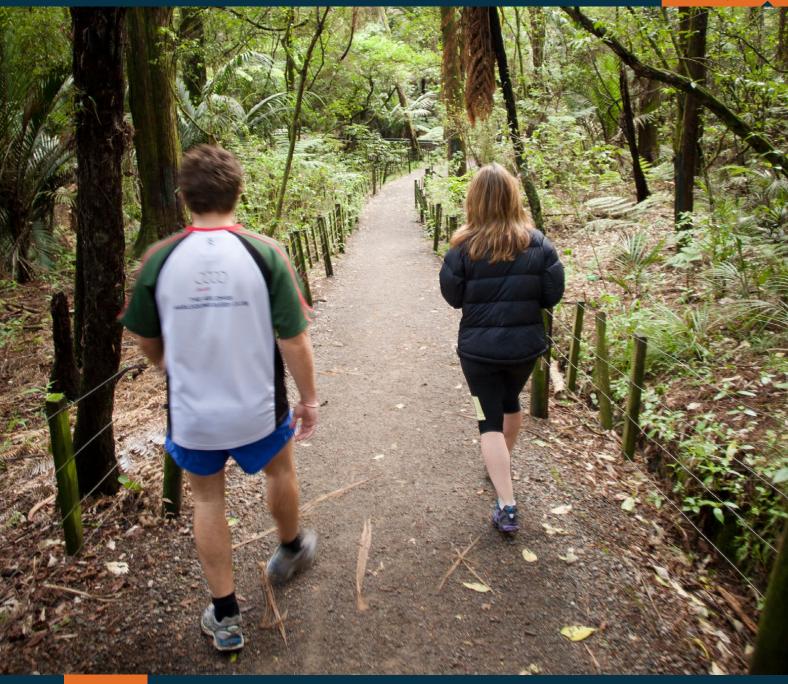
Te Poari ā-Rohe o Manurewa Te Rīpoata ā-Tau 2022/2023

Manurewa Local Board

Annual Report 2022/2023







Mihi

Tēnā kia hoea e au taku waka mā ngā tai mihi o ata e uru ake ai au mā te awa o Tāmaki ki te ūnga o Tainui waka i Ōtāhuhu. I reira ka tōia aku mihi ki te uru ki te Pūkaki Tapu o Poutūkeka. i reira ko te Pā i Māngere. E hoe aku mihi mā te Mānukanuka o Hoturoa ki te kūrae o te Kūiti o Āwhitu. I konā, ka rere taku haere mā te ākau ki te pūaha o Waikato, te awa tukukiri o ngā tūpuna, Waikato Taniwha rau, he piko he taniwha. Ka hīkoi anō aku mihi mā te taha whakararo, mā Maioro ki Waiuku, ki Matukutūreia kei konā, ko ngā Pā o Tāhuna me Reretewhioi. Ka aro whakarunga au kia tau atu ki Pukekohe. Ka tahuri te haere a taku reo ki te ao o te tonga e whāriki atu rā mā runga i ngā hiwi, kia taka atu au ki Te Paina, ki te Pou o Mangatāwhiri. Mātika tonu aku mihi ki a koe Kaiaua te whākana atu rā o whatu mā Tīkapa Moana ki te maunga tapu o Moehau. Ka kauhoetia e aku kõrero te moana ki Maraetai kia hoki ake au ki uta ki Ōhuiarangi, heteri mō Pakuranga. I reira, ka hoki whakaroto ake anō au i te awa o Tāmaki mā te taha whakarunga ki te Puke o Taramainuku, kei konā ko Ōtara. Kātahi au ka toro atu ki te Manurewa a Tamapohore, kia whakatau aku mihi mutunga ki runga o Pukekiwiriki kei raro ko Papakura ki konā au, ka whakatau.

