

## Local Board Annual Report 2017/2018

File No.: CP2018/14500

### Te take mō te pūrongo / Purpose of the report

1. To seek local board adoption of the 2017/2018 Annual Report for the Waitematā Local Board, prior to it being adopted by the Governing Body on 27 September 2018.

### Whakarāpopototanga matua / Executive summary

2. The Auckland Council Annual Report 2017/2018 is being prepared and needs to be adopted by the Governing Body by 27 September 2018. As part of the overall report package, individual reports for each local board are prepared.
3. This year there have been some changes to the way we are writing and publishing the reports, to make them more relevant to the local area, to express more strongly the local flavour, and to make them more accessible to residents of each local board area. These changes are outlined in the Tātaritanga me ngā tohutohu section below.

### Ngā tūtohunga / Recommendation

That the Waitematā Local Board:

- a) adopt the 2017/2018 Waitematā Local Board Annual Report as set out in Appendix A
- b) note that any proposed changes will be clearly communicated and agreed with the Chairperson before the report is submitted for adoption by the Governing Body by 27 September 2018.

Horopaki / Context<sup>4</sup>. In accordance with the Local Government (Auckland Council) Act 2009 and the Local Government Act 2002 each local board is required to monitor and report on the implementation of its Local Board Agreement for 2017/2018. This includes reporting on the performance measures for local activities, and the overall Financial Impact Statement for the local board.

5. In addition to the compliance purpose, local board annual reports are an opportunity to tell the wider performance story with a strong local flavour, including how the local board is working towards the outcomes of the local board plan.

### Tātaritanga me ngā tohutohu / Analysis and advice

6. This year there have been some changes to the way we are writing and publishing the reports, to make them more relevant to the local area, to express more strongly the local flavour, and to make them more accessible to residents of each local board area. The changes are:
  - The Local Board Annual Report will be a standalone publication (rather than being a subsection of an overall volume of all Local Board Annual Reports) so that the reports are far more accessible for residents.
  - Each local board annual report is being written in plain English, with a more professionally designed layout.
  - The Chairperson's overview now incorporates a review of performance, highlights and challenges so that a more joined up performance story is told.
  - There is a colour group photo of the local board, replacing the individual black and white photos used last year.

- There are two new sections that aim to emphasise the context of the local area that the local board represents:
  - a double page layout of key demographic information which was included as part of the Local Board Plan
  - a 'Local Flavour' section, which profiles either a local resident or a group who does great things in the community, a grant that has benefited the community, or a significant project delivered in the community.

7. The report contains the following sections:

	Section	Description
a)	Local board area demographics	A demographic profile of the area (originally presented in Local Board Plans).
b)	Message from the Chairperson	An overall message introducing the report, highlighting achievements and challenges, including both financial and non-financial performance.
c)	Local board group photo	A group photo of the local board.
d)	Local flavour	A profile of either an outstanding resident/community group, grant or project that has benefitted the local community.
e)	How we performed	Provides performance measure results for each activity, providing explanations where targeted service levels have not been achieved.
f)	Funding Impact Statement	Financial performance results compared to LTP and Annual Plan budgets, together with explanations about variances.

## Ngā whakaaweawe ā-rohe me ngā tirohanga a te poari ā-rohe / Local impacts and local board views

8. Local board feedback will be included where possible. Any changes to the content of the final annual report will be discussed with the Chairperson.

## Tauākī whakaaweawe Māori / Māori impact statement

9. The Annual Report provides information on how Auckland Council has progressed its agreed priorities in the Long-term Plan 2015-2025 over the past 12 months. This includes engagement with Māori, as well as projects that benefit various population groups, including Māori.

## Ngā ritenga ā-pūtea / Financial implications

10. The Annual Report reports on both the financial and the service performance in each local board area.

## Ngā raru tūpono / Risks

11. The Annual Report is a legislatively required document. It is audited by Audit New Zealand who assess if the report represents information fairly and consistently, and that the financial statements comply with PBE FRS-43: *Summary Financial Statements*. Failure to demonstrate this could result in a qualified audit opinion.

