



Te Poari ā-Rohe o Waitematā
Te Rīpoata ā-Tau 2023/2024

Waitematā Local Board

Annual Report 2023/2024



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 māi ko te Rae o Kāwharu
 e eke ai koe ki Te Uru Karaka.
 Heke whakatemauī ko Ngā Kauae Whati,
 e piki ake ai koe ki Te Rimu-tahi.
 Titiro whakaiho koe, ko Waiaatarau,
 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 mīharo 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 māi
 a te mano ki Te Rerenga-ora-iti.
 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.

On the cover: ‘Food Alley’, Parnell Festival of Roses

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 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 Waitematā 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**.

▼ Parnell Festival of Roses, Dove-Myer Robinson Park



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He kōrero mai i te heamana From the chairperson

It is with great pleasure that I share with you our progress and achievements on some of our significant projects in the community over the past year.

Our commitment to enhancing community spaces and services has been at the forefront of our efforts. The Western Springs Development Plan has seen significant strides, with construction progressing smoothly. This includes renewing signage, pathways, park furniture, and lighting to modern standards of accessibility and sustainability. We are already focussing on stage two – a further pathway and structural renewals, including a pedestrian bridge.

The design phase for 254 Ponsonby Road has begun, with ongoing stakeholder consultations. Your valuable input continues to shape our plans and we have already begun the physical works. We are really excited to watch this space evolve.

The completion of Myers Park Open Space Lighting Renewals in September 2023 stands as a testament to our commitment to both conservation and development plans. Similarly, the main roof and café renewal at Point Erin Pool was completed in November 2023, ensuring readiness for the vibrant summer season.

In our efforts to enrich recreational opportunities, the early completion of the Point Erin Pool playground renewal exemplifies our dedication to enhancing community spaces.

Throughout the year, our focus on facilities maintenance has ensured high standards despite weather challenges, reflected in improved audit scores and responsiveness across our open spaces.

Civic events such as the opening of Gladstone Playground and our participation in climate action initiatives have fostered community spirit and engagement, highlighting our collective commitment to a vibrant and inclusive future.

The Parnell Festival of Roses saw record numbers of people enjoying the wonderful festivities and cuisine. The focus on sustainability was widely valued and we had some wonderful comments on our new ngahere initiative.

Safety and improving perceptions of safety has been a high priority for the board. During the past year, we used our portion of the Local Crime Prevention Fund to invest in several initiatives, including extended patrols on Karangahape Road, Community Patrol NZ, safety videos, bystander training, and CCTV on Ponsonby Road. We continue to advocate for improvements to safety in our city centre.

Looking ahead, we remain dedicated to transparent communication and collaborative progress across all projects. Your ongoing support and feedback are invaluable as we continue to shape our community's future together.



Genevieve Sage
Chairperson,
Waitematā Local Board



Te Poari ā-Rohe o Waitematā Waitematā Local Board



▲ (L to R): Richard Northey, Anahera Rawiri, Genevieve Sage (Chairperson), Allan Matson, Greg Moyle (Deputy Chairperson), Sarah Trotman, Alexandra Bonham.

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Ngā kaupapa me ngā whakapaipai ake Waitematā projects and improvements

Key to current and planned projects

✓ Delivered projects

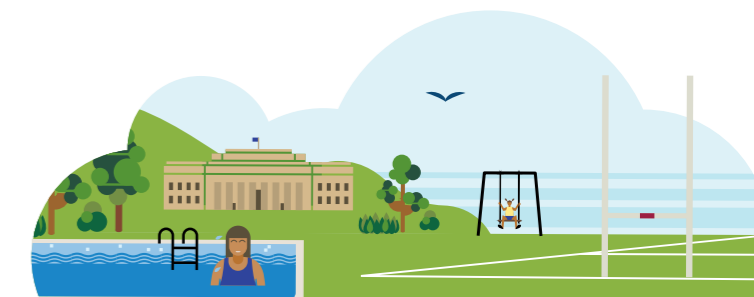
- 1 Grey Lynn Community Centre refurbishment
- 2 Alberon Reserve – installation of retaining wall
- 3 Western Springs Lakeside Te Wai Orea Park – renew furniture, pathways and lighting
- 4 Gladstone Reserve playground renewal
- 5 Point Erin Pools Playground Renewal
- 6 Ayr Reserve storm remediation
- 7 Myers Park Lightning Renewal
- 8 St Marys Bay pathway storm remediation
- 9 Parnell Baths Rockfall Protection