Let this vessel that carries my greetings travel by way of the Tāmaki River to the landing place of Tainui canoe at Ōtāhuhu. There, let my salutations be borne across the isthmus to the Pūkaki lagoon, there is the place, Māngere. Paddling the Manukau Harbour we follow the Awhitu Peninsula to the headland From there we fly down coast to the Waikato river mouth, sacred waters of our forebears. Coming ashore on the northern side at Maioro, we head inland to Waiuku and Matukutūreia, there too are the Pā - Tāhuna and Reretewhioi. Heading southward, I come to Pukekohe. My words turn and follow the ancient ridgelines along the southern boundary, dropping down into Mercer and Te Pou o Mangatāwhiri. My greetings reach you at Kaiaua who gazes across Tīkapa Moana to the sacred mountain, Moehau. Taking to the sea, my remarks travel to Maraetai and then to Ōhuiarangi, sentinel to Pakuranga. There we follow again the Tāmaki River to Te Puke o Taramainuku, where Ōtara resides. From here I reach for Manurewa until my greetings come

to rest on Pukekiwiriki

and, there I take rest.

below which lies Papakura

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 Manurewa Local Board area from 1 July 2022 to 30 June 2023.

You can read about our progress, expenditure, service performance and challenges faced in 2022/2023. 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 Manurewa Local Board Agreement 2022/2023.

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.

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On the cover: Totara Park has been recognised internationally as one of the world's best parks.

He kōrero mai i te heamana

From the chairperson

This report highlights our achievements for 2022/2023. This was the second year of our 2020 local board plan, and it has been another challenging year for our people.

We suffered the effects of a costof-living crisis, and our lives were disrupted by several significant storm events this year. In these difficult times, it is important that we continue to deliver projects that provide real improvements to the lives of our residents.

This year we completed a major play space renewal at Anderson Park, as well as making improvements to play spaces at Keri Anne Park and Innismara Park. We've also been working to improve our sporting and recreational facilities to better meet the needs of our

community. We've upgraded the playing surfaces and lighting at War Memorial Park and Mountfort Park, providing a much-needed increase in the number of hours that our sports clubs can use these parks. Construction of a full-length basketball court at Clendon Reserve was completed, and we installed new canopy covers at Manurewa Netball.

Working in partnership with the Manurewa RSA, the board was proud to be part of a revitalised Anzac Day commemoration this year. For the first time in three years, veterans could lead a parade of community



clubs and representatives, and we were able to come together in remembrance as a community.

Our environmental work programme this year included engaging with 120 businesses in the Wiri industrial area to help prevent pollution entering the stormwater network and waterways. We continued supporting residents and community groups to keep pest plants and animals under control through the Pest Free Urban South programme.

None of this would be possible without the support and help of our residents, community groups and other partners, and we thank all those who have worked with us this year.

Glenn Murphy

Chairperson, Manurewa Local Board

Te Poari ā-Rohe o Manurewa

Manurewa Local Board



Your local board

(L to R) Angela Cunningham-Marino, Rangi McLean, Joseph Allan, Matt Winiata (Deputy Chairperson), Andrew Lesa, Glenn Murphy (Chairperson), Heather Andrew and Anne Candy.



The Hill Road Library Complex Shop 3-5, 7 Hill Road, Manurewa



Open Monday-Friday, 9am-5pm Closed Saturday, Sunday and public holidays



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Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We support strong, diverse, and vibrant communities through libraries, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. We delivered targeted activities through our Strengthening Our Streets framework that supports our neighbourhoods to be safe, attractive and inclusive. We support iwi and mātāwaka community programmes that showcase and celebrate Māori culture, aspirations, stories and identity, and we deliver a range of community safety activities and events in both Manurewa and Clendon town centres.



Substantially achieved Target has not been met by a slim margin (+/-2%)

Not achieved Target not achieved

∨ No improvements

Not improved from prior-year result

* Impacted by COVID-19 Measures favourably/ unfavourably impacted by COVID-19

Progress made

Result improved from prior-year result

No change No change from prior-year result

For more information on our service performance judgements and assumptions please refer to page 171 of Volume 1 of the annual report.