12. The annual report is a key communication to residents. Telling a clear and balanced performance story, in plain English, and in a form that is accessible, is important to ensure that council meets its obligations to be open with the public it serves.

## Ngā koringa ā-muri / Next steps

13. The next steps for the draft 2017/2018 Annual Report for the local board are:
- Audit NZ review during August and September 2018
  - report to Finance and Performance Committee on 19 September 2018
  - report to the Governing Body for adoption on 27 September 2018
  - release to stock exchanges and publication online on 28 September 2018
  - physical copies provided to local board offices, council service centres and libraries by the end of October 2018.

## Ngā tāpirihanga / Attachments

No.	Title	Page
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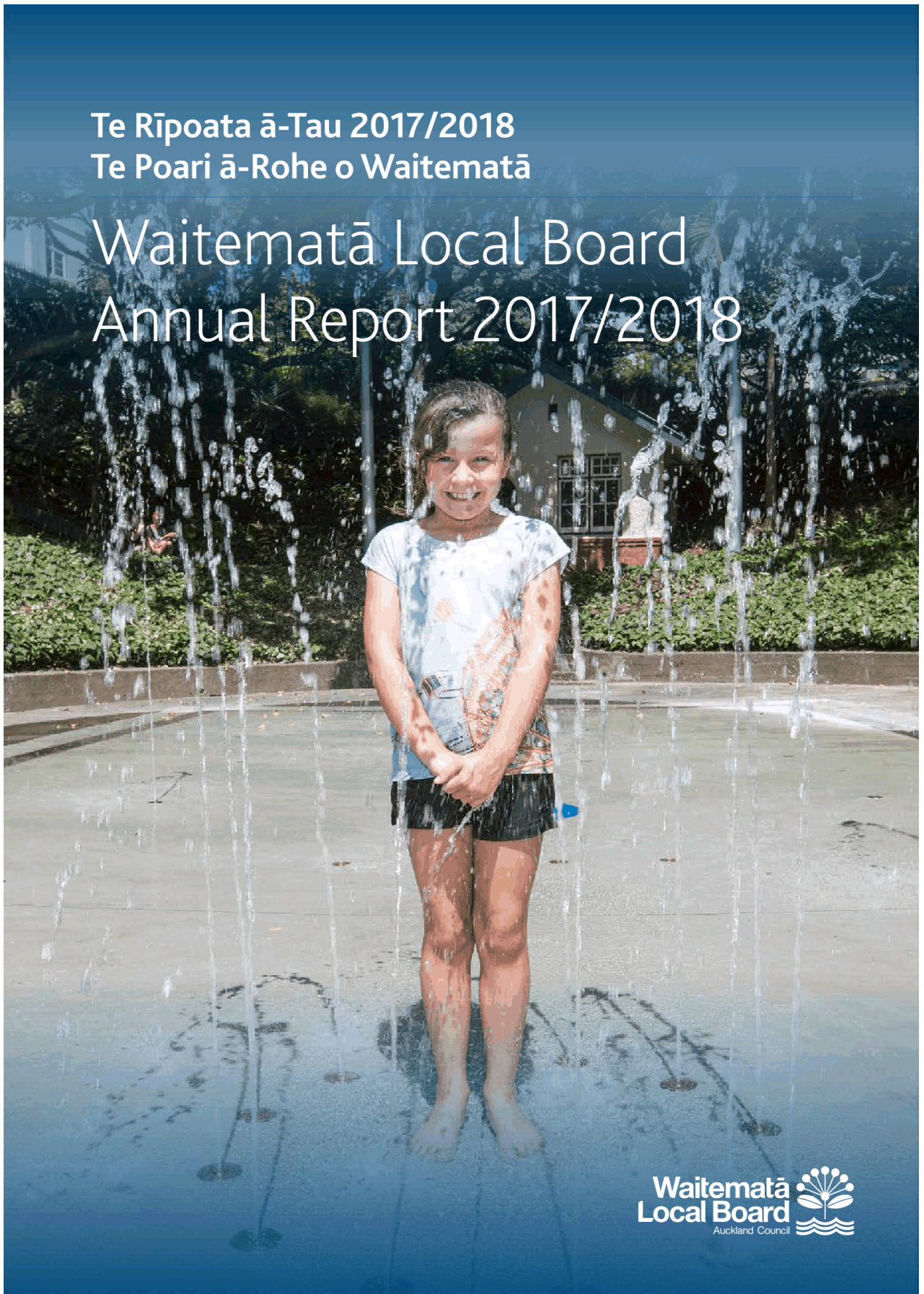
## Ngā kaihaina / Signatories

