

Te Poari ā-Rohe o Albert-Eden Te Rīpoata ā-Tau 2023/2024

Albert-Eden Local Board

Annual Report 2023/2024





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 rārangi 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 Ruarangi. 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 Tūkoi o te Rangi, 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 korero rā,

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 -

"So flows the goodness and riches of Tāmaki".

that is what I saw in my feverish dream",

and to end it with the maxim,

He kõrero mõ 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 2023 to 30 June 2024.

You can read about our progress, expenditure, service performance and challenges faced in 2023/2024. 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 Albert-Eden Local Board Agreement 2023/2024.

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.

▼ Greer Rasmussen at Albert-Eden Volunteers Awards 2023

Contents

About this report	2
From the chairperson	4
Your board	5
Projects and improvements	6
Our performance report	8
Our performance explained	13
Local flavour	14
Funding impact statement	15



On the cover: Dragon Day dancers at Dominion Road's Moon Festival 2023

"Te pai me te whai rawa o Tāmaki."



He kōrero mai i te heamana

From the chairperson

This year has been dynamic as we continued our journey of recovery from the January 2023 floods. Despite the challenges, our commitment to climate action and environmental sustainability remained unwavering.

What we achieved

Upgrading the Windmill Pavilion was a standout achievement. Our adoption of the Windmill Park Concept Plan outlined our objectives for the park and its future, while protecting green open space and historical values. This strengthened relationships with mana whenua and our commitment to cultural enrichment and community engagement.

The Albert-Eden Schools Cultural Festival in November 2023 and the launch of the Kaumātua Photographic Project at Te Noho Kotahitanga Marae, funded by our neighbourhood arts programme, were also significant milestones.

Our support for the community continued with over \$420,000 in grants to do work in the area. We proudly helped support environmental initiatives by funding groups like Friends of Oakley Creek, Urban Ark, and Maungakiekie Songbird. Our support also extended to community events such as the Albert-Eden & Puketāpapa Eco Festival as well as Big Gay Out, Sandringham Street Festival, ANZAC Day Events, and the Moon Festival.

As we celebrate these achievements, we acknowledge the power of collaboration and our strengthened community relationships.

Challenges for 2024/2025

Looking ahead, we remain steadfast in our commitment to climate action and community resilience. Our ongoing work and advocacy for Pt Chevalier Library is a priority and we have just signed a medium-term option while we work towards a permanent solution. Despite budget constraints, we will focus on climate action, environmental projects, and supporting community activities and events. Let's hope 2025 brings further achievements and progress.

"Kumea mai a muri, hurihia ki mua, whakamaua kia tina."

"Drawing on the past, transforming the present, building a stronger future."



Te Poari ā-Rohe o Albert-Eden

Albert-Eden Local Board



Contact us



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By appointment Closed Friday, Saturday, Sunday and public holidays



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Major road Arterial road Medium road Minor road

Data sources: Stats NZ Population Estimates, as at 30 June 2023



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We supported strong, diverse communities through libraries and literacy, arts and culture, sport and recreation and initiatives to increase the vibrancy of local town centres through place-making activities. We contributed to community groups by providing accommodation and community grants, and we funded events, including the Albert-Eden Cultural Schools Festival and ANZAC services, which were delivered by a mix of council services, community group partnerships and volunteers. We continued funding and maintaining local parks, community halls and recreational facilities for our residents.

KEY • Achieved • Substantially achieved • Not achieved * Measures favourably/unfavourably impacted by COVID-19 For more information on our service performance judgements and assumptions please refer to pages 166-167 of Volume 1 of the annual report.

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

Albert-Eden is below target and slightly below last year's result. There is a general sense from the community that crime and concerning behaviour has increased across the local board area. Residents highlighted the town centres of Pt Chevalier and Mt Albert as areas that need further safety improvements.

Resu	lt against target	
Targe	et 2024	82%
Ţ.	2024	60%
Result	2023	63%
	2022	71%

Percentage of Aucklanders that feel their local town centre is safe - night time

Despite the local board providing funding through the Local Crime Prevention fund to support community patrols and safety-related lighting improvements, some residents do not feel safe walking alone at night. More or better lighting would make a difference.

Resu	lt against target	
arge	et 2024	39%
±	2024	30%
Result	2023	29%
	2022	25%

Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities

The percentage of Empowered Communities activities that are community led1

Albert-Eden local board was just under target, and while community led programming continued to be a strong focus, budget reductions and reduced resources in some programme areas resulted in more modest projects and in some cases, a lower number of activities. Examples of community led activities included neighbourhood initiatives such as community gardens, working bees and community patrols.