	Results against target	Year-on- year change	2023 Target	2023 Result	2022	2021	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	•	-	67%	45%	45%	46%	Day time safety is below target, but fairly steady over the last three years. Community issues remain with antisocial behaviour around the town centres and increase in blatant criminal activity during the day time in the open and in public view. The nature of crimes is unpredictable, and the board has supported opportunities for the public to easily approach and chat to their local police about any concerns.				
Percentage of Aucklanders that feel their local town centre is safe - night time	•	~	25%	12%	13%	21%	Night time safety is well below target and trending downwards in the last three years. Comments on the residents survey noted that safety at night is unpredictable and they felt unsafe due to a lack of police or security presence. There is a visible increase in rough sleepers, begging and drinking in public. Other anti-social behaviour such as intimidation and opportunist crime near the food outlets and liquor and gambling premises was of concern. A lack adequate lighting in some walkways and parking areas is also noted.				
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	•	^	60%	83%	65%	71%	Increased outcomes are supported by continued focus on supporting community led networks such as the Manurewa Network and the Seniors Network. 'Lifelong Learning' and 'Strengthening Our Streets' initiatives support community participation and leadership in community led activities, with business areas encouraged to take a leading role in developing and running community led initiatives that support their local communities.				
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	•	^	60%	83%	75%	75%	Manurewa networks are supported to lead capacity and capability building among their target communities. Increased opportunity has been provided for local services and local board members to engage with residents, encouraging relationship building and information sharing with the community. Strengthening Our Streets, youth development and networking activity supports local communities to leverage local relationships and participation, leading to healthier and more resilient communities. Town centres are supported to deliver community led activities that support local economic and community development.				
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	•	_	75%	63%	63%*	60%*	After a particularly wet summer season, with flooding and weather events, sports field maintenance has been at times postponed or rescheduled, plus some field renovations have been delayed. Mountfort Park has been the target of vandalism by vehicles and motorbikes which has resulted in additional closures, repairs, and renovations being required. All of this has impacted on satisfaction with service's standards of grounds. Improvements such as the Mountfort and Manurewa War Memorial Park upgrades and installation of lighting is expected to have a positive impact on overall satisfaction in 2024.				
The customers' Net Promoter Score for Pools and Leisure Centres	•	~	35	41	55	58	The result has dropped significantly from last financial year, however the centres are performing well with the overall result being above target. The largest facility within the area, Manurewa Pool and Leisure accounts for the majority of responses with customers citing good value for money and the quality of staff being drivers for satisfaction. The Manurewa Local Board subsidised pool and leisure centre entry for seniors, adults supporting children and people with disabilities. Similar to other facilities, opportunities for improvement include improving the quality of changing rooms and facilities, and cleaning.				
The percentage of users who are satisfied with the overall quality of local parks	•	~	75%	52%	60%*	60%*	Weather events have caused significant damage and closures to parks, walkways, and paths. Parks and reserves with large grass areas continue to be a challenge. Mowing schedules have been disrupted due to weather conditions however contractors have focused on edging around paths, litterbins, and playgrounds to maintain a tidy appearance. Improvements like playspace renewals at Keri Anne, Anderson, and Innismara Parks and the installation of a Basketball Court at Clendon Community Centre Reserve are expected to have a positive impact on overall satisfaction in 2024.				