Author	David Gurney - Manager Corporate Performance & Reporting
Authorisers	Kevin Ramsay - General Manager Corporate Finance and Property Louise Mason - GM Local Board Services Trina Thompson - Relationship Manager/Senior Advisor Waitematā Local Board



Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Waitematā

# Waitematā Local Board Annual Report 2017/2018



## Mihi

Mai i Te Waitematā ki tai, nau mai rā e Te Waitematā ki uta.	From Waitematā at sea to Waitematā on shore, welcome.
Hei taumarumarū koe mō te pū o te wheke kua huaina nei, ko te tāone nui o Tāmaki Makaurau.	May you be a safe haven at the centre of this metropolis called 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.	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.
Ko Te Wai o Taikehu kei te rāwhiti ōu, ko Tuki-tuki-muka te kaihere i tō hope i te uru.	Te Wai o Taikehu marks your eastern bounds, while Tuki-tuki-muka binds your western boundary.
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.	Flowing inland, you reach Wai-orea though closeby is Te Rae o Kāwharu, en-route to present-day Newton.
Heke whakatemauī ko Ngā Kauae Whati, e piki ake ai koe ki Te Rimu-tahi.	Glancing to your left lies Grey Lynn, and up a rise you come to Ponsonby.
Titiro whakaiho koe, ko Waiatarau, ko te Waikōkōta.	Looking below, there is Freemans Bay, there too, is Waikōkōta.
E tahari tō haere mā te ara Kārangaranga o Hape kia tū anō koe i te kokotinga o te Ara Kuīni.	Your journey takes you now to Karangahape Road across to where it intersects with the Queen's byway.
E whakamau ō kamo ki te āhuru mōwai e hora ake nā i mua i a koe.	Cast your eyes over the sheltered haven that lies before you.
E mīharo ki tā te ringa tangata i hanga ai hei kākahu i tā te ringa atua.	Marvel at what the human hand has created to embellish what was created by the hand of God.
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-iti.	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.
Ki 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.	There you can bid the people; Welcome one and all unto me, Waitematā on shore, Waitematā at sea.



Parnell Festival of Roses

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**On the cover:** Sinead Wilkinson, Myers Park

NGĀ POARI Ā-ROHE

## Ngā kawekawenga 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 2017 to 30 June 2018.

You can read about our progress, expenditure, service performance and challenges faced in 2017/2018. It's part of the wider annual reporting package for the Auckland Council Group and fulfills the council's obligations to report performance under the Local Government Act 2002. It reports against the 2015-2025 Long-term Plan and the Annual Plan 2017/2018.

The report goes beyond this requirement. It also reflects the local flavour of your area. It does this by profiling the make-up of your area – population, people and council facilities. It also features a story about something that council has done with the community that adds special value to the area and demonstrates how

together we're Auckland.



Emily Stanaway goes for a spin in Grey Lynn



## He kōrero mai i te Heamana From the chairperson



On behalf of the Waitematā Local Board, I am pleased to present our 2017/2018 annual report.

### Our key local initiatives/what we achieved

It has been another successful year for Waitematā with the delivery of several significant projects. Completion of the Ellen Melville Centre and Freyberg Place upgrade created a long-needed community hub for our growing inner-city residents. This redevelopment has already won several architectural and heritage awards. The Teed Street upgrade in Newmarket has delivered wider footpaths, planting, new furniture and a rain garden to improve stormwater runoff.

