# Te Poari ā-Rohe o Papakura Te Rīpoata ā-Tau 2021/2022

# Papakura 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 a 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 Tahuna 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 kona 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 and the community of Mangere. Paddling the Manukau Harbour we follow the Awhitu Peninsula to the headland. From there we flv 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. From here I reach for Manurewa until my greetings come to rest on Pukekiwiriki below which lies Papakura

and there I shall rest.

On the cover: Kauri Heart Park has quickly become the heart of the developing community.

# He korero mo tenei ripoata

# **About this report**

This annual report tells the story of how Auckland Council has performed in delivering services in the Papakura 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 Papakura 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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 WeLoveU members were one of several local groups involved in community clean-up initiatives, collecting a large amount of illegally dumped rubbish from suburban streets.

#### He kōrero mai i te heamana

# From the chairperson

I am happy to highlight some of the Papakura Local Board's achievements for 2021-2022. We have continued delivering our local board plan despite some projects being impacted by COVID-19.

We were pleased to have the Kauri Heart Park playground completed and to start improving park assets at Keri Downs Park, including the removal of the skate park, installation of the basketball facilities, and refresh of the BMX track.

The development at Hingaia Park is exciting and will include the installation of fitness equipment.

We were delighted that the Papakura Anzac Day parade was able to be reinstated when COVID-19 restrictions were

reduced just prior to the event. The significantly upgraded plinth and surrounding area, along with the centenary of the Drury cenotaph, was celebrated that same day and was a highlight.

The Matariki dawn karakia held at Pukekiwiriki Paa was a special event acknowledging the importance of this inaugural public holiday.

Our business associations worked closely with the board, and we were pleased to see the community responding to the 'shop local, buy local' campaign. The Papakura Commercial Project Group has a closer relationship with Ardmore Airport and the developments there.



We submitted extensively on the proposed Drury plan changes. We are interested in taking advantage of the job opportunities this development presents.

We are pleased with the continued work in partnership with mana whenua around the dual naming of a significant number of local parks.

The board has received considerable favourable feedback about the trial AT Local on-demand bus service through Takanini.

We would like to thank the community for their patience and understanding during these COVID-19 times and for their continued contributions to our plans and projects. The board looks forward to continuing to work together, building a strong future for Papakura.

**Brent Catchpole** 

Chairperson, Papakura Local Board

# Te Poari ā-Rohe o Papakura

# **Papakura Local Board**



#### Your board

(L to R) Felicity Auva'a, George Hawkins, Brent Catchpole (Chairperson), Keven Mealamu, Jan Robinson (Deputy Chairperson), Sue Smurthwaite.



35 Coles Crescent Papakura



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



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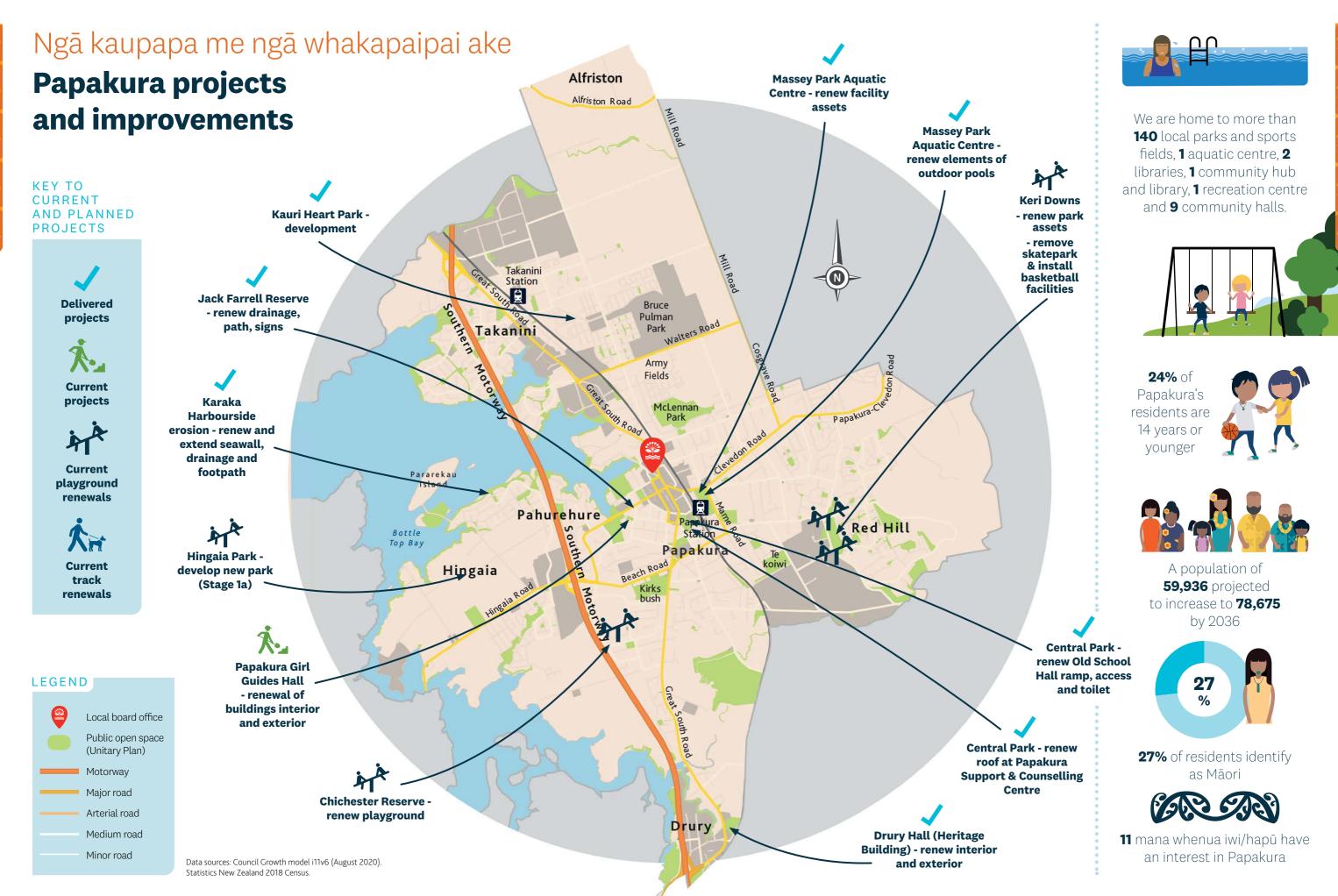
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# Tā mātou pūrongo whakahaere mahi

