

Te Poari ā-Rohe o Māngere-Ōtāhuhu
Te Rīpoata ā-Tau 2022/2023

Māngere-Ōtāhuhu Local Board

Annual Report 2022/2023



Volume
2.9

Mihi

Tuia te rangi e tuu iho nei,
 Tuia te papa e takoto ake nei,
 Tuia ki te waahi ngaro,
 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 Pōtatau Te Wherowhero
 and the sacred mantle of the Māori King Movement.
 We acknowledge the leadership of King Tūheitia,
 may peace be with him and his household.
 From Waikato to Ōtāhuhu where the Tainui waka
 was carried overland and then to Māngere.
 I look upward. There is a bird
 at the summit of Māngere Mountain.
 It sets flight eastward
 where the cry of Tikapa 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."

On the cover: Ngā Hau Māngere Bridge, opened in August 2022 and named by mana whenua Te Waiohūa. Translated it means "gentle, lazy winds". In the background is Māngere Mountain, also known by the names Te Pane-o-Mataoho and Te Ara Pueru.

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 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 Māngere-Ōtāhuhu 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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▲ Māngere-Ōtāhuhu Auckland Teaching Gardens

He kōrero mai i te heamana From the chairperson

Tēnā koutou, Talofa lava and warm greetings.

A heartfelt thank you to our incredible volunteers, stakeholders and generous donors. Your support during the severe flooding events earlier this year had a real impact on our community. Your kindness and dedication uplifted those in need and we are immensely grateful for your unwavering commitment to helping others. We have faced many challenges in the last 12 months and delivering the past year of the local board's 2020 plan has been challenging.



- Excelled in delivering our dynamic environmental programme.

We will continue with our programmes that enhance our activities and business communities through our sport and active recreational facility grants, art and local economic brokers, and age-friendly investments.

Also, we will advocate to the Governing Body for regional targeted rate budgets, such as the Natural Environment and Water Quality targeted rates, towards our local environmental initiatives to ease the impacts of climate change.

That said, we have been successful in delivering many of our projects and programmes as follows:

- Adopting both the David Lange Park concept plan and the Māngere Centre Park Masterplan; with an aim to complete the Walter Massey Masterplan in 2024.
- Upgrading the sports fields, and flood lights at Māngere Centre Park in time for the FIFA Women's World Cup 2023 (July 2023), including completing a new playground in December 2022.
- Completing physical works in David Lange Park, which includes improvements to the basketball courts, developing a destination playground with hau kāinga and other improvements to the park.
- Celebrated the completion of tranche 2 of the Te Kete Rukuruku Māori naming (Māori naming of local parks and places) – May 2023.
- Improvements to playgrounds and local parks, such as Cyclamen Park and Rock Daisy Crescent Reserve in Māngere, Anarahi Park in Māngere Bridge; and Seaside Park in Ōtāhuhu.
- Continued with our community-led activities and initiatives through our community grants

We greatly value the critical role of mana whenua in our current partnerships, which is exemplified through our initiatives and projects: the Pūkaki Co-management agreement, David Lange Park developments, and our commitment to Tuia and Māori responsiveness programmes.

We will continue to be mindful of our limited budgets, but also look to leverage opportunities such as Auckland Light Rail and the government's housing programme that can bring benefits and employment opportunities for our local communities.

Again, thank you all for your support, and for working tirelessly with us in achieving these outcomes.

Ia manuia,
Tauanu'u Nanai Nick Bakulich
Chairperson, Māngere-Ōtāhuhu Local Board

Te Poari ā-Rohe o Māngere-Ōtāhuhu Māngere-Ōtāhuhu Local Board



Your local board

(L to R) Makalita Kolo, Togiatoru Walter Togiama, Papaliitele Lafulafu Peo, Tauanu'u Nanai Nick Bakulich (Chairperson), Joe Glassie-Rasmussen, Harry Fatu Toleafoa, Christine O'Brien (Deputy Chairperson).



