Te Poari ā-Rohe o Ōtara-Papatoetoe Te Rīpoata ā-Tau 2021/2022

# **Ōtara-Papatoetoe** Local Board

Annual Report 2021/2022







### 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 toia 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 Taniwharau, 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. Ka rewa taku mihi ki runga ake o Kohuora, kātahi au ka toro atu ki te Manurewa a Tamapohore. Ka 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 and the community of Mangere. 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 are the Pā - Tāhuna and Reretewhioi. Heading southward I come to Pukekohe. My words turn to 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, Ōtara resides there. I am suspended high above Kohuora before I reach for Manurewa. My greetings come to rest on Pukekiwiriki below which lies Papakura and, there I take rest.

## 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 Ōtara-Papatoetoe 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 Ōtara-Papatoetoe 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.



#### On the cover: **Puhinui Station**

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## He kōrero mai i te heamana **From the chairperson**

Mānawatia a Matariki. Ngā mihi o te wā Matariki me te tau hou Māori ki a koutou katoa. We welcomed Matariki, and the Māori new year, celebrated as a public holiday for the first time.

We adopted our work programme for the 2022/2023 financial year in June 2022. For the first time, mana whenua joined our work programme development process. We appreciated the time taken by mana whenua to be a part of this process and their willingness to share their ideas and thoughts in developing a work programme that is inclusive and reflective of our community and its history.

Local ANZAC events took place in April, supported by the board. After two years of limited, or no services, it was fantastic to be

able to celebrate with the community at our three local events.

We made progress on the Manukau Sports Bowl development. In March 2022, we approved the draft master plan for community engagement and went out for consultation in April. Later in August, we reconsulted on an updated master plan that incorporated community's suggestions to provide an athletic field and decide the future of greyhounds racing track. We are thankful for your continued interest and time spent in engaging with us on what you want to see included in the master plan. We also recently engaged with you on the Papatoetoe Master Plan. This is a crucial and exciting stage for the local board and community in developing our vision for the area.

We are delighted to have opened the new Toetoeroa / Cooper Park playground. It is a shining

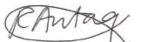


example of community engagement, collaboration, and empowerment. After the community presented a petition to the local board in 2018, we worked together to create a playground that locals can be proud of and that will serve our community for many years.

In addition, we are proud to have completed the following projects this year:

- Aerovista Park renewed the heritage bridge and walkway
- East Tamaki Rugby Football Club - replaced the sportsfield lights
- Rongomai Reserve new walkway
- Ōtara Music Arts Centre renewed the entrance and village recording studio.
- Ōtara Library comprehensive renewal
- Murdoch Park footpath refurbishment

As a local board, we are excited to continue engaging and working with the community, mana whenua and local groups to deliver projects, services, and programmes for all Ōtara-Papatoetoe residents.



Apulu Reece Autagavaia Chairperson, Ōtara-Papatoetoe Local Board

## Te Poari ā-Rohe o Ōtara-Papatoetoe **Ōtara-Papatoetoe Local Board**



### Your board

(L to R) Swanie Nelson, Dawn Trenberth (Deputy Chairperson), Apulu Reece Autagavaia (Chairperson), Ashraf Choudhary, Lotu Fuli, Ofa Dewes, Ross Robertson.

## 2

Level 1, Manukau Civic Building, Auckland Council 31 Manukau Station Road, Manukau 2104



Open Monday-Friday, 8.30am-5pm Closed Saturday, Sunday and public holidays



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## Tā mātou pūrongo whakahaere mahi **Our performance report**

### Local Community Services

We funded local arts, culture, events, grants, and sport and recreation activities including capacity-building programmes that support neighbourhood and community development. We allocated 10 per cent of our Locally Driven Initiatives (LDI) budget for the Revitalising Town Centres contestable fund, and a further 20 per cent of our LDI budget for local contestable community grants. With so many events cancelled due to COVID-19 alert levels, celebrating the inaugural Matariki ki te Ao as a public festival, with Ngati Ōtara Marae hosting the opening dawn ceremony was a highlight for the community.

Achieved Target has been met or exceeded	<b>Substantially achieved</b> Target has not been met by a slim marg	<b>Not achieve</b> Target not achieved
Progress made Result improved from prior-year result		improvements red from prior-year result

	Outcome	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	•	~	62%	56%	65%	84%	While 56 per cent of residents felt safe to shop and walk of was below target and below the 2020/2021 figure. The ma begging, drugs, drinking, lack of police presence, lack of m and roaming the precinct. This means there is higher aler
Percentage of Aucklanders that feel their local town centre is safe – night time	•	~	17%	11%	23%	24%	This year's result was below target and continued the dow residents survey noted that people felt unsafe during the security presence, anti-social elements constantly preser needs to be increased and upgraded, and there's a lack of
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%	89%	86%	75%	We continued to identify community-led activities as a pr delivered responded to the council's core strategy for con Ara Moana Pacific Strategies.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	•	~	60%	70%*	86%	79%	Despite COVID-19 pandemic challenges, this board thrive capability initiatives focusing on strengthening the integra and grants, communities can deliver quality programmes Pasifika Connections, Ōtara Kai Village, Papatoetoe Food Safety Network meetings.
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	•	~	71%	63%*	73%	66%	The impact of the council's recovery budget limited inves general capital works, so activity did not meet community standards, leaving grounds without regular maintenance. resumed, came through the winter better than in a typica
The customers' Net Promoter Score for Pool and Leisure Centres	•	~	57	48	50*	50	This was a small decrease on the last two years. There wa of facilities noted from the customer survey.
The percentage of users who are satisfied with the overall quality of local parks		~	70%	48%*	56%*	74%	Despite the continued investment in existing local parks f COVID-19 restrictions, which included playground closure
The percentage of residents who visited a local park in the last 12 months		-	76%	81%	81%	66%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	•	^	36%	28%*	26%	36.0%	While we are progressing towards our target and ran more aspirations despite COVID-19, we did not reach target. Cov responding to COVID-19 which affected board performance organisations will be able to resume their activities toward



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



during daytime in an area they were familiar with, the result nain comments were around more crime than in the past, modern CCTV, youth and very young children not in school ertness by the public when shopping, or walking to cars.

ownward trend of the last three years. Comments in the ne night in their local town centre due to a lack of police or ent, homeless and youth begging, drinking and drugs. CCTV of adequate or working lighting in some streets and walkways.

priority leading to this result well above target. The projects ommunity wellbeing, Thriving Communities, Age-Friendly and

ves by empowering the local community in capacity and gration of leadership and local collaboration. Through funding es accessible to all. These include senior digital literacy, d Hub and the monthly Ōtara and Papatoetoe Community

estment in playing surfaces in spring and autumn, along with ity expectations. COVID-19 restrictions meant reduced service e. However, lower use meant the surfaces, once maintenance al year.

vas some dissatisfaction around the quality and maintenance

s facilities and the delivery of park programmes and services, res, impacted satisfaction levels.

pre arts and culture programmes responding to Māori Community empowerment activities were reprioritised towards nce. Next year, we anticipate that community partners and ards Māori aspirations and improve the performance.

Local Community Services cont'd	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
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 <sup>1</sup>							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	•	~	260,800	137,090*	271,704*	315,389	The number of internet sessions was below target mainly of internet services at libraries. During alert levels 4 and 3 the Red setting they operated at reduced levels, returning were unavailable while libraries were closed during the lo libraries reopened. Availability will return to normal at the
The percentage of local community services, programmes and facilities that are community led			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	•	~	75%	59%*	81%	75%	Multiple COVID-19 restrictions led to fewer operating hou led facilities. The introduction of a dedicated programme Arts Centre (OMAC) resulted in resulted in mitigating a 35 COVID-19 by a 60 percent increase in community-led acti strategic business plan, which is informed by the local bo Action Plan.
The percentage of art facilities, community centres and hire venues network that is community led		-	25%	25%	25%	33%	
The number of participants for local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not Measured	New measure	New measure	
The number of attendees at council-led community events		~	3,200	0*	700	2,200*	The scheduled Diversity Festival and Movies in Parks eve
The number of participants in activities at art facilities, community centres and hire venues	•	~	278,760	127,468*	293,418	242,129*	COVID-19 restrictions greatly affected operating hours an facilities were closed or had greatly reduced hours for nea combination of uptake caution, vaccination passes and o and participants. Since December, there has been a slow achieved last year.
The number of visits to library facilities	•	~	457,500	211,816*	424,740*	496,170*	Physical visits to libraries were impacted by COVID-19 res risks, Auckland Libraries offered alternative services such programming and use of phone and email for research an were not included in the data collection for this performa
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	Not measured	59%	Not measured - satisfaction surveys were not done becau
Percentage of customers satisfied with the quality of library service delivery		~	85%	96%	97%	94%	Our libraries continued to exceed the customer satisfaction and commitment of our frontline library staff in ensuring our

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.

nly due to COVID-19 restrictions which reduced the availability d 3, WiFi availability outside libraries was removed, and during ning back to normal in the Orange setting. Library computers lockdowns, and have been operating at reduced capacity since the Green setting.

ours and programmes delivered by partners and communityner role for the council-owned and operated Ōtara Music and 35 percent overall downturn in programme delivery under activities. All programmes delivered responded to the facility's board plan and Toi Whītiki – the Arts and Culture Strategic

events were not delivered due to COVID-19 restrictions.

and participant numbers at all facilities in our area. Many nearly four months. However, when they reopened, a d other precautionary measures continued to affect bookings ow progression towards participant numbers reaching results

restrictions and were below target. In response to COVID-19 ich as e-collections, online resources, Click and Collect, virtual and information services. These alternative service methods nance measure.

cause of COVID-19 restrictions.

on target, despite COVID-19 challenges . This shows the dedication our customers receive the best experience at all times.

### Local Planning and Development

We supported improvements to our town centres, including working with business and community associations to enhance local economic development and employment initiatives. We also supported and funded community action to reduce harm from alcohol by objecting to new off-licence establishments. The Rebel Business School event, which provides education and support for locals interested in starting their own business, was delivered successfully. With funding from Eke Panuku we are developing a master plan to guide decision-making for the future use of the Manukau Sports Bowl with input from the community and mana whenua.

	Outcome	Year-on-year change	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 five business associations complied with their ob

### Local Environmental Management

We supported clean waterways, a pest free environment, waste minimisation and climate response initiatives. We continued partnering with schools through the Enviroschools programme and other community-led projects such as Pest Free Auckland and Neat Streets. Otara Waterways and Lake Trust continue to receive our funding support and adapted their planting and weed programmes to operate under COVID-19 restrictions. The Ōtara Creek pest control network has been set up and initial monitoring of pest species completed.

	Outcome	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 <sup>1</sup>							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	•		70%	100%	New measure	New measure	We successfully delivered two projects which contributed local board plan.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	•		80%	80%*	New measure	New measure	We successfully delivered four out of five natural environ environmental outcomes in our local board plan. COVID- which required face-to-face interaction but is expected to
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			70%	0%	New measure	New measure	The Ōtara-Papatoetoe Local Board did not fund any Was Management 2021/2022 work programme.

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.

#### ŌTARA-PAPATOETOE LOCAL BOARD ANNUAL REPORT 2021/2022



obligations.

ted toward our environmental outcomes as described in the

onment and Healthy Waters projects which contributed to D-19 delayed the Industrial Pollution Prevention programme to be completed by the end of quarter one 2022/2023.

aste Solutions initiatives through their Local Environmental

## He whakamārama mō ā mātou mahi whakahaere **Our performance explained**

### Local Environmental Management

The Ōtara-Papatoetoe Local Board strongly supports initiatives for a sustainable and healthy environment and preserving kaitiakitanga locally. In the 2021/2022 financial year, we invested close to \$300,000 across seven environmental initiatives. These include a series of stream restoration and community engagement activities, carried out by the Ōtara Waterways and Lakes Trust, Enviroschools programmes generating momentum for climate resilient, sustainable futures for the community, and support for Pest Free Urban South.

The government's ambitious Predator Free 2050 announcement in 2016 led to a groundswell of interest in community conservation efforts. The number of local community conservation projects has since expanded rapidly with people wanting to rid their neighbourhoods of introduced pests to bring back birds and other native wildlife to their backyards. In South Auckland many people are getting involved with pest control for the first time. To support these efforts, Auckland Council proposed the formation of a new umbrella group, Pest Free Urban South.

Pest Free Urban South is well underway in Ōtara-Papatoetoe local board area with more people trapping pests in their backyards and in local reserves using advice and traps distributed through events and workshops. The increasingly popular annual Moth Plant Competition was launched to get more young people and schools involved with conservation. This year was particularly successful with students collecting over 30,000 pods of this noxious plant for destruction. More trees are also being planted in backyards, in parks and at schools to provide more habitat for native birds and other species. We have discussed the increasing impact of domestic cats, as well as unowned and feral cats, on our native species. We intend to fund a cat owner behaviour change programme - Huringa whanonga mōkai ngere - providing access to the SPCA's desexing and microchipping service specifically targeting communities living near threatened species sites.

Ōtara-Papatoetoe Local Board Volunteer Awards ▼



## Te āhuatanga ā-rohe Local flavour

Toetoe-roa / Cooper Park gets a makeover with community and local board collaboration



Tamariki of Cooper Crescent in Ōtara were thrilled to see the all-new Toetoe-roa / Cooper Park following a major makeover, thanks to Ōtara-Papatoetoe Local Board turning their vision into reality.

For Cooper Crescent resident Lee Naniseni, it was an extraordinary occasion as she saw kids from her street jumping up and down on the slides with excitement, for which they will no longer need to go far.

"I have grown up playing in this park like many other from my generation. It is so exciting to see this playground upgraded - a project that has been very close to our entire neighbourhood - which now our kids and families will enjoy for many years to come."

Local residents rallied together for nearly three years and their petition to the local board was approved in 2018. The board provided funding for a better playing and recreational facility to meet the needs of their growing community.

Local resident, Yvonne Matson was part of the planning for the original playground about 40 years ago, and it was a proud moment for her to see the kids she built the playground for now advocating for the next generation.

"All I wanted back then was to give our kids a decent area to play at. A lot of those kids like Lee are still living in this community and it is heart-warming to see them now doing the same for their kids and the next generation.

"The community spirit in this neighbourhood is really strong and it can be seen in the way the playground has taken shape."

The upgraded park is now equipped with a bigger playground with the latest fixtures, upgraded basketball and volleyball courts, new all-ages friendly fitness equipment, a mini pump track, a learn-to-ride cycleway connecting both ends of the park, seating, shade and picnic area.

## Te tahua pūtea **Funding impact statement**

Financial year ending 30 June 2022

\$000s No	otes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
Sources of operating funding:				
General rates, UAGCs, rates penalties		17,029	17,029	15,671
Targeted rates		1,705	1,713	1,690
Subsidies and grants for operating purposes		778	829	844
Fees and charges	1	1,093	2,326	2,015
Local authorities fuel tax, fines, infringement fees and other receipts		268	347	332
Total operating funding		20,872	22,244	20,552
Applications of operating funding:				
Payments to staff and suppliers	2	17,214	17,928	17,480
Finance costs		948	944	1,044
Internal charges and overheads applied		3,226	3,137	1,850
Other operating funding applications		0	0	0
Total applications of operating funding		21,388	22,009	20,374
Surplus (deficit) of operating funding		(516)	235	178
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt		5,427	5,764	7,640
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		5,427	5,764	7,640
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		371	1,048	185
- to improve the level of service		1,237	2,076	3,746
- to replace existing assets		3,303	2,875	3,887
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
	3	4,911	5,999	7,818
Surplus (deficit) of capital funding		516	(235)	(178)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to COVID-19 and the associated lockdowns and restrictions decreasing membership and attendance in aquatic, fitness, art and recreation centres as well as halls for hire and libraries. The Allan Brewster Leisure Centre experienced a significant decline in fitness and recreation memberships, as well as casual entrance fees. The Ōtara Pool and Leisure Centre and Papatoetoe Centennial Pool and Leisure Centre were also below plan, however their decline was partly offset by the annual local targeted rate. Although COVID-19 lockdown restrictions eased in the second half of the financial year, patronage was slow to return as entry numbers were restricted in all centres, and the public remained cautious of COVID-19.

2. Payments to staff and suppliers were below plan mainly due to lower than budgeted maintenance of council facilities during the COVID-19 lockdown. Although COVID-19 lockdown restrictions eased in the second half of the financial year, facilities required less maintenance due to continued lower patronage with the ongoing presence of COVID-19 in the community. Vacancies within facilities also resulted in staff costs being lower than planned.

3. Capital expenditure was below plan largely due to COVID-19 lockdowns and restrictions, as well as challenges with the supply and shipping of imported materials, and shortages of local materials and labour. Large underspends arose from:

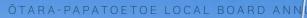
- delays on the upgrade of the Papatoetoe Recreation Ground's sports field due to the late delivery of lighting. This project is expected to be completed in the second half of the next financial year.

- delays in the Te Puke ō Tara sports park changing rooms project due to an increase in materials and labour costs requiring additional funding. The additional funding has been acquired and the project is forecasted to be completed in the first half of next financial year. This was partly offset by increased spend on local asset renewals due to the delivery capacity that became available as a result of the delays in the above mentioned projects. Significant progress was made on the Ōtara Fish Canopy renewal and the Clover Park Community House refurbishment.

\* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

Toetoe Roa - Cooper Park 🕨





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School kids learn about rescuing kai from supermarkets, sorting, cooking, composting, and planting at Food Hub Climate Activation Day in Papatoetoe



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