# **Our performance report**

#### Local Community Services

We funded local arts, culture, events, sport and recreation activities, and grants to deliver community outcomes and services. We continued supporting the community-led initiatives at Smiths Ave Reserve through the funding of coordinators and activities. Te Paataka Koorero o Takaanini (Takanini community hub) has had its first full year of operating seven days per week, and included numerous learning opportunities, programmes and community services. The inaugural Matariki celebrations held at this hub honoured its clear directive as a facility underpinned with tikanga Māori.



	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	•	•	65%	48%	59%	63%	Comments on the residents' survey noted mixed feelings about being safe in their local town centre in daytime. In areas they were familiar with, they generally felt safe shopping and walking and parking their car but felt the need to be more alert to random crime. The main comments were around there being more crime than in the past, homeless, begging, drugs, drinking, lack of police presence, and youth and very young children not in school and roaming the precinct and being anti-social.			
Percentage of Aucklanders that feel their local town centre is safe – night time	•	•	28%	12%	21%	25%	Comments on the residents survey noted that respondents felt unsafe during the night in their local town centre due to a lack of police or security presence, anti-social elements constantly present, homeless and youth begging, drinking and on drugs. They noted a lack of adequate or working lighting in some streets and walkways. This year's outcome has dropped further over three years.			
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	•	^	70%	90%	70%	70%	We exceeded target by continuing to focus on alignment to the council's core strategy for community wellbeing, Thriving Communities. The Corner Creative Trust increased attendance of rangatahi / youth and Smith's Ave Mind Over Matter Trust (SAMOM) increased the number of community-led activities.			
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	•	~	70%	64%*	65%	94%	COVID-19 lockdowns reduced the number of workshops and initiatives that could be delivered face-to-face. These will start again in 2022/2023 with more programmes to improve performance.			
We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often¹										
The percentage of park visitors who are satisfied with the overall quality of sportsfields	•	^	75%	72%*	70%*	68%	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	•	~	15	28	50	36	There was some customer dissatisfaction with quality and range of programmes, plus staffing levels contributing to the slippage in the survey results. However, the results exceeded the conservative target increase from the prior year.			
The percentage of users who are satisfied with the overall quality of local parks	•	^	60%	58%*	54%	76%	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	•	^	85%	74%*	72%*	75%	While we did not meet target, a result of 74% is relatively high, and is consistent with the council's customer experience surveys which show a high level of use during the COVID-19 lockdowns. The result reflects the importance of local parks to the quality of life of Aucklanders.			