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Māngere Town Centre, Māngere, Auckland 2022



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By appointment only



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Ngā kaupapa me ngā whakapaipai ake

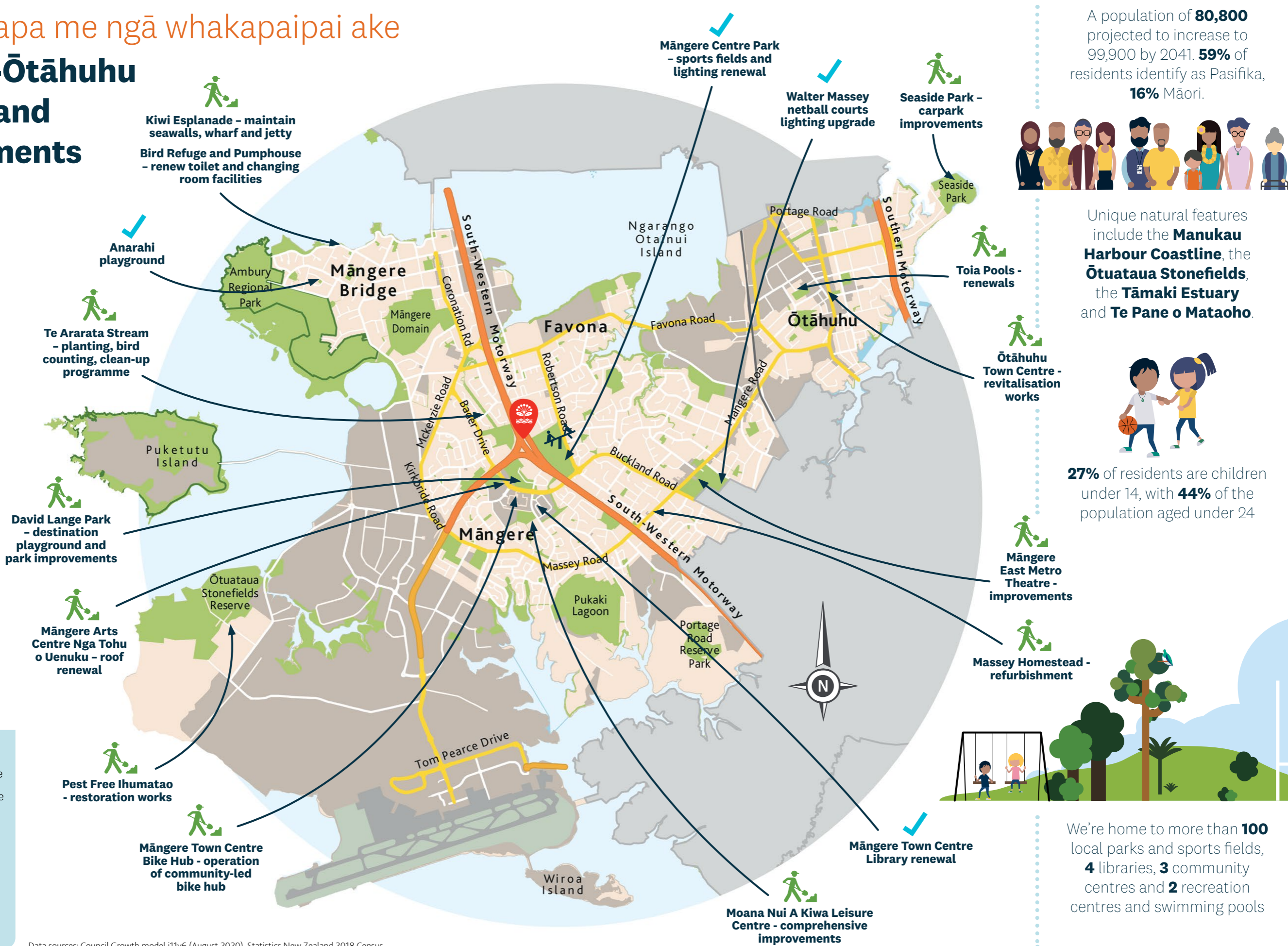
Māngere-Ōtāhuhu projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  Delivered projects
-  Current projects
-  Current playspace renewals

LEGEND

-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road



A population of **80,800** projected to increase to 99,900 by 2041. **59%** of residents identify as Pasifika, **16%** Māori.



Unique natural features include the **Manukau Harbour Coastline**, the **Ōtuataua Stonefields**, the **Tāmaki Estuary** and **Te Pane o Mataoho**.



