

Te Rīpoata ā-Tau 2018/2019
Te Poari ā-Rohe o Ōtara-Papatoetoe

Ōtara-Papatoetoe

Local Board Annual Report 2018/2019



Mihi

Tēnā kia hōea 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 kūrāe 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 Tikapa Moana
 ki te maunga tapu o Moehau.
 Ka kauhoetia e aku kōrero te moana ki Maraetai
 kia hoki ake au ki uta ki Ōhūiarangi,
 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 Māngere.
 Paddling the Manukau Harbour
 we follow the Āwhitu 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 Tikapa Moana
 to the sacred mountain, Moehau.
 Taking to the sea, my remarks travel to Maraetai
 and then to Ōhūiarangi,
 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 kōrero mō 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 2018 to 30 June 2019.

You can read about our progress, expenditure, service performance and challenges faced in 2018/2019. 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 also reports against the council's Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Ōtara-Papatoetoe Local Board Agreement 2018/2019.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also 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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Hayman Park Playground Opening

He kōrero mai i te heamana From the chairperson



Ōtara-Papatoetoe Local Board has continued working hard