🚶 Current projects

- 1 Ponsonby Civic Space - staged development at 254 Ponsonby Road
- 2 Heard Park – develop civic space
- 3 Central Library – comprehensive interior building refurbishment
- 4 Grey Lynn Public Toilets - renewal and seismic upgrade
- 5 Basque Park paths renewal
- 6 St Stephens Cemetery path renewal
- 7 Meola Reef Reserve – renew fencing and pathways
- 8 Victoria Park Skate Plaza renewal
- 9 Leys Institute (seismic strengthening)

Map legend

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

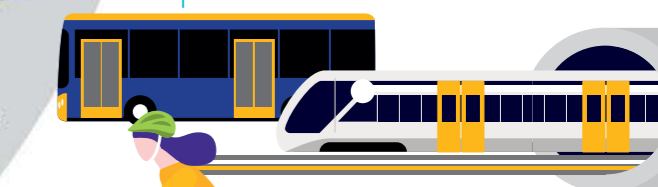


Waitematā has **99** parks, **8** community places, **4** libraries and **5** pools



A population of **86,700** ranking it 10th in population size in Auckland's 21 local board areas

100,000 people commute to the city centre



53 per cent of commuters use public transport, cycling or walking

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

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We support strong, diverse, and vibrant communities through libraries and literacy, arts and culture, parks, sport and recreation. We contributed to community groups through the provision of accommodation and community grants, and funded events which were delivered by a mix of council services, community group partnerships and volunteers including the Parnell Festival of Roses and the Cultural Play Festival. We provided discretionary funding towards several initiatives, including addressing homelessness, improving perceptions of safety, rangatahi leadership and making parks, places and open spaces more lively.

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

The Annual Residents Survey highlighted the CBD as an area of concern, with many saying a greater police presence would be helpful to improve the feeling of safety.

Result against target		●
Target 2024		75%
Result	2024	63%
	2023	62%
	2022	64%

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

This is below target, although an improvement on the previous year. Auckland Council, Police, government agencies and social support services have committed resources to help residents, businesses and visitors feel safer in Waitemata. During the year, the local board invested funding into CCTV cameras on Ponsonby Road, extended security patrols on Karangahape Road, and updated safety videos for international students and those from out of Auckland.

Result against target		●
Target 2024		45%
Result	2024	38%
	2023	27%
	2022	36%

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

Albeit slightly below last year, there are many examples of funded programmes which contributed to this result. These include the 254 Ponsonby Road Project Community Led Design group; Community Garden network for Waitemata; Kāinga Ora Greys Ave community programming and delivery and the Emily Place Community-led engagement project.

Result against target		●
Target 2024		75%
Result	2024	69%
	2023	71%
	2022	96%*

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

The local board has a focus on networking, capacity building and governance in the community (for example funding application support and youth programming) which ensured the target was met.

Result against target		●
Target 2024		68%
Result	2024	85%
	2023	85%
	2022	89%*

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

During the year, a complete lighting renewal was undertaken at Victoria Park, including the relocation of lighting columns providing additional designated areas for lit space training. We also funded the renewal of the Cox's Bay cricket pitch, allowing more games to be scheduled over the season.

Result against target		●
Target 2024		82%
Result	2024	68%
	2023	70%
	2022	74%*

The customers' Net Promoter Score for Pools and Leisure Centres

An excellent result considering the Tepid Baths closed completely for 4 weeks maintenance during the year. Feedback highlights include (i) positive sentiment towards staff and (ii) the community consider that the centres offer value for money. More focus on cleanliness in shared spaces (changing rooms etc) would further improve this result.

Result against target		●
Target 2024		55
Result	2024	54
	2023	57
	2022	61

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

We re-opened parks damaged by the 2023 storm, including Ayr Reserve, Wairangi Wharf, Weona Reserve and the St Marys Bay pathway. Playground renewals at Gladstone Reserve, Arch Hill Reserve and Point Erin pools were also completed. We expect an improved result going forward.

Result against target		●
Target 2024		79%
Result	2024	68%
	2023	67%
	2022	69%*

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

With a wet winter 2023 and a settled period between January - May 2024 visitor numbers have varied. From additional Parks Customer Experience survey data in January 2024, 84 per cent of Aucklanders visited a park in the last 12 months with 54 per cent of visits to local parks or beaches and 34 per cent to larger parks such as Pukekawa/ Auckland Domain.

Result against target		●
Target 2024		78%
Result	2024	87%
	2023	84%
	2022	84%*

We showcase Auckland's Māori identity and vibrant Māori culture

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

We didn't make target because we have limited control over third party programming in our facilities. Community empowerment activities and local and quick response grants report very high numbers for this local board.

Result against target		●
Target 2024		39%
Result	2024	31%
	2023	16%
	2022	22%

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)

Waitemata surpassed expectations, improving on its strong performance last year. Internet sessions have increased and are 22 per cent higher than last financial year, comfortably exceeding the target.