Local Community Services measures cont'd over

Local Community Services cont'd	Results against target	Year-on- year change	2023 Target	2023 Result	2022	2021	How did we perform
The percentage of residents who visited a local park in the last 12 months	•	~	78%	74%	79%	83%	A particularly wet summer season, flooding and weather events have contributed to lower visitor levels at local parks.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	•	•	42%	27%	28%*	30%*	Across the work programme, staff have encouraged key stakeholders and partner organisations to develop activities that respond to Māori aspirations. Relationships have strengthened between iwi, local board members, and staff. Programmes have increased and remain impactful including; Māori stories written by local children, youth leadership programmes, Seniors Matariki celebrations, Matariki dawn ceremony, bi-lingual Hikoi event, showcasing Māori Art, Kupu, Tikanga, stories and Te Reo at Manurewa libraries. Three Māori organisations were engaged to co-design te Matariki dawn ceremony. The target remains ambitious and achieving it is aspirational.
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)	•	^	128,000	127,904	69,555*	135,647*	Library internet sessions were expected to recover after the pandemic, but didn't until March 2023. However, when internet sessions in Manurewa did increase again in March, it was higher than expected and Manurewa ended up practically meeting the target.
The percentage of local community services, programmes and facilities that are community led	•		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	•	^	32%	54%	31%	32%	This board exceeded its target. All programmes in this board are delivered by Council-led facility Nathan Homestead. 54 per cent of their programmes were community-led this year, which was 23 points higher than last year.
The percentage of art facilities, community centres and hire venues network that is community led	•	_	57%	57%	57%	57%	
The number of participants for local community services, programmes, and facilities	•		Set baseline ¹	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events	•	^	1,500	150	0*	122	Two events were planned for the year. This included a Movies in Parks event which was cancelled due to the impact of the severe weather events experienced in January and February 2023. Attendance at the other event, Jazz at Nathan Homestead, was lower than in 2020 and 2019 financial years and may have been affected by changes to marketing and promotion.
The number of participants in activities at art facilities, community centres and hire venues	•	^	140,000	147,632	97,848*	158,349	The total number of participants for FY23 is the second highest compared to the totals from the previous three financial years. Facilities were able to operate without COVID-19 disruptions, which likely helped increase participant numbers.
The number of visits to library facilities	•	^	300,500	241,504	142,538*	281,569*	Library visits were expected to recover after the pandemic, but didn't until March 2023. In addition, Auckland Libraries moved to an improved system of counting visitor numbers in this financial year, leading to more accurate but lower results. If Manurewa performed throughout the year as it did after March, it would have reached the target.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	•		Set baseline ¹	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured	Not measured*	Not measured'	The Run Rewa Manurewa fun run was cancelled this year due to effects of cyclone Gabrielle, so was therefore not measured
Percentage of customers satisfied with the quality of library service delivery	•	_	85%	96%	96%	98%	Manurewa Local Board Libraries continue to exceed the customer satisfaction target. This shows the dedication and commitment of our frontline library staff to ensuring our customers receive the best experience at all times, as shown by the high level of customer satisfaction.

^{1.} Better measures on overall participation, satisfaction and enabling more community-led community services were the original intent when these measures were included in the 2021-2031 Long-term Plan, signalling a shift in our approach and scope in delivering community services. We explored different methodologies but data gaps in some services mean a consolidated measure across community services is difficult to measure, while the scope of council-led community services are expected to change. Further work will be on hold until future options for community services are considered as part of the 2024-2034 Longterm Plan.

Local Planning and Development

We support improvements to our town centres, including working with business and community associations to improve local economic development and employment opportunities. We fund the Manurewa Business Improvement District (BID) to implement its strategic plan to revitalise Manurewa and Clendon town centres. We worked with the Pacific Business Trust to encourage Pasifika businesses to access support services, and local Pasifika to connect with the business entrepreneur network. We support young people, particularly those furthest from the labour market, to connect into quality, sustainable jobs.

	Results against target	Year-on- year change	2023 Target	2023 Result	2022	2021	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 BIDs in the Manurewa Local Board complied with the BID Policy 2022.				

Local Environmental Management

We fund healthy ecosystems and sustainability through initiatives such as planting, pest control, stream and water quality enhancements, healthy homes, and waste minimisation projects. Community groups and residents were provided with education and support to control pest plants and animals. A Waste Directory was created and promoted to provide people with information on the disposal process for unwanted items. Planting events resulted in 1,000 plants at Glenveagh Park stream, and over 20,000 plants along the Papakura Stream catchment.

