Delivery in the meantime.
 - Kim Taunga – South
 - Kevin Marriott – Central/East
 - Darryl Soljan – North/West



Thank you and pātai





BIRKENHEAD VILLAGE ASSOCIATION

August 2021

BIRKENHEAD VILLAGE ASSOCIATION

- Established loosely in 2008, funded by donations
- Formalised in 2009 - Birkenhead Town Centre Association
- (Mokoia Road to the bypass, Birkenhead Avenue, top of Hinemoa Street, Enterprise Street and Rawene Road)
- Over 300 members, funded via a levy on Landlords, varies depending on footprint
- Includes businesses with main street frontage and service providers.
- Specific project grants are applied for via the Kaipatiki Local Board

BIRKENHEAD VILLAGE ASSOCIATION

- One full time contractor – Kae Condon
- Ten elected board members from local businesses
- In 2021, name changed from Town Centre to Birkenhead Village Association
- Seen and initiated significant change in 13 years:
- Added fairy light garlands to fascias of main street businesses
- Construction of Kaimataara o Wai Manawa: viewing deck & performance platform in 2016

CARPARK CALAMITY 2017



MAIN STREET UPGRADE 2018



ESTABLISHED CALENDAR OF EVENTS



ESTABLISHED CALENDAR OF EVENTS



BEAUTIFICATION OF BIRKENHEAD



ATTRACTING VISITORS

- The Big Hoot Owl Trail in 2018 featured 47 owls located around Auckland – Birkenhead purchased The Night Guide
- The Whale's Tail Trail running January – April 2022 with 100 tails



NEW INITIATIVES

- Inspiring Speaker Breakfast Series for members of the Association, held quarterly. Launched with David Downs.
- Village Voice Awards recognising excellence among Birkenhead businesses by category and voted by the public, launching later this year



ISSUES TO BE RESOLVED

- Paving – trip hazards in the interim, longer term solution needed however Council funding under pressure
- Globe lights – retention, conversion to LED and ongoing maintenance
- Security – establishment of a CCTV network within the Village centre
- Introduction of a 24/7 Liquor Ban

GOOD THINGS ARE HAPPENING

- Covid Vaccination Centre bringing hundreds of visitors to Birkenhead daily
- Night Markets popular and well patronized
- Feature article on Birkenhead Barber community by local Steve Kilgallon
- Midnight barber shop opening coverage went around the world



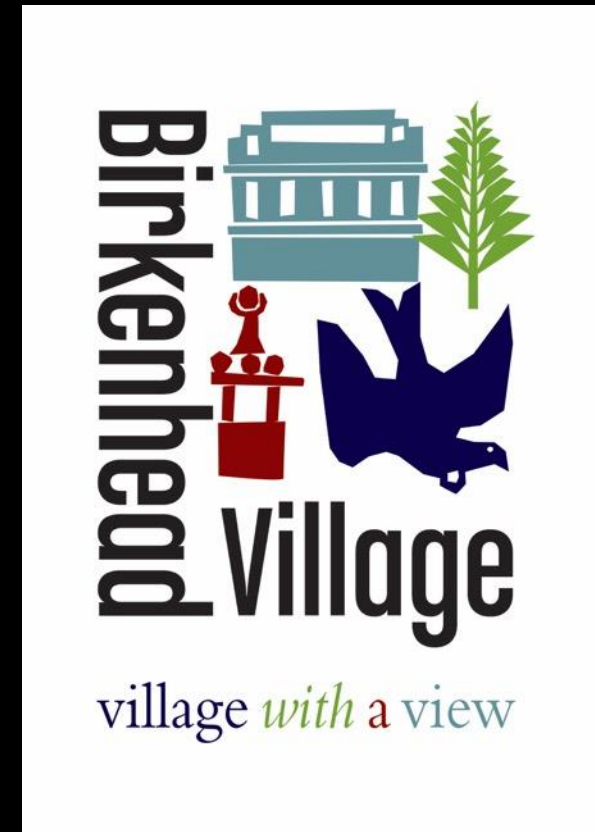
MORE GOOD THINGS:

- Spend data shows Birkenhead doing well compared to other North Shore centres
- Love Local campaign been successful
- New retailers and service providers seeking Birkenhead out



BIRKENHEAD – HOME TO:

- Auckland's only inner city rain forest
- Council maintained flower beds
- Spectacular views to the City, Waitakeres and Rangitoto
- Free parking
- Fantastic walking tracks



A photograph of a modern building with a large tree in the foreground and a person walking on a path. The building has a prominent feature of vertical wooden slats. The sky is blue with white clouds. The text 'THANK YOU' is overlaid in the center, with a horizontal line underneath it. Below the line, the text 'Birkenhead Village Association 2021' is overlaid.

THANK YOU

Birkenhead Village Association 2021