27% of residents are children under 14, with **44%** of the population aged under 24



We're home to more than **100** local parks and sports fields, **4** libraries, **3** community centres and **2** recreation centres and swimming pools

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census.

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

We supported community-led arts and culture activities with an emphasis on reflecting local diversity. We delivered many community activities and events, youth initiatives, and the Safe and Resilient Communities programme. Although some of our local events were cancelled due to weather events, we responded by increasing support to local groups through our community grants programme. We also supported community use of local facilities by continuing to fund additional operating hours in libraries and subsidising venue hire fees.

- Achieved**
Target has been met or exceeded
- Substantially achieved**
Target has not been met by a slim margin (+/-2%)
- Not achieved**
Target not achieved
- Progress made**
Result improved from prior-year result
- No change**
No change from prior-year result
- No improvements**
Not improved from prior-year result
- * Impacted by COVID-19**
Measures favourably/unfavourably impacted by COVID-19

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	●	▼	60%	53%	67%	65%	There was a drop in the result for 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. Respondents noted that town centres, especially Ōtāhuhu, could use more beautification to improve the feeling of safety.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	18%	20%	26%	26%	Night time safety was lower than prior years. Key reasons for feeling unsafe included dissatisfaction with observing high levels of serious crime, drug and alcohol use, and lack of security and cameras at night time. Suggestions to improve night time safety included more physical presence, such as police and security patrol, improved lighting and more cameras to deter crime. Respondents noted that improved signage could help lift perceptions of safety.
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%	86%	71%	54%	The percentage of Māngere-Ōtāhuhu Local Board community empowerment activities that were community led exceeded the target. This is a reflection of communities bouncing back from COVID-impacted years and while there were weather related natural disaster's, community resilience, especially in the town centres, enabled community-led programmes to continue.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▼	58%	75%	83%*	79%	The percentage of Māngere-Ōtāhuhu Local Board activities in building capacity and capability greatly exceeded their target. This was achieved through community partners and groups like '360 Tautua' rebuilding and strengthening their platforms by building resilience, capacity, and capability. With weather events impacting local board areas, there has been an increase in community groups looking for support to build capacity, sustainability and resilience.
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%	64%	66%*	67%	After a particularly wet summer season with flooding and weather events, sports field surfaces such as Māngere Centre Park have seen postponed or rescheduled maintenance along with renovation delays. This park has also been the target of vandalism by vehicles and motorbikes which has resulted in additional closures, repairs, and renovations being required. All of these factors have impacted on satisfaction with service's standards of grounds. Improvements like the refurbishment and lighting upgrade of David Lange Netball Court are expected to have a positive impact on overall satisfaction in 2024.
The customers' Net Promoter Score for Pools and Leisure Centres	●	▼	51	34	46	50	Feedback across the two facilities is relatively consistent with negative feedback from customers being focused on cleanliness and the quality of the changing facilities. Feedback also noted that both facilities provide a valued service to the community and the services delivered by kaimahi across both locations are regarded highly. Moana-nui-a-Kiwa made a big contribution to the response efforts to the flood and cyclone. However, use of the centres' recreation space- court and rooms meant that the centre had to cancel recreation services for many weeks whilst there was a more pressing need in the community.