Result against target		●
Target 2024		737,000
Result	2024	929,994
	2023	763,522
	2022	348,180*

Local Community Services measures cont'd over

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

85 per cent of our arts and culture programmes were community led, with TAPAC being the main driver.

Result against target		●
Target 2024		80%
Result	2024	85%
	2023	83%
	2022	91%

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

Ongoing improvements to data quality has led to the inclusion of one council-led facility - Te Wharekura - which means we didn't make target. This target does not reflect the revisions made to community-led facilities so the decrease is to be expected.

Result against target		●
Target 2024		40%
Result	2024	33%
	2023	36%
	2022	36%

The number of attendees at council-led community events²

The FY23 result and FY24 target includes two events, Parnell Festival of Roses and the Play Festival, however only the Parnell Festival of Roses was classified as a council-led community event in FY24. Attendance at the Parnell event was significantly above the previous year and if the FY24 target was solely for this event, the result would be green (achieved).

Result against target		●
Target 2024		12,000
Result	2024	7,000
	2023	9,000
	2022	0*

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

Community-led facilities as a group alone, which contributed 65 per cent of total participants this year, was actually greater than the board's entire target. Adding community-led facilities participants - 35 per cent of participants - to the total contributed to that superb achievement. TAPAC has been a top contributor every month, making up 30 per cent of total participants this year which is an amazing 98 per cent increase over last year.

Result against target		●
Target 2024		455,000
Result	2024	739,779
	2023	614,525
	2022	365,594*

The number of visits to library facilities

Waitematā is well above target, thanks to consistently successful visitor performance every month this year. We consistently met target in the first half of the year, and in the second half of the year, consistently exceeded expectations, pushing Waitematā 14 per cent above the annual target.

Result against target		●
Target 2024		710,000
Result	2024	810,965
	2023	696,913
	2022	362,089*

The percentage of attendees satisfied with a nominated local community event

The Farmers Santa Parade was surveyed. Overall net satisfaction of 88 per cent is an excellent result and represents a very high level of alignment with expectations of attendees. Feedback indicated a high level of appreciation for the range and number of floats and participants in the parade providing enjoyment for the many children and families attending.

Result against target		●
Target 2024		80%
Result	2024	88%
	2023	96%
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Result against target		●
Target 2024		90%
Result	2024	94%
	2023	96%
	2022	95%

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.

Local Planning and Development

We collaborated with the six Business Improvement Districts (BIDs) in Waitematā to improve local economic development and enhance employment initiatives. We provided support to the Grey Lynn Business Association with the initial costs of undertaking a BID establishment ballot.

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 six BIDS complied with their BID policy obligations.

Result against target		●
Target 2024		100%
Result	2024	100%
	2023	100%
	2022	100%

Local Environmental Management

Highlights include restoration of Waititiko / Meola Creek, Waipapa, Waipāruru and Newmarket Streams, and the Te Wai Ōrea / Western Springs Lake and wetland. We partnered with Urban Ark to enable and coordinate community conservation groups and schools to improve native biodiversity in the board area. We continued support for the community to live more sustainably through initiatives such as our low carbon programme, Queens Wharf Bike Hub, and climate preparedness programmes for schools.

We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change¹

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

We successfully delivered six sustainability initiative projects which have contributed towards the board's environmental objectives as described in its local board plan.

Result against target		●
Target 2024		80%
Result	2024	100%
	2023	75%
	2022	60%

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

We successfully delivered six water quality and natural environment improvement projects which have contributed towards the board's environmental objectives as described in its local board plan.

Result against target		●
Target 2024		85%
Result	2024	100%
	2023	100%
	2022	100%

The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes

We partly delivered one project for Waitematā. The Waitematā waste away project had some delivery issues and subsequently had its budget reduced. The project has been completed with its reduced scope. This project contributed to local board's environmental objectives as described in its local board plan.

Result against target		●
Target 2024		80%
Result	2024	100%
	2023	100%
	2022	100%

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Waitematā Local Board supported several free events, enhancing a local sense of connection, place and belonging. These included Parnell Festival of Roses, Grey Lynn Park Festival, the Farmers Santa Parade, and local ANZAC functions. The Cultural Play Festival, celebrating our diverse communities through music, dance, arts, crafts and food was held in April 2024 at Western Park. Fun experiences from 29 different play providers and performers were set up for children and adults to enjoy throughout the venue, attracting close to 7,000 attendees.



▲ Play Festival, Western Park

We invested in shared facilities, including pools, libraries, halls and other community buildings to ensure they continue providing good-quality, affordable and accessible facilities for the community.

