Te Poari ā-Rohe o Māngere-Ōtāhuhu Te Rīpoata ā-Tau 2021/2022

Māngere-Ōtāhuhu Local Board

Annual Report 2021/2022









Mihi

Tuia te rangi e tuu iho nei, Tuia te papa e takoto ake nei, ki a raatou maa. He kura ka tangihia, he maimai aroha. Ka mihi ki te whare o Pootatau me te ahurewa tapu o Te Kiingitanga. Me whakahoonore hoki a Kiingi Tuuheitia, pai maarire ki a ia me toona whare. Mai i Te Riu o Waikato ki Te Taahuhutanga o te Waka o Tainui ki Ngaa Hau Maangere. Ka titiro atu ahau ki runga. He manu e rere raa i te tihi o Te Pane a Mataoho. Ka rere atu raa ki te raawhiti, ka rangona te moana e tangi tiikapa ana. Ka huri atu ki te uru ki Te Maanukanuka o Hoturoa ko te kaahui tipua ka whakamihia. Ka hoka te manu ki Te Ihu a Mataoho, ki a Maungataketake. Kia hiwa raa! Ko Te Motu o Hiaroa ki tai, Ko Te Puketaapapatanga a Hape ki uta. Ka rere tonu ki Te Puukaki Tapu o Poutuukeka e kiia raa ko 'Ngaa Tapuwae o Mataoho'. E tau ana!

He ara moo taatou – he kaupapa aa-rohe hei arataki i ngaa mahi kei mua i a taatou katoa. Ko te wawata, ka haere whakamua tonu, kia tutuki ai ngaa whakaritenga katoa, hei oranga moo te rohe me oona iwi. Kia ea ai te koorero, 'Te pai me te whai rawa o Taamaki'.

Bind the sky on high, bind the earth below, bind all that which is not seen, and those now passed. We acknowledge and we remember them. We honour the house of Potatau Te Wherowhero and the sacred mantle of the Māori King Movement. We acknowledge the leadership of King Tuheitia, may peace be with him and his household. From Waikato to Ōtāhuhu where the Tainui waka was carried overland and then to Mangere. I look upward. There is a bird at the summit of Mangere Mountain. It sets flight eastward where the cry of Tīkapa Moana is heard. He turns westward to Manukau Harbour, there, the spiritual guardians are acknowledged. The bird coasts to Ihumātao, then to Maungataketake. Heed its call. There's Puketutu Island out just offshore, with Puketāpapa inland. His flight journeys on to Pūkaki (Crater) also known as The Sacred Footprints of Mataoho. There, he rests. This is a path for us - a neighbourhood endeavour, designed to lead the work that lies before us all. We hope that progress continues until all aspirations are met, for the benefit of the region and all its people.

May the axiom hold,

"The wealth and abundance of Tāmaki."

He kōrero mō tēnei rīpoata

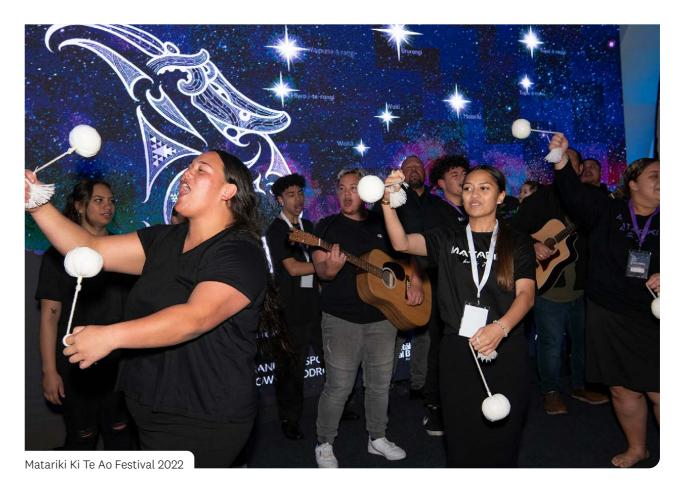
About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Māngere-Ōtāhuhu Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. 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 Māngere-Ōtāhuhu Local Board Agreement 2021/2022.

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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He kōrero mai i te heamana

From the chairperson

Tēnā koutou, Talofa lava and warm greetings.

The impact of COVID-19 continues to affect our community in various ways. Ensuring the delivery of our local board plan through our work programmes remained a high priority given the interruptions caused by the pandemic.

In our last 12 months' progress and achievements, I want to acknowledge our partnership working together with local mana whenua, working together on some of our projects including:

- David Lange Park playground design and engagement phases
- Contribution to our 2022/2023 work programme
- Input to the draft Pukaki Co-Management Agreement and easement access project
- Deliver tranche 2 of Te Kete Rukuruku (Māori naming of local parks and places)
- Ara Kotui programme working with mana whenua and southern local boards on projects.

Increasing our tree canopy is important to us. Our recently adopted Urban Ngāhere planting plan will help our planting programme and assist our region's emissions targets as set out in the council's Te Tārukeā-Tāwhiri: Auckland's Climate Plan.

We approved over \$219,000 in community grants to help build our community's cohesion through events and activities. We also subsidised some of our local hall hire and recreational entry fees, while retaining free entry for all at our swimming pools.



Our successful arts broker programme is still very much in demand. The Inter-faith Youth Collective is underway and bringing about cohesion and understanding among our diverse religious community. We also celebrated the launch of our Age Friendly Directory which complements our Age-Friendly Action Plan (2020).

The Centre Park playground is taking shape with delivery expected in early summer. We continue to monitor our local park renewals and maintenance contracts to ensure our facilities meet quality

standards and the demands of our growing population.

We have supported 62 activities and events in our local parks and open spaces. Helping our sports clubs improve their facilities and attract more club memberships will continue through our popular Sport and Active Recreation Facilities grants.

Finally, our local budgets are limited; this means we will continue to be prudent but responsible in our investments and focus on our core responsibilities of maintaining and renewing our assets, as we prioritise initiatives and projects in our local board plan 2020 to meet your needs. I hope we can continue to work together to recover quickly and strongly as a community.

la manuia.

Tauanu'u Nanai Nick Bakulich

Chairperson, Mangere-Ōtahuhu Local Board

Te Poari ā-Rohe o Māngere-Ōtāhuhu

Māngere-Ōtāhuhu Local Board



Your board

(L to R) Togiatolu Walter Togiamua, Papali'itele Lafulafu Peo, Christine O'Brien (Deputy Chairperson), Tauanu'u Nanai Nick Bakulich (Chairperson), Harry Fatu Toleafoa, Makalita Kolo.



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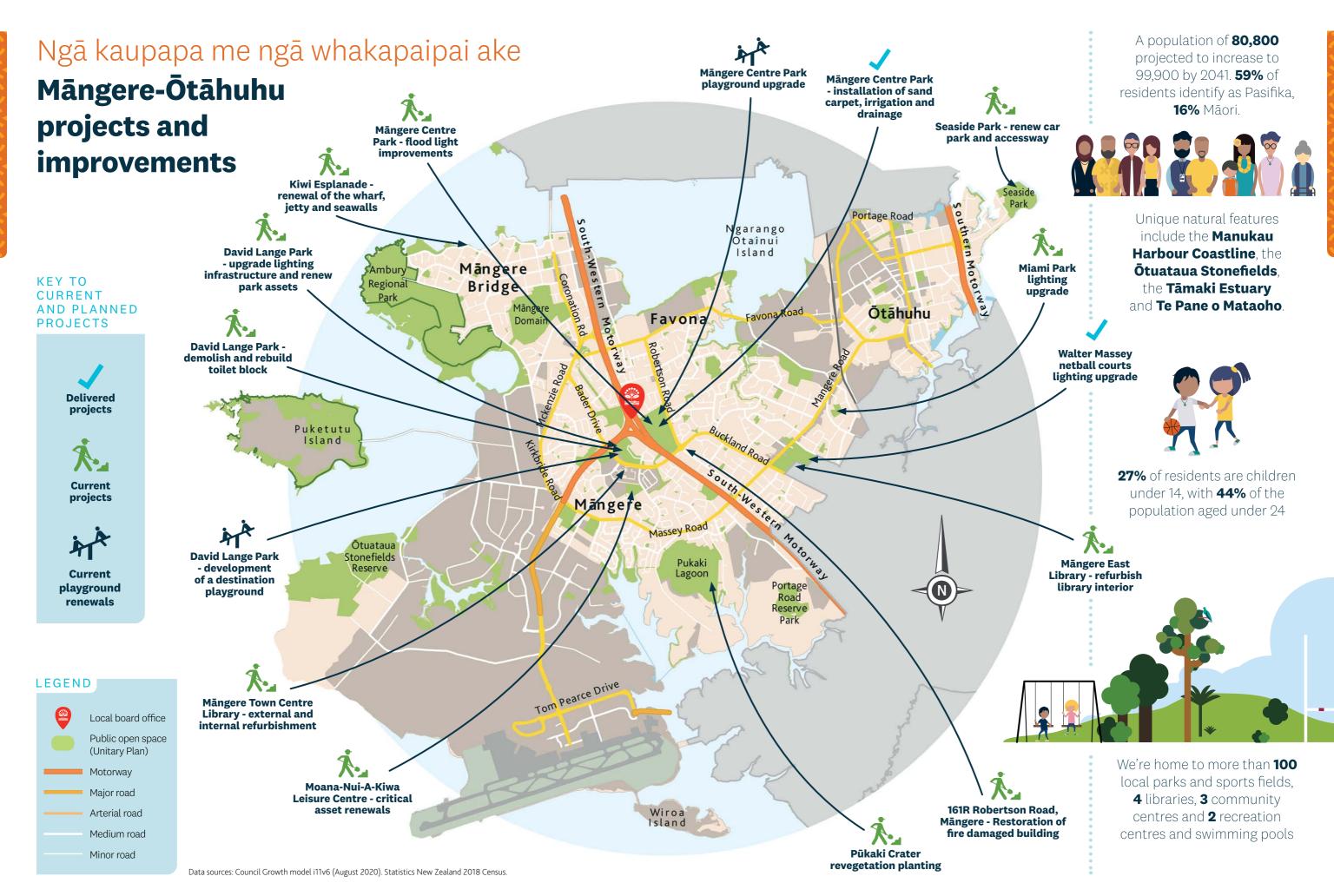
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MĀNGERE-ŌTĀHUHU LOCAL BOARD ANNUAL REPORT 2021/2022

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We supported and delivered many community-led activities, events and youth initiatives reflecting local diversity, and the Safe and Resilient communities programme. We funded extended library hours and subsidised venue hire fees for our community.

A key achievement during the year was delivering the first ever week-long Matariki event in celebration of Aotearoa's first Matariki holiday.

Although some of our local events were cancelled due to COVID-19, we responded by increasing support to local groups through our local community grants programme.

Achieved Target has been met or exceeded	Substantially achieved Target has not been met by a slim marg	Not achieved Target not achieved	* 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	improvements red from prior-year result		

	Results against target	Year-on- year change	2022 Target	2022 Result	2021	2020	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	•	^	60%	67%	65%	73%	There was a slight improvement in daytime safety against last year. Respondents cited the presence of Māori Wardens in local town centres as a positive aspect but more physical presence would help with safety. Respondents mentioned the level of antisocial behaviour and begging at local town centres, saying they were deterrents to visiting town centres in the daytime. Gang presence was also cited as a factor in generally feeling uneasy. Town centres, especially Māngere, could use more beautification to improve the feeling of safety.
Percentage of Aucklanders that feel their local town centre is safe - night time	•	-	18%	26%	26%	27%	Night time safety remained consistent with prior years. Key reasons for feeling unsafe included dissatisfaction with observing high levels of serious crime, drugs and alcohol use, and lack of security and cameras at night time. Youth crimes, random attacks and antisocial behaviour have deterred residents from walking at night, rather preferring to drive. Members of the public have had to be more careful and and avoid going out as advised by police. Suggestions to improve night time safety included more physical presence, such as police and security patrol, and more cameras to deter crime.
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	•	^	63%	71%	54%	60%	The local board's focus on town centre activities, funding community groups with the aim to remove barriers around accessibility and cost, and strengthening community relationships, were key contributors to this higher percentage. There was also an increased motivation from community groups to reconnect communities in a social setting coming out of lockdowns.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	•	^	58%	83%*	79%	69%	Results exceeded target this year primarily through achievements from diverse participation and placemaking activities. Community partners and groups focused on rebuilding and strengthening their platforms through building resilience, capacity and capability. We have seen an increase in local communities affected by, and seeking support, due to COVID-19. Our capacity and capability building activities have supported and prepared them for future impacts.
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%	66%*	67%	78%	The impact of the council's recovery budget limited investment in playing surfaces in spring and autumn, along with general capital works, so activity did not meet community expectations. COVID-19 restrictions meant reduced service standards, leaving grounds without regular maintenance. However, lower use meant the surfaces, once maintenance resumed, came through the winter better than in a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres	•	~	51	46	50	50	The result is slightly lower than target and the previous year. This was mainly due to customers observing antisocial behaviour at facilities and staffing levels and staff service not meeting expectations.
The percentage of users who are satisfied with the overall quality of local parks	•	^	75%	59%*	56%*	62%	Despite the continued investment in existing local parks facilities and the delivery of park programmes and services, COVID-19 restrictions, which included playground closures, impacted satisfaction levels.
The percentage of residents who visited a local park in the last 12 months	•	_	75%	68%*	68%*	80%	While the result was below target, it was consistent with prior year results. Residents were deterred from visiting parks because of external factors such as COVID-19 infection risk.

Local Community Services measures cont'd over

Local Community Services cont'd	Results against target	Year-on- year change	2022 Target	2022 Result	2021	2020	How did we perform
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	•	_	38%	29%	29%	38%	The result was below target and consistent with 2020/2021 despite a positive contribution from Matariki activities and the local board's support for community grants delivering Māori outcomes. This was mainly due to a low number programmes that responded to Māori aspirations, of which 85% of are delivered by the council-led Māngere Arts Centre - Nga Tohu o Uenuku (MAC).
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 ¹							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	•	•	358,200	206,613*	389,672	424,487*	The number of internet sessions was below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside libraries was removed, and during the Red setting they operated at reduced levels, returning back to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline ²	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	•	^	55%	32%	21%	35%	The result was below target, as most programmes delivered were at Māngere Arts Centre - Ngā Tohu o Uenuku (MAC) which focuses on delivering free council-led programmes. However, this has improved against 2020/2021, as the introduction of a Community Programme Specialist has enabled more community-led programmes to be delivered at MAC. The board also funded additional local community arts programmes which were all community-led.
The percentage of art facilities, community centres and hire venues network that is community led	•	-	25%	25%	25%	25%	
The number of participants for local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The number of attendees at council-led community events	•	~	2,100	0*	300*	1,100*	The two Movies in Parks events were cancelled due to COVID-19 safety measures.
The number of participants in activities at art facilities, community centres and hire venues	•	~	461,570	197,636*	322,805*	302,488*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, and participant levels have slowly increased each month. However, increased safety measures, vaccination pass requirements, and increased caution from the public meant participation levels were below plan and were below 2020/2021 results.
The number of visits to library facilities	•	~	436,000	226,251*	392,308	471,030*	Physical visits to libraries were impacted by the COVID-19 restrictions and were below target. In response to COVID-19 risks, Auckland Libraries offered alternative services such as e-collections, online resources, Click and Collect, virtual programming and use of phone and email for research and information services. These alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline ²	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not Measured	Not Measured *	Not measured	Satisfaction surveys require physical engagement with event attendees. Physical distancing meant we couldn't run surveys this year. This was the same as in 2020/2021.
Percentage of customers satisfied with the quality of library service delivery	•	~	85%	95%	96%	94%	Our libraries continued to exceed the target and achieve high results, mainly due to the high-quality of service provided by frontline library staff.

^{1.} Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

^{2.} New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

Local Planning and Development

We continued to support local business associations through the Business Improvement District programme and continued working with Tātaki Auckland Unlimited to fund and deliver the Young Enterprise Scheme and mentoring support for local small businesses. We funded the Pop Up business school programme to support local people interested in starting their own business, and committed to funding a local economic broker to explore new business opportunities and develop and support our local economy.

	Results against target Year-on-		2022 Target	2022 Result	2021	2020	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%	Our business associations complied with their obligations.

Local Environmental Management

We successfully delivered on most of our environmental programmes which included low carbon and sustainability initiatives, protecting and restoring local natural environment and waterways, and minimising industrial waste. Help from community groups and volunteers resulted in more plantings this year, greater education of our community, and reductions in waste. We are also progressing well in developing our new Climate Action Plan which will guide the priorities and mitigation actions to tackle climate change.

	Results against target	Year-on- year change	2022 Target	2022 Result	2021	2020	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 ¹							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes ²	•		70%	50%*	New measure	New measure	We successfully delivered two of our four low carbon and sustainability projects - the schools waste minimisation programme and the EcoMatters Bike Hub. These projects contributed to the environmental outcomes stated in our local board plan 2020. COVID-19 restrictions limiting face-to-face engagement with the public disrupted the Climate Action Plan and the Low Carbon Lifestyles project which will be finalised in the first quarter of 2022/2023.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes ²	•		80%	100%	New measure	New measure	We successfully delivered all seven of the planned water quality and natural environment projects in this financial year. These include restoration of local waterways and pest management to protect our natural environment. These projects contributed towards our environmental outcomes stated in our Local Board Plan 2020.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes ²	•		70%	100%	New measure	New measure	We successfully delivered the Māngere-Ōtāhuhu resource recovery network project, which saw over six tonnes of waste being diverted from landfill between April and June 2022.

^{1.} The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.

^{2.} New local environment services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

The Mangere-Ōtahuhu local board strongly supports environmental initiatives which deliver low carbon and sustainability outcomes, minimising waste and looking after our natural environment and local arawai / waterways. One of the outcomes in our local board plan was protecting our environment and heritage for future generations. In the 2021/2022 financial year, we invested more than \$400,000 across 12 different environmental initiatives.

This was a productive year for natural environment and water quality initiatives. We funded seven initiatives totalling almost \$300,000, all of which were successfully delivered, achieving a 100 percent result against our performance measure.

One of the highlights was the Mangere waterways restoration programme. This programme engages with schools and members of the community to increase awareness and identify opportunities which enhance local streams through canopy tree planting

and weed control. The benefits include increased biodiversity and better health of our freshwater ecosystems. It also provides an educational lens for participants to understand the impacts on streams and the environment. In June 2022, we held a community planting and stream clean-up day at Harania Creek. About 40 community members took part in planting and litter

removal, collecting 30 bags of rubbish and planting 2200 native trees. The combined efforts of local community volunteers and council contractors were reflected in these incredible results.

We also collaborated with Te Ākitai Waiohua on revegetation planting of the south-west rim of the Pūkaki Crater on land owned by iwi. The planting will protect the urupā from erosion and enhance biodiversity values. This programme began in 2019 and in the past year 10,000 plants were planted. Tree maintenance and pest plant control has also been carried out, to protect trees and plantings from damage and to ensure their survival, bringing long lasting benefits to our natural environment and this historical Māori site.

▼ Te Ara Tawhana - Moyle Park





■ Age Friendly Directory Launch

Te āhuatanga ā-rohe

Local flavour

Waging war on the moth plant in Mangere-Ōtahuhu

Walking down the streets of Mangere-Ōtāhuhu, the moth plant can be seen spreading out to almost every other backyard. The infamous weed grows quickly posing massive danger to our native plants.

Now, local kids and community are stepping up to deal with this out-of-control weed to help improve biodiversity and protect the native environment for future generations.

Pest Free Urban South programme, jointly funded by Māngere-Ōtāhuhu, Ōtara-Papatoetoe and Manurewa local boards, has been tasked to expand community action to reduce pest plants and animals in the urban south environment.

At the heart of these actions has been the moth plant pod competition where three local teams from our area took charge to remove this weed.

At a community drop-off event, the team collected more than 4,600 moth plants and pods, and organiser Pianina Kahui-McConnell could not be more delighted.

"When we posted about the competition, lots of people chipped in with the location of moth plants on their properties, so the teams collected a pretty good number of pods," she says.



▲ Moth plant

"This is a massive increase from the previous year, when there wasn't great awareness about this weed and how damaging it can be for our biodiversity. But now people tell us they can identify it just by looking at the pods and know they should get rid of it.

"All of these pods will be hot composted preventing their seeds from germinating. That is no small feat. But the efforts need to be ongoing, and everyone needs to do their part to help us get rid of this weed once and for all."

When removing this weed from your backyard, remember to wear protective gloves and remove it from the roots along with any pods. Put them in a secure plastic bag and send to landfill via your regular council rubbish bins or through a community weed bin in your area.



▲ Moth pod

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		16,941	16,941	17,990
Targeted rates		1,632	1,640	1,624
Subsidies and grants for operating purposes		57	70	49
Fees and charges	1	700	1,331	1,117
Local authorities fuel tax, fines, infringement fees and other receipts		96	159	144
Total operating funding		19,426	20,141	20,924
Applications of operating funding:				
Payments to staff and suppliers		16,485	16,381	16,318
Finance costs		754	748	2,640
Internal charges and overheads applied		2,932	2,851	1,662
Other operating funding applications		0	0	0
Total applications of operating funding		20,171	19,980	20,620
Surplus (deficit) of operating funding		(745)	161	304
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		5,433	5,168	2,560
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		5,433	5,168	2,560
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		159	50	299
- to improve the level of service		2,615	2,025	92
- to replace existing assets		1,914	3,254	2,472
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	2	4,688	5,329	2,864
Surplus (deficit) of capital funding		745	(161)	(304)
Funding balance		0	0	0

Variance explanation Actual 2021/2022 to Annual Plan 2021/2022*

- 1. Fees and charges were below plan predominantly due to the closure of facilities including libraries, community halls and fitness centres during the COVID-19 lockdown period. Although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage levels remained at half of that planned as entry numbers continued to be restricted, and the public remained cautious of COVID-19.
- 2. Capital expenditure was below plan due to:
- the postponement of the Mangere Centre Park lighting infrastructure works as a result of shipping delays. However, the sports field upgrade was completed in this financial year.
- renewals of coastal assets at Kiwi Esplanade being deferred to the next financial year because of delays in scoping. This underspend was partly offset by higher than planned expenditure on the David Lange Park Destination Playground project as play equipment was ordered ahead of schedule in response to expected delays in the manufacture and shipping of the equipment.
- * Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).



Otahuhu Pātaka Kōrero Ōtāhuhu Library Otāhuhu Pool and Leisure Centre

Tōia Ōtahuhu Pool and Leisure Centre



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