Local Community Services measures cont'd over

Local Community Services cont'd	Outcome	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	•	•	45%	29%	34%	44.8%	While the board increased its investment in Māori-led initiatives through local grants, programming results fell short of the target. Arts and culture programmes were the main problem. Most of the programmes were from a brass band and a pipe band (37 per cent of total programmes) which did not deliver Māori aspiration programmes. The Hawkins Theatre (29 per cent of total programmes) main offering is film screening; while they show all Māori content available, they only achieved 10 per cent of their programmes for Māori aspirations.
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)	•	•	163,100	53,880*	87,181*	93,961*	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 <sup>2</sup>	Not measured	New measure	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	•	~	70%	61%*	62%	68%	Multiple COVID-19 lockdowns and disruptions led to fewer programmes being delivered by partners, community-led facilities, and council-owned and operated arts facilities. Almost half of the programmes were delivered by council-owned and operated facilities.
The percentage of art facilities, community centres and hire venues network that is community led	•	~	27%	9%	20%	18%	We have one community-led facility and 10 council-led facilities. Smiths Avenue clubrooms and the Takaanini hub are now included as council-led facilities while an out-of-scope community-led facility was removed.
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	•	<b>~</b>	1,500	0*	600*	1,500*	The Movies in Parks event was not delivered due to COVID-19 impacts.
The number of participants in activities at art facilities, community centres and hire venues	•	•	200,000	102,969*	317,917	413,194*	COVID-19 disruptions (closures, gathering restrictions) greatly affected operating hours and participant numbers at all facilities in this board. Many facilities were closed or had greatly reduced hours for about four months. However, when facilities could operate, a combination of uptake caution by participants, vaccination passes and other precautionary measures continued to affect bookings and participants. Since December, there has been a slow progression towards participant numbers reaching results achieved last year.
The number of visits to library facilities	•	•	255,000	142,043*	172,299*	164,696*	Physical visits to libraries were impacted by 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 <sup>2</sup>	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not Measured*	Not Measured	72%	Not measured - satisfaction surveys were not done due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	•	~	85%	96%	97%	97%	Our libraries continued to exceed the customer satisfaction target, despite COVID-19 challenges, reflecting our commitment to ensuring we provide the best experience at all times.

<sup>1.</sup> 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.

<sup>2.</sup> 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 supported improvements to our two town centres, including funding the Papakura Commercial Project Group to develop the wider commercial areas and for businesses to create employment opportunities.

Te Rautaki Whakamaarama moo ngaa Waahi Tuku Iho / Papakura Heritage Interpretation Strategy has identified possible site locations to further develop a trail of sites of significance in Māori and European history.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	Papakura Business Association has complied with its BID Policy obligations.				

#### Local Environmental Management

We supported stream restoration, waste minimisation, environmental volunteers and partnering with schools through the Wai Care Papakura programme to provide a range of environmental initiatives. Te Koiwi Pond regeneration is an important ecological undertaking and requires further engagement with Papakura marae continuing into next year's work programme. Together with Franklin, Papakura and Manurewa Local Boards we support the Papakura Stream landowner engagement programme to restore five kilometres of the stream over three years with community clean-up and planting days, and local iwi, landowner and business engagement.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform		
We manage Auckland's natural environment									
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 one project which contributed toward our environmental outcomes as described in the 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%	67%	New measure	New measure	We successfully delivered two out of three natural environment and Healthy Waters projects which contributed to our environmental outcomes in the local board plan. Te Koiwi Pond Enhancement project was not completed, as the programme has done more engagement with the marae, but it will continue next year.		
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes <sup>2</sup>			70%	100%	New measure	New measure	We successfully delivered one Waste Solutions project which contributed to our environmental outcomes in the local board plan.		

<sup>1.</sup> 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.

<sup>2.</sup> 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

#### Local community services

What is happening with community wellbeing? An important outcome of the Papakura Local Board Plan supports and embraces the community desire to lead active, healthy lives. Papakura has great parks and places to play and to celebrate with events, and social and cultural activities. Despite COVID-19 interruptions, we had 52 events across 12 locations with over 2700 attendees, of whom 97 percent were satisfied or very satisfied. A remarkable statistic revealed that 73 per cent were first-time attendees.

Many regular community events were cancelled due to COVID-19 restrictions and we are planning to hold these in 2022-2023. Both the Papakura Art Gallery and the Papakura Museum provided superb exhibits and programmes despite the disruptions. The art gallery ran 54 programmes with 1060 attendees, and delivered on 14 Māori outcomes. Along with afterschool classes (Toi Tamariki) linked to displays, the exhibitions included those by local and guest artists, dancers, Christmas themed activities and Mānawatia a Matariki with a harakeke and weaving theme. The museum had regular feature presentations, school visits and activities, local history displays and nearly

100,000 clicks, comments and shares online during lockdowns. They completed 25 programmes with 5355 attendees.