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 users who are satisfied with the overall quality of local parks	●	∨	75%	47%	59%*	56%*	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. Loose litter and illegal dumping at hotspots like Blake Reserve have also contributed to lower user satisfaction. Contractors have been working to check these spaces regularly and remove any identified rubbish and waste. Budget restrictions have also played a role impacting the delivery of some of our projects and maintenance in the Māngere-Ōtāhuhu local board area. Some of the budget was redirected from other projects to fund storm repairs.
The percentage of residents who visited a local park in the last 12 months	●	∧	75%	78%	68%*	68%*	We saw a good increase in the number of residents that visited a local park than previous years. Residents commented that local parks are generally well maintained and that open space provides a good way for people to connect and play. Some potential improvements suggested were for the installation of more seats and playgrounds as well as increased rubbish collection.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	∧	38%	30%	29%	29%	The impact of the pandemic and recent weather emergencies has reduced community capacity to meet this target. Local groups have had to focus on internal rebuilding and resilience. In response, staff have engaged in a focused effort to rebuild relationships with iwi, marae and other kaupapa Māori groups. 55 per cent of all community grants in Māngere-Ōtāhuhu were in response to applications focusing on improving Māori outcomes.
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)	●	∧	358,200	348,102	206,613*	389,672	Library internet sessions were expected to recover after the pandemic, but didn't until March 2023. If Māngere-Ōtāhuhu performed throughout the year as it did after March, it would've reached the target. This positive trend up points to a recovery in 2023/2024 where the target should be met.
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	●	∨	55%	14%	32%	21%	This board continues to be under target as 86 per cent of arts programmes delivered in this board this year are delivered by Council-led Māngere Arts Centre - Nga Tohu o Uenuku. This target remains too ambitious for how this activity is currently delivered as Council-led.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	25%	25%	25%	25%	Two of the eight facilities in our venue hire network are community-led - Nga Tapuwae Community Centre and Ōtāhuhu Town Hall & Community Centre.
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	●	—	2,100	0	0*	300*	Two Movies in Parks events were planned for the year, but both were cancelled due to the impact of the severe weather events experienced in January and February 2023.
The number of participants in activities at art facilities, community centres and hire venues	●	∧	461,570	352,148	197,636*	322,805*	The total number of participants for financial year 2022/2023 has surpassed the totals of the preceding three financial years. Facilities were able to operate without COVID-19 disruptions, which likely helped with this year's progression in participant numbers. While we are still not reaching our pre-COVID targets, we see participants and user groups starting to return to our facilities, which points to a positive result for 2023/2024.
The number of visits to library facilities	●	∧	396,464	361,682	226,251*	392,308	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 Māngere-Ōtāhuhu performed throughout the year as it did after March it would've reached the target, which points to an increase in visits for 2023/2024.
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*	Ōtāhuhu Family Fun Day was not surveyed due to an internal error where the event date was omitted from the Events team survey schedule revision. This led to surveying of the event being missed.
Percentage of customers satisfied with the quality of library service delivery	●	∧	85%	96%	95%	96%	Māngere-Ōtāhuhu 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 Long-term Plan.

Local Planning and Development

We supported local business associations through the continuation of the BID programme and continued working with Tātaki Auckland Unlimited to fund and deliver the Young Enterprise Scheme and mentoring support for local small businesses. We also funded the PopUp Business School programme to support locals interested in starting their own business, and continued to fund a local economic broker to explore new business opportunities as well as develop and support our local economy.

	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 business improvement districts complied with their BID Policy obligations.

Local Environmental Management

We successfully delivered on our environmental programme, which included low carbon and sustainability initiatives, protecting and restoring local natural environment and waterways, and minimising industrial waste. The assistance of community groups and volunteers has resulted in more planting this year, greater education across our community, and reductions in waste. We also allocated \$60,000 to community climate action grants, which aligned to the board’s local climate programmes to tackle climate change.

	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	●	▲	75%	75%	50%*	New measure	We successfully delivered three of four sustainability projects this year. The Climate Action programme was not completed and the local board directed that the budget for this be redirected towards climate grants.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	●	—	85%	100%	100%	New measure	We successfully delivered all seven natural environment and water quality projects this year.
The percentage of local waste minimisation projects that have successfully contributed towards local board plan outcomes	●	—	75%	100%	100%	New measure	We successfully delivered the one planned waste minimisation project this year.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

The Māngere-Ōtāhuhu Local Board strongly supports environmental initiatives that deliver low-carbon and sustainability outcomes, minimise waste and look after our natural environment and local arawai (waterways). One of the outcomes in our local board plan is protecting our environment and heritage for future generations. In the 2022/2023 financial year, we invested over \$440,000 across 11 different environmental initiatives.

This was a particularly positive year for natural environment and water quality initiatives. We funded seven initiatives totalling over \$275,000, all of which were successfully delivered, achieving a 100 per cent result against our performance measure.

One of the highlights was the Māngere Waterways Restoration Programme. This programme engages with schools and community members to increase awareness and identify opportunities to enhance local streams through canopy tree planting and weed control. The benefits include increased biodiversity and improved health for our freshwater ecosystems.