	Results against target	Year-on- year change	2023 Target	2023 Result	2022	2021	How did we perform			
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			N/A¹	N/A¹	0%	New measure				
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	•	^	85%	100%	86%	New measure	We successfully delivered five Natural Environment (Environmental Services) and Healthy Waters projects for Manurewa in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.			
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes	•	_	75%	100%	100%	New measure	We successfully delivered one Waste Solutions project for Manurewa in the 2022/2023 financial year. This project has contributed to local board's environmental outcomes as described in its local board plan.			

^{1.} Infrastructure and Environmental Services did not plan to deliver local low carbon or sustainability projects in Manurewa in 2022/2023. Due to this the target and result are not applicable (N/A).

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Manurewa enjoys coffee with a Cop

"Cup of coffee, scone, piece of cake and I'll have a cop with that please."

Turning up at the local cafe has, at times, been a different experience for Manurewa and Clendon residents, with local police officers doing the serving. Sponsored by the Manurewa and Clendon Business Associations and supported by Manurewa Local Board, Coffee with a Cop gives residents the chance to meet police officers and experience them as ordinary people, rather than cops on the beat.

Town centre safety statistics have become increasingly grim throughout Tāmaki-Makaurau Auckland, with residents feeling that 'cops' are not as visible as they would like, and some never approaching an officer or meeting one without being on a suspect list.

This is also not a nice situation for our local police. Manurewa Police Senior Sergeant Pat Knight says it's always good to connect with locals and chat about their issues, and to do it in a neutral venue like a cafe.

"Our officers are ordinary people and many of them have lived here, been to school here, played sport here and in fact still live here. They are very much a part of the community. Sometimes we can be seen as the bad guys, the folk called in an emergency, or the people handing out the tickets, but serving officers will tell you they joined because they want to help their communities."

Business associations head Neil Punja says police do a great job and deserve support, and that having people meet locally with the police they see all the time gives them the chance to connect as people first.

The Manurewa concept started in Clendon in 2019, as part of business and community engagement activities; with the local business association offering free coffee and cake. It then spread to Manurewa as part of post-COVID-19 business recovery and placemaking.



At the regular coffee events there are people interacting with police, showing their support, and learning a little more about what the police do and why they do it. Just as importantly, police officers get to meet everyone who wants a chat, hearing about their everyday concerns and what's troubling them. The initiative builds bridges and promotes understanding, with the major outcomes that police advice can be spread organically within the community, and public concerns are heard by the police first hand and not just during an incident

Our police are a part of our community, just like everyone else.

"Police get a lot of criticism, but we know one of our biggest issues is residents feeling safe in their neighbourhoods. It's the police on the beat, the men and women on our streets every day, who make that happen."

- Manurewa Local Board Chair Glenn Murphy

He ātuatanga ā-rohe

Local flavour

Manurewa Park wins international award

Tōtara Park joined an elite list of Tāmaki Makaurau / Auckland parks this year when it was recognised as one of the world's best green spaces in the annual Green Flag Awards.

The Green Flag Award scheme is an international quality mark for parks and green spaces that assesses parks on criteria such as quality of services, safety, maintenance, community involvement and sustainability.

Manurewa Local Board Chairperson Glenn Murphy was delighted with the recognition for a park he says is a 'jewel in the crown' for the area.

"Totara Park is understandably a much-loved asset, and one we are proud of. It is 216 hectares of open space with natural areas, bridle trails, bush walking and some incredible mountain biking.

"It's also home to the Totara Park Pools, where generations of Manurewa people have enjoyed a summer splash, and the added attraction of having the vast Auckland Botanic Gardens as its neighbour."

Auckland Council parks have consistently been awarded Green Flags since 2016, setting a standard for excellence in public parks and providing quality outdoor spaces across Tāmaki Makaurau.