Resu	lt against target	
arge	et 2024	63%
Result	2024	61%
	2023	62%
	2022	81%

The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals1

Albert-Eden activities that build capacity and capability were under target and below the prior year. This reflects the board's FY24 work programme and a consequential budget reduction for activities around thriving town centre local placemaking, diverse participation and network / community connection co-ordination. In addition, the Shared Space and Engagements programmes were not run in FY24. Staff will explore opportunities to increase support for community capacity building in the next financial year.

Resu	lt against target	
Targe	et 2024	50%
Ŧ	2024	39%
Result	2023	89%
<u>~</u>	2022	77%

We provide safe and accessible parks, reserves, beaches, 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

Percentage is on par with FY23 result. A major upgrade of Windmill Pavilion was completed in April 24. The facility is part of Windmill Park, a well-used sports and recreation space governed by the local board. The park had more than 50,000 visitors for netball alone in 2023 so modernising the building and facilities will be beneficial to the sportsfield users. In addition, green renovations were undertaken at Chamberlain Park golf course with positive feedback received from the club. Lighting was also renewed at Warren Freer Park. It is expected these investments will improve future

Resu	lt against target	
Targe	et 2024	69%
Ţ.	2024	64%
Result	2023	65%
	2022	67%*

The customers' Net Promoter Score for Pools and Leisure Centres

While an improvement on last financial year where severe weather events in early 2023 affected access, the combined score for Albert-Eden is well under target. The dry site (Mt Albert Community and Leisure Centre) outperforms the Aquatic Centre with regard to customer satisfaction and consistently exceeds the target if measured on its own. Highlights include a welcoming environment and strong sense of belonging created at the centre for the local community. The centre would benefit from focusing on better maintaining equipment. The Aquatic Centre would be well served by focusing on maintaining equipment/showers and cleanliness and improving relationships with visitors and members. Both centres have had comments about parking being a challenge, however this is outside the control of both centre operators but worth noting for the board.

Resu	lt against target	
Targe	et 2024	35
	2024	18
Result	2023	11
\square	2022	28*

The percentage of users who are satisfied with the overall quality of local parks

Result is in line with last year but behind target. The local board funded the ongoing maintenance of parks and open spaces as well as renewed walkways, signage and seating. This included the Eric Armishaw Coastal Pathway and renewal of stairs and handrails at Motions Road reserve.

Resu	lt against target	
Targe	et 2024	79%
Ţ	2024	67%
Result	2023	66%
	2022	71%*

Local Community Services measures cont'd over



The percentage of residents who visited a local park in the last 12 months

Visitor numbers rose 6 per cent compared to last year, affected by a wet winter in 2023, but benefiting from a settled period between January-May 2024. Additional Parks Customer Experience survey data in January 2024 showed 84 per cent of Aucklanders visiting a park in the last 12 months. Local parks or beaches accounted for 65 per cent of visits with 16 per cent visiting maunga in Albert-Eden.

Resu	lt against target	
Targe	et 2024	87%
±-	2024	86%
Result	2023	80%
	2022	92%

We showcase Auckland's Māori identity and vibrant Māori culture

The percentage of local programmes, grants and activities that respond to Māori aspirations

More arts and culture programmes were delivered this year, with almost half of all local and quick response grants responding to Māori aspirations, ensuring the board met target for another year.

Result against target		
Targe	et 2024	14%
±	2024	20%
Result	2023	29%
	2022	25%

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 life

The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)

Albert-Eden has greatly exceeded target, continuing the strong performance of the previous year. This result is 31 per cent higher than at the same point in 2023, despite the ongoing smaller temporary location for the Pt Chevalier library. This can be attributed to strong performances for both Epsom and Mt Albert libraries.

Resu	lt against target	
Targe	et 2024	182,800
=	2024	209,203
Result	2023	159,892
ď	2022	96,947*

The percentage of arts, and culture programmes, grants and activities that are community led

Albert-Eden was above target with 100 per cent of arts and culture programmes community-led.

nesu	ii agairist target	
Targe	et 2024	85%
±	2024	100%
Result	2023	100%
Œ	2022	100%

Docult against target

The percentage of art facilities, community centres and hire venues network that is community led

Two of the twelve facilities in our venue hire network are community-led -Mt Albert Community & Recreation Centre and Epsom Community Centre.

Result against target		
Targe	et 2024	17%
Result	2024	17%
	2023	17%
	2022	17%

The number of attendees at council-led community events^{2,3}

No council-led community events were scheduled by the local board this year.