The Papakura Local Board also supports local māra kai / food garden and food security initiatives, and this programme continues to flourish. Māra kai is an integral part of how we shape our future sustenance at home. We resourced a part time community garden coordinator and community activator to build garden users and local community connection and maintain existing garden resource and programming. This also has a positive impact on health through the food grown and the associated physical activity and whānau networking. This programme also supports the development of a food hub in Papakura to address food waste, to provide affordable healthy kai alternatives, support community employment, reuse supermarket waste, partner with commercial and community organisations, and encourage social enterprise. While this was delayed during COVID-19 lockdowns, it has regenerated and there is interest throughout the Papakura district in joining this kaupapa.



■ Continuing to work alongside mana whenua groups is important to Papakura Local Board members, who visited Ngaati Tamaoho to hear about dreams for a restored Pahurehure Inlet.

# Te āhuatanga ā-rohe

#### **Local flavour**

#### When Kauri Heart Reserve Playground opened it put the heart in Kauri Heart.

The Takanini suburb, home to many young families, had no neighbourhood playground but by the time residents turned out for the official opening in May, the area had already become a focal point.

Local mum Tina Shreve was excited when she and her husband secured their first home in Kauri Heart.

"We always used the reserve, but the playground has turned the area into a community. When we come now, there are always other young families, so you get talking. That's meant friendships have developed. Now we visit each other's homes, exchange toys and clothes. We've become more than just people who nod at each other."

Tina says it has changed the way she thinks of her neighbourhood. "It's much friendlier and it feels more like a proper community."

Just a short walk away is another cornerstone for the community - Te Paataka Koorero o Takaanini which opened in 2021.

"There would not be a week that goes by we don't visit the library. The kids love it and the staff are awesome. When I was a little girl visiting the library, you'd get shhhh-ed at, but at the paataka the kids are encouraged to be kids and it's a really bright and fun place to be."

Auckland Council invested \$2.9 million in the paataka at the Takanini Village centre. Serving as a community hub, it provides full library services, computers and wi-fi, study spaces for young people, a community kitchen and a children's play area.

Papakura Local Board chair Brent Catchpole says the new facilities have quickly become part of community life.

"I'm so pleased for the people in this community, who were crying out for quality services. The combination of community facilities in one place ensures good service to the community and delivers value for money to ratepayers.

"It's also great that much of what people now see at the playground and library is what locals told us they



▲ Many families turned out for the official opening of the Kauri Heart Park playground, joining games and activities and filling the area with laughter.

# 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		13,024	13,024	12,609
Targeted rates		240	250	247
Subsidies and grants for operating purposes		5	16	8
Fees and charges	1	201	382	266
Local authorities fuel tax, fines, infringement fees and other receipts		76	122	89
Total operating funding		13,546	13,794	13,219
Applications of operating funding:				
Payments to staff and suppliers	2	11,693	11,261	11,066
Finance costs		474	472	857
Internal charges and overheads applied		2,092	2,036	1,279
Other operating funding applications		0	0	0
Total applications of operating funding		14,259	13,769	13,202
Surplus (deficit) of operating funding		(713)	25	17
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt		5,154	5,478	3,853
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		5,154	5,478	3,853
Application of capital funding:				
Capital expenditure: - to meet additional demand		2,219	2,125	169
- to improve the level of service		48	2,123 747	2,546
- to replace existing assets		2,174	2.630	1,156
Increase (decrease) in reserves		2,174	2,030	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	4,441	5,503	3,870
Surplus (deficit) of capital funding		713	(25)	(17)
Funding balance		0	0	0
<b>G</b>				

#### 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 impacting venue for hire facilities, with the Hawkins Theatre incurring the greatest reduction in revenue. 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 higher than plan due to increased levels of permitted maintenance of council facilities during the COVID-19 lockdown. This included facility deep cleaning and maintenance to park grass, drains, courts, play areas and sports areas. The overspend was partly offset by the closure and reduced operating capacity of facilities, which resulted in lower operating costs. Vacancies within facilities also resulted in staff costs being lower than planned.
- 3. Capital expenditure was below plan. Although the majority of projects were delivered in line with their budgets, some were delayed largely due to the COVID-19 lockdown and alert level restrictions. Large underspends arose from:
- delays on the Hingaia Park development stage 1a project. This is due for completion at the beginning of the next
- delays on further service level development for the completed Te Paataka Koorero o Takaanini Takaanini Community Hub, which is currently open to the public. This is also due to be completed at the beginning of the next financial year.
- \*Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).

Satay Noodle House chef Bun Leng is an advocate of waste minimisation programmes, ensuring scraps go to Auckland Council's food waste composting scheme.







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