In November 2022, Māngere East Family Services delivered the Harania Stream Day, which involved a litter clean-up and the unveiling of the 'Tuna Man' mural designed by Kaupapa Concepts. Alongside

conversations with the community, the day consisted of educational workshops on topics such as the tuna lifecycle, pests, invasive species, waste awareness and computerised water testing.



▲ Ōtāhuhu indoor pool

We also continued our Pest Free Ihumātao Programme, which empowers iwi to implement restoration activities to protect key taonga, such as Ōruarangi Awa, Ōtuataua Stonefields and Ihumātao Papakāinga.

This includes Makaurau Marae undertaking regenerative restoration, native plant services, biosecurity control and monitoring, biodiversity surveys, community engagement and waste minimisation practices. The programme continues to build the capacity of the marae nursery, through training, developing whānau members, and supporting local employment and income generation.

In 2022/2023, the nursery maintained its current stock and grew new seedlings for next year's order. With 11,500 plants in stock, seed collection has also begun. Using funding from the Natural Environment Targeted Rate, staff helped re-clad and restore the seed house, enabling greater heat retention and causing overall production to increase as a result. Staff have been upskilled in how to maintain the nursery through looking after the irrigation system and making infrastructure repairs.



◀ Papatuanuku Kokiri Marae

Te āhuatanga ā-rohe

Local flavour

Business boosted in Māngere-Ōtāhuhu thanks to development fund

Thirty budding business tycoons and entrepreneurs have received financial support thanks to the Māngere-Ōtāhuhu Economic and Business Development Fund.

The fund is part of efforts by Māngere-Ōtāhuhu Local Board to support business and non-profit organisations in our area.

The board received more than 70 applications for the fund from a variety of businesses. This meant that although it was challenging for the review panel to recommend and to finalise who received funding, the board was able to support a range of proposals.

Doing our bit to help our communities' economy grow

Local Board Chairperson Tauanu'u Nick Bakulich says that the number of applications shows the importance of creating the fund.

"By establishing a \$60,000 Economic and Business Development Fund, Māngere-Ōtāhuhu Local Board made it a priority to aid in our area's economic development. We are dedicated to supporting regional small businesses and assisting them in seeing and seizing business opportunities to increase local wealth and employment."

Each grant is capped at \$2,000 and applications closed at the end of June 2023 for businesses located within the board area.

The funding could be used for things like tools or equipment, money for training or conference attendance, marketing, research, or consulting expenses, seed money for start-ups, sustainability projects, assistance for companies affected by recent catastrophic weather events or economic development.

► Support Local Ōtāhuhu



▼ Ōtāhuhu Town Centre



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		18,924	18,924	16,941
Targeted rates		1,695	1,741	1,640
Subsidies and grants for operating purposes		81	73	70
Fees and charges		1,273	1,438	1,331
Local authorities fuel tax, fines, infringement fees and other receipts		43	150	159
Total operating funding		22,016	22,326	20,141
Applications of operating funding:				
Payments to staff and suppliers	1	18,837	19,200	16,381
Finance costs		878	878	748
Internal charges and overheads applied		1,908	1,908	2,851
Other operating funding applications		0	0	0
Total applications of operating funding		21,624	21,986	19,980
Surplus (deficit) of operating funding		392	340	161
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	6,874	4,063	5,168
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		6,874	4,063	5,168
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		977	50	50
- to improve the level of service		1,287	554	2,025
- to replace existing assets		5,002	3,799	3,254
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		7,266	4,403	5,329
Surplus (deficit) of capital funding		(392)	(340)	(161)
Funding balance		0	0	0

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

1. Payments to staff and suppliers were below plan as there has been lower than anticipated maintenance expenditure on local facilities and sports fields. Unseasonal wet weather prevented planned outdoor maintenance, and maintenance crews were diverted to respond to storm damage in Māngere-Ōtāhuhu.
2. Capital expenditure was above plan. This resulted in a funding deficit which meant that more debt funding was required than planned.
3. Capital expenditure was above plan due to renewal of Ngā Hau Māngere / Māngere Centre Park's sports field playing surface in preparation for the FIFA Women's World Cup. The project was planned to be completed during 2021/2022, however due to longer than anticipated delivery timeframe, the final stages of the project was completed in 2022/2023.

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

Māngere Arts Centre ►





▲ Māngere Bridge Village

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