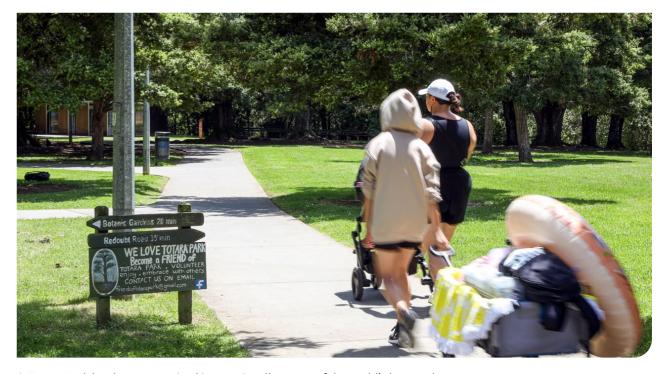
Park user Gavin Thompson says it's good to see Tōtara Park recognised.

"The kids never tire of it and it's amazing to have such a vast park with so much to do within it on your doorstep.

"No two visits are ever the same and the park sort of grows as the kids age - they find new things to amuse themselves, new places to explore, but the pool never seems to lose its magic."

Murphy says while the award reflects the fine work of council staff, it should also be seen as recognition of the excellent work done by volunteers.

"We are fortunate within Manurewa to have groups such as Friends of Tōtara Park and the Tōtara Park Mountain Bike Club. They are doing astonishing amounts of work to maintain and improve the park because they understand how valuable it is the community."



▲ Totara Park has been recognised internationally as one of the world's best parks.

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2023

\$000s	Notes	Actual 2022/2023	Annual Plan 2022/2023	Annual Plan 2021/2022*
Sources of operating funding:				
General rates, UAGCs, rates penalties		14,013	14,013	13,839
Targeted rates		1,026	1,070	1,067
Subsidies and grants for operating purposes		626	826	757
Fees and charges	1	2,205	2,857	2,624
Local authorities fuel tax, fines, infringement fees and other receipts		74	101	280
Total operating funding		17,943	18,867	18,567
Applications of operating funding:				
Payments to staff and suppliers	2	15,819	16,331	15,195
Finance costs		723	723	609
Internal charges and overheads applied		1,571	1,571	2,665
Other operating funding applications		0	0	0
Total applications of operating funding		18,113	18,625	18,469
Surplus (deficit) of operating funding		(170)	242	98
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	7,833	1,851	4,618
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		7,833	1,851	4,618
Application of capital funding:				
Capital expenditure:	4			
- to meet additional demand		655	464	644
- to improve the level of service		2,060	388	1,740
- to replace existing assets		4,948	1,241	2,331
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		7,663	2,093	4,716
Surplus (deficit) of capital funding		170	(242)	(98)
Funding balance		0	0	0

Variance explanation Actual 2022/2023 to Annual Plan 2022/2023

- 1. Fees and charges revenue was below plan due to lower patronage than planned at the Manurewa Pool and Leisure Centre, Manurewa Leisure Centre and Te Matariki Clendon Community Centre. Post COVID-19 recovery of patronage revenue was slower than anticipated, resulting in lower revenue than planned.
- 2. Payments to staff and suppliers were below plan as the level of activity for the operational maintenance of local open spaces,
- parks and facilities was lower than anticipated due to resources being diverted to storm damage clean up.

 3. Capital expenditure was above plan, resulting in a funding deficit which meant that more debt funding was required than planned.
- 4. Capital expenditure was above plan due to Mountfort Park and Manurewa War Memorial Park sports field upgrades and upgrades to Manurewa Netball Centre's courts. Asset renewals were ahead of plan with projects to improve play spaces, paths and recreation spaces particularly Innismara Park, Clendon Community Centre Reserve, Anderson Park and Keri Anne Park.
- * Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

► Getting set for life in the NBA, youngsters across Manurewa are increasingly calling for basketball facilities.







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