Result against target		
Targe	et 2024	O ³
Result	2024	0
	2023	1000
	2022	0*

The number of participants in activities at art facilities, community centres and hire venues

Albert-Eden was above target with an increase of 17 percent over the prior year. Council-led and community-led facilities contributed 73 per cent and 27 per cent of participants respectively. The Mt Eden War Memorial Hall, a council-led facility, was either the top contributor to this measure or one of the top three contributors every month.

Resu	lt against target	
Targe	et 2024	400,000
Result	2024	438,260
	2023	374,853
	2022	196,014*

The number of visits to library facilities

Albert-Eden did not reach target, despite the improvement in performance compared to the last financial year. The Pt Chevalier Library continues to be a key factor for this local board, operating from a smaller pop-up location and negatively affecting visitor numbers and experience. The board's recent decision to establish an improved library service by the third quarter of 2024/2025 will have a beneficial effect in future.

Resu	lt against target	
Targe	et 2024	380,148
Result	2024	336,385
	2023	321,154
	2022	244.744*

The percentage of attendees satisfied with a nominated local community event

The Albert Eden Schools Festival was surveyed. Overall net satisfaction of 83 per cent is a very good result. Positive feedback highlighted strong appreciation for schools and the community coming together to celebrate different cultures through performances. The reduction of scale of the event this year was noted by some with a desire for this to be increased.

Resu	lt against	target
Targe	et 2024	70%
±	2024	83%
Result	2023	78%
\square	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Libraries continue to exceed the satisfaction target due to the dedication and commitment of staff to ensure customers receive a high level of service.

Resu	lt against target	
Target 2024 90%		90%
Result	2024	94%
	2023	96%
	2022	97%

^{1.} This financial year, a reporting responsibility change and more diverse community delivery strategy have had an impact on reported results for a number of local boards. Although framework and direction were consistent with previous years, different interpretations have been applied by the new information providers. This has had a varying impact across different local boards, and has led to some variances in the current year results compared to the prior year.

^{2.} Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover.

^{3.} The Albert-Eden Local Board did not intend to fund any council-led community events for 2023/2024.



Local Planning and Development

We maintained our support and collaboration with local business associations and our four business improvement districts to improve local economic development and enhance employment initiatives.

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

All business improvement districts complied with their BID policy obligations.

Resi	ult against target	
Targ	et 2024	100%
Result	2024	100%
	2023	100%
	2022	100%

Local Environmental Management

Our key healthy ecosystems initiatives included planting, pest control, stream and water quality enhancements. We continued to fund the restoration of Te Auaunga / Oakley Creek and Waitītiko / Meola Creek, and the Maungakiekie Songbird programme. We partnered with Urban Ark, an organisation that enables and co-ordinates community conservation groups to improve our area's native biodiversity. We continued support for residents to live more sustainably through initiatives such as Eco-neighbourhoods, the Climate Action Programme, and the Tumeke Cycle Space at Gribblehirst Park.

We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change

The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes

We successfully delivered three sustainability initiative projects for Albert-Eden in the 2023/2024 financial year. These projects have contributed towards the board's environmental objectives as described in its local board plan.

Resu	lt against target	
Targe	et 2024	80%
Result	2024	100%
	2023	100%
	2022	67%*

The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes

We successfully delivered four water quality and natural environment improvement projects for Albert-Eden this year. These projects have contributed towards the board's environmental objectives as described in its local board plan.

Result against target		
Targe	et 2024	85%
Result	2024	100%
	2023	100%
	2022	100%

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

It is important to the Albert-Eden Local Board that everyone is encouraged to feel included, connected to others and have a sense of belonging. We invested in shared facilities, including libraries, recreation centres, halls and other community buildings, to ensure they provided good-quality, affordable and accessible facilities for the community.

In November, we funded the Albert-Eden Schools Cultural Festival, held at Mt Albert's Rocket Park. This festival is a board highlight, as it is a great way for children to learn and enjoy each other's

culture. It has now been operating for over 20 years and this year, 12 schools in the area took to the stage for Kapa Haka, Indian dance, African dance, and many other cultural performances.

We made it a priority to ensure parks and open spaces are well maintained and provide safe and fun experiences for the community. We did this by funding full facilities (parks and open spaces), arboriculture services (tree maintenance) and ecological services (restoration, biodiversity, pest control) maintenance contracts.

We strongly support proactively addressing climate change. Econeighbourhoods was one funded initiative where groups of six or more neighbours from different households worked with a project co-ordinator to support low carbon practices and sustainable living activities. During the year, groups implemented apartment composting, encouraging bees in the Waterview area, pest plant projects, and a kitchen tool library. We also contributed funding to Maungakiekie Songbird which has 364 local households as part of its membership base. This community organisation provides free resources to members including native trees, weta motels, bird feeders, and pest traps for wasps,

rodents and possums with the aim of creating a thriving local habitat for birdsong.

We also support programmes that work with community volunteers to co-ordinate ongoing ecological and environmental initiatives. This funding covers community planting and education, annual plant pest and animal control. Volunteers include school groups from Auckland Grammar and Auckland Normal Intermediate who planted native trees at Windmill Park, corporate groups, migrants and members of community organisations such as the Friends of Oakley Creek.



- ▲ Locals queue up for Maungakiekie Songbird pest traps giveaway day
- ▼ Students from all over Albert-Eden gather to perform at the Albert-Eden Schools Cultural Festival





Te āhuatanga ā-rohe

Local flavour

Conscious clothing outfit outgrows its space

In today's frenzied world with its focus on fastfashion, for some it's about shopping like a billionaire, for others it's purely about staying warm – and that's where clothing outfit Common (previously Koha Apparel) is there to help.

Established in 2019, the non-profit provides clean and quality clothing for those in need while focusing on the major challenge of diverting textile from landfill. We were able to help by awarding Common an accommodation grant for to help pay for the lease on its Mt Albert base.

"This is an initiative that the local board is very passionate about and is keen to support where we can," says board deputy chair Margi Watson. "Keeping clothing in circulation aligns with our local climate action priorities as well as the council's vision for zero waste by 2040," she says.

The Mt Albert hub houses clothing donations and provides a location where volunteers sort, launder and repair clothing to distribute to pop-up locations. It also hosts monthly repair workshops where the public can walk in with garments to be mended along with a retail space for second-hand clothing at affordable prices.

This lean, non-profit machine runs 15 clothing pop-up services each month throughout Tāmaki Makaurau, providing about 1000 people a week with access to second-hand clothing. It's also a third-party distributor of clothing donations for various charitable and community organisations. Clothing is collected or sent by courier to its partners to assist communities further afield.

Common founder Charli Cox explains, "We know that material deprivation increases risk of poor health outcomes. Our organisation is committed to enabling improved life opportunities for those within our community by providing quality clothing. This can improve outcomes for attaining housing or work opportunities and helps increase the dignity of our people and social inclusion."

■ Sorting donations at Common





► Pasadena Intermediate School kapahaka group performs at Coyle Park basketball court opening

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2024

\$000s	Notes	Actual 2023/2024	Annual Plan 2023/2024	Annual Plan 2022/2023
Sources of operating funding:				
General rates, UAGCs, rates penalties		15,436	15,436	14,470
Targeted rates		573	592	584
Subsidies and grants for operating purposes		24	28	27
Fees and charges		2,412	2,044	579
Local authorities fuel tax, fines, infringement fees and other receipts		323	163	137
Total operating funding		18,768	18,263	15,797
Applications of operating funding:				
Payments to staff and suppliers	1	15,279	14,609	13,201
Finance costs		633	633	639
Internal charges and overheads applied		2,558	2,558	1,581
Other operating funding applications		0	0	0
Total applications of operating funding		18,470	17,800	15,421
Surplus (deficit) of operating funding		298	463	376
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	3,613	4,271	3,811
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		3,613	4,271	3,811
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		29	238	33
- to improve the level of service		210	36	199
- to replace existing assets		3,672	4,461	3,955
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		3,911	4,735	4,187
Surplus (deficit) of capital funding		(298)	(463)	(376)
Funding balance		0	0	0
<u> </u>				

Variance explanation Actual 2023/2024 to Annual Plan 2023/2024

- 1. Payments to staff and suppliers were above plan mainly due to repairs and maintenance in the local board area across community facilities, parks, open spaces and arboriculture contracts. Weather events and storm damage resulted in unbudgeted repair work including Mt Eden War Memorial Hall and Te Auaunga / Oakley Creek.
- While partly offset by higher than planned payments to staff and suppliers, capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than planned.
 Capital expenditure was below plan due to the Auckland Transport funded Aberfoyle Street Pedestrian Link not
- being approved for progressing into the delivery phase because of the high cost of building the access through the reserve. The Western Springs Signalised Crossing and Greenwoods Corner intersection have been the priority Auckland Transport Local Board Capital Fund projects, both of which were progressed during the year. In addition, budget for Pt Chevalier Library renewals has been carried forward into next financial year and will be used to fund the deconstruction of the building.