Recognising heritage, we allocated funding to support a variety of initiatives at the Symonds Street Cemetery including monument conservation, ecological restoration and community and volunteer events. Established in 1841, Symonds Street Cemetery is one of Aotearoa’s oldest cemeteries and has been a public park since 1908. To retain the history and fabric of the cemetery, we restored five memorials in the Wesleyan and Anglican sections. We produced a video - A green oasis: Exploring the Symonds Street Cemetery - and distributed it through council channels to encourage visitors. We also focused on graffiti removal.

The board strongly supports proactively addressing climate change. Funding was allocated to a low carbon action implementation plan focusing on encouraging sustainable transport, with 204 residents engaged and 54 per cent reporting changing their transport habits to save money and reduce carbon emissions. Over the year, we held pop-up events at the Grey Lynn and Parnell Farmers Markets and Auckland Council libraries to promote sustainability initiatives, including e-waste disposal information, and climate action. We also collaborated with business associations to promote the new Fringe Benefit Tax exemptions for public transport and cycling.



► Cyclists on Queen Street

Te āhuatanga ā-rohe

Local flavour

Inspiring our rangatahi

Te Ara Whakapakari Māori Careers, Education and Training Expo took place in April 2024, a free event for all rangatahi (youth) and whānau looking to activate their careers and future pathways in work, tertiary studies, trades and business opportunities.

Held at the Aotea Centre and Aotea Square, it was aimed at rangatahi wanting to engage, inspire, and collaborate with community.

There were around 30 career and education stallholders and a captivating lineup of guest speakers talking about how their careers had taken off, including musician KINGS, Black Ferns co-captain Ruahei Demant, and TV presenter Kawariki Morgan.

Māori rumaki immersion school, Ngā Puna o Waiōrea (part of Western Springs College) were one of the groups that attended on the day.

“What excited us about Te Ara Whakapakari was the impressive scale of planning and thought to ensure our tauira (students) were inspired in their future pathways, including speakers, career stalls

and kai stalls,” says Kiri Piahana from Ngā Puna o Waiōrea.

“What impressed us also was the commitment to tauira Māori, te reo Māori, ensuring a space was created for our tauira which was relatable and empowering.”

More than 1000 enthusiastic participants connected on the day, with rangatahi gaining a better idea of what their future could look like.

“Our tauira were inspired and uplifted by the event, with many engaging in discussions regarding their kura (education) options and possible pathways,” says Kiri.

“Our kaiako (teachers) were also very impressed by the event and look forward to returning next year.”

Waitematā Local Board funded Te Ara Whakapakari and ThreeOne Productions managed the event with a collaborative approach involving input from council staff, supporting sponsors and rangatahi Māori.



▲ Te Ara Whakapakari

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2024

\$000s	Notes	Actual 2023/2024	Annual Plan 2023/24	Annual Plan 2022/23
Sources of operating funding:				
General rates, UAGCs, rates penalties		25,049	25,049	21,026
Targeted rates		9,424	9,748	9,056
Subsidies and grants for operating purposes		31	35	35
Fees and charges	1	2,236	2,620	2,564
Local authorities fuel tax, fines, infringement fees and other receipts		518	409	395
Total operating funding		37,259	37,860	33,076
Applications of operating funding:				
Payments to staff and suppliers	2	32,037	30,907	28,765
Finance costs		1,158	1,158	1,155
Internal charges and overheads applied		3,804	3,804	2,356
Other operating funding applications		0	0	0
Total applications of operating funding		36,998	35,868	32,276
Surplus (deficit) of operating funding		260	1,992	800
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	9,222	7,625	6,066
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		9,222	7,625	6,066
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		210	1,012	119
- to improve the level of service		2,000	2,548	159
- to replace existing assets		7,272	6,058	6,588
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		9,482	9,617	6,866
Surplus (deficit) of capital funding		(260)	(1,992)	(800)
Funding balance		0	0	0

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

1. Fees and charges were below plan mainly due to the closure of the Tepid Baths (both gym and swimming pool) for 5 weeks from 15th April 2024. Full closure was required for sprinkler system and plantroom maintenance and roof leaks repair.
2. Payments to staff and suppliers were above plan due to higher maintenance for community buildings, parks and open spaces. In the first half of the year contractors incurred higher repairs and maintenance associated with storm damage. Arboriculture maintenance work was above budget due to clearing and removal of pohutukawa and macrocarpa trees damaged by the weather and landslips earlier in the year. Areas of significance included Parnell Baths, Ayr Reserve and the Symonds Street Cemetery. Unit prices for utility cost increased for large users of electricity – the Auckland Central Library and the Tepid Baths.
3. Payments to staff and suppliers were higher than planned and fees and charges were lower than planned. This resulted in a funding deficit which meant that more debt funding was required than was planned.

► Gladstone Park, Parnell



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