We continued supporting key community events such as the Myers Park Medley, Parnell Festival of Roses, the Grey Lynn Park Festival, opening of Franklin Road Christmas Lights and Festival Italiano. We are pleased these events continue to grow and attract more and more people.

We continued supporting our arts community through another season of art activations with Pop. The board acknowledged the importance of protecting our significant heritage by funding restoration work in the Symonds Street Cemetery. We allocated \$140,000 in community grants to 56 organisations and a further \$125,000 in accommodation grants to 21 community groups.

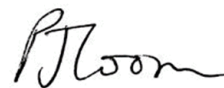
We prioritised funding towards ecological enhancement projects, continuing the waterways restoration at Waipapa Stream and collaborating with Ōrākei Local Board on Newmarket Stream. Our committed community volunteers continued to work hard to make real changes to these waterways.

### Our local board plan

We developed our local board plan based on what you told us, with feedback during the consultation showing your support for the board's direction. Our five outcome areas focus on inclusive communities, attractive public places, an enhanced natural environment, high-quality built environment, a safe transport network and a resilient local economy.

### Challenges for 2018/2019

We will work on delivering the community's vision for a civic space at 254 Ponsonby Road; ensure our community facilities, parks and streets are maintained to a high standard; and invest in agricultural free maintenance in some of our parks.



**Pippa Coom**

Chairperson, Waitematā Local Board

NGĀ POARI Ā-ROHE

# Te Rohe ā-Poari o Waitematā

## Waitematā Local Board area



Waitematā has a long history of Māori settlement, with 15 mana whenua iwi/hapū having an interest in the area. Later European settlement makes the city and its surrounding suburbs some of Tāmaki Makarua/Auckland's oldest.

Our waterfront, port, burgeoning cruise ship industry and maritime heritage are key features of the area.

Statistics New Zealand forecasts our 2017 population of 108,500 will hit 130,200 by 2033, a 21 per cent increase. The increasing population brings diversity and interest to Waitematā, but

also places pressure and demand on resources, infrastructure, community facilities and the environment.

Almost two-thirds of us are of European ethnicity, but in the city centre, more than half identify as Asian. We have more 20 to 34-year olds than Auckland as a whole, but fewer children. Those over 65 are under-represented now, but are growing quickly in number.

As the city's employment hub, Waitematā provides 186,000 jobs. The city centre alone accounts for one in seven jobs in Auckland.



We have a population of

**108,500**

or 6% of Auckland's  
total population.

Up from 70,000 in 2010.

**7** Business Associations



Grey Lynn, Heart of the City,  
K Road, Newmarket, Parnell,  
Ponsonby, Uptown



**100,000** commuters to the city centre

**53%** of commuters use public  
transport, cycling or walking

**186,000**

jobs in the city centre



By the numbers:

**104**   
parks

**8**   
community places

**4**   
libraries

**5**   
pools

Data sources: Statistics New Zealand Population Projections (2013).

NGĀ POARI Ā-ROHE

## Te mahere ā-rohe O Waitematā Local Board Waitematā Local Board



Your board (L to R): Adriana Christie, Denise Roche, Pippa Coom (Chairperson), Richard Northey, Shale Chambers (Deputy chairperson), Rob Thomas, Vernon Tava

### Office

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### More information about Waitematā Local Board

[aucklandcouncil.govt.nz/waitemata](http://aucklandcouncil.govt.nz/waitemata)

## Te āhuatanga ā-rohe Local flavour



Vulcan Lane

City living has exploded, with the number of residents in the Waitematā Local Board area residing in the city and the suburbs that touch it burgeoning.

The board has an ally in the Auckland City Centre Residents Group, which works to make the city centre the best it can be for all who live there.

And that doesn't mean only those in waterfront apartments. The group recently chose to partner with the board, the Ellen Melville Centre – where it was heavily involved in the redevelopment of the centre and Freyberg Place – and the City Mission, to provide showers for the homeless.

“We were so pleased the board recognised the need for those kind of services,” the group said on its website.

Volunteers from the group helped make the showers available to homeless people twice a week throughout July and August.

Emily Reeves is a city centre resident and serves on the group's committee. “My favourite part of living in the city is that everything is on your doorstep. There's always somewhere you can walk or cycle to.”

Fellow committee member David Roos uses the city as his living space. “Apartment living, be it high-end and spacious or budget-friendly and space efficient,

lends itself to using the city. Where better to meet with friends than the local cafe or restaurant?

The group consults with other interested organisations, like business associations and residents' committees, and takes an advocacy position that represents community views. In the past it has adopted strong positions on transport, parks, environmental management and regulation, water and waste water, and development projects.

“It's critical they have a voice and make residents' concerns known, and by doing so, that we work towards achieving the kinds of living environments they want,” Board chair Pippa Coom says.

‘If you are going to have an influence, and make a difference, you have to be involved.’

NGĀ POARI Ā-ROHE

# Te pūrongo mō ngā mahi whakahaere

## Performance report

### Local parks, sport and recreation

Highlights include:

- completion of Waiōera / Western Springs Lakeside Park Development Plan
- Meola Reef Development Plan
- opening of the community-led Grey Lynn Pump track
- upgrade of the Cox's Bay playground.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



Maintaining the quality of our local parks has been a challenge this year with new contractors struggling to deliver on agreed service levels

Percentage of residents who visited a local park or reserve in the last 12 months



Although a target was not achieved, promoting our parks and facilities will be one strategy used to help increase proportion of the population who visit local parks. In addition, Parks are developing a number of Service Strategies over the coming year, which will identify service outcomes for services such as play, volunteering and community engagement.

#### Provide sports fields that are fit-for-purpose and cater for community need

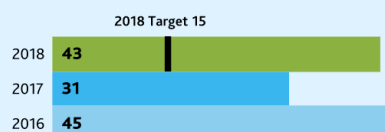
Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



The winter supply and needs modelling completed in late 2017 shows there is a considerable shortfall in training and lit fields. We've identified field upgrades in the Albert-Eden Local Board area which can provide the added capacity required.

#### Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres as a percentage



Tepid Baths continues to perform well. The location is seen as a big positive for customers. Areas that rate particularly highly are, quality of staff, well maintained equipment and friendliness of staff. Opportunities to further improve include cleanliness and looking at the changing rooms and communication between staff and customers.

### Local community services

Highlights include:

- renewal of the Freemans Bay Community Centre completed
- Central Library ground floor refurbishment completed

LEGEND



- local libraries continue as thriving community hubs providing free Wi-Fi, programmes, space for people to connect and upskill
- successful delivery of Pop 2018.

**Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities**

Use of libraries as digital community hubs:  
Number of internet sessions per capita (PC & Wi-Fi)



Number of visits to library facilities per capita



Visitors are declining as customers move to digital services, but those who do visit, spend more time in the library.

Percentage of customers satisfied with the quality of library service delivery



Percentage of customers satisfied with the library environment



**Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting**

Percentage of funding/grant applicants satisfied with information, assistance and advice provided



While performance has improved, the result is based on only 20 survey responses and is subject to a ±18.1 per cent margin of error. Customers reported difficulties completing the online form and navigating the council website and these will be improved next year.

**Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities**

Percentage of participants satisfied with council delivered local arts activities



This score is from a range of programmes at Studio One Toi Tū and Pop 2018.

Percentage of Aucklanders that feel connected to their neighbourhood and local community



Percentage of attendees satisfied with council-delivered and funded local event



This measure aims to survey two events annually for each local board to assess attendees views on a sample of council provided or funded events. Both of the events surveyed (Myers Park Medley and Parnell Festival of Roses) were well liked by the attendees.

**Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to place-making and thriving communities**

Percentage of Aucklanders that feel their local town centre is safe – day time



Perceptions of safety are affected by elements such as crime rates, the built environment, and socioeconomic and other similar factors. The council runs projects and initiatives to improve perceptions of safety. Citywatch patrols have increased surveillance in the central city and Albert Park. There have been significant lighting upgrades in and around Albert Park and a new CCTV system. We've worked with Newmarket Business Association to activate Station Square.

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

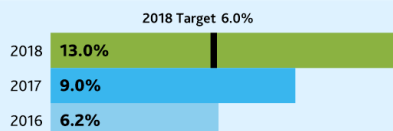


Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire



Peak utilisation when compared to the same period last year has increased since the opening of the Ellen Melville Centre. Utilisation of Outhwaite Hall reduced significantly due to a regular hirer no longer booking the hall resulting in the peak utilisation target not being met.

Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire

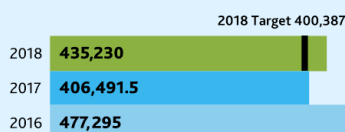


Off-peak utilisation has seen a large increase since the opening of the Ellen Melville Centre

Percentage of community facilities bookings used for health and wellbeing related activity



Number of visitors to community centres and venues for hire



Local planning and development

Highlights include:

- a design award for the Ellen Melville Centre and Freyberg Place upgrade
- completion of the Teed Street laneways transformation.





### Develop local business precincts and town centres as great places to do business

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



All BIDs met their annual accountability requirements

### Local environmental management

Highlights include

- successful completion of the low carbon programme
- continuation of restoration works of pest plant control and replacement native planting along the open section of Waipapa Stream
- delivering outcomes identified for the Newmarket Stream restoration project.

### Provide leadership & support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage

Proportion of local programmes that deliver intended environmental actions and/or outcomes



All projects have been successfully delivered and have contributed to local board environmental outcomes as described in the Waitematā Local Board Plan

### Local governance

There are no performance measures for this group of activities.

## Te tahua pūtea

### Funding impact statement

For the year ended 30 June 2018

\$000'S	NOTES	ACTUAL 2018	ANNUAL PLAN 2017/2018	ANNUAL PLAN 2016/2017
<b>Sources of operating funding:</b>				
General rates, UAGC, rates penalties		19,965	20,031	22,960
Targeted rates		7,810	7,810	7,432
Subsidies and grants for operating purposes		17	15	15
Fees and charges		2,440	2,885	2,791
Local authorities fuel tax, fines, infringement fees and other receipts		1,504	1,437	1,460
<b>Total operating funding</b>		<b>31,736</b>	<b>32,178</b>	<b>34,658</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	24,808	25,891	28,523
Finance costs		2,215	2,215	1,959
Internal charges and overheads applied		4,055	4,055	4,093
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>31,078</b>	<b>32,161</b>	<b>34,575</b>
<b>Surplus (deficit) of operating funding</b>		<b>658</b>	<b>18</b>	<b>83</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		420	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	10,128	8,927	12,498
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>10,548</b>	<b>8,927</b>	<b>12,498</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		155	1,238	133
- to improve the level of service		3,902	2,500	6,833
- to replace existing assets		7,149	5,207	5,615
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	3	<b>11,206</b>	<b>8,945</b>	<b>12,581</b>
<b>Surplus (deficit) of capital funding</b>		<b>(658)</b>	<b>(18)</b>	<b>(83)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

**Variance explanation Actual 2018 to Annual Plan 2018:**

- Expenditure was lower than budgeted due to the maintenance expenditure changed under the new outcomes-based contracts which now allow more accurate allocation of maintenance costs. A significant portion of these costs were included in the regional budget in the annual plan.
- Increase in debt is higher than anticipated due to capital expenditure being above budget, which resulted in an additional capital funding requirement.
- Total capital expenditure was greater than annual plan as the budget assumed the redevelopment of the Ellen Melville Centre and the Teed Street upgrade would be completed in 2017. The projects were completed in this financial year.



**Item 14**

**Attachment A**

Item 14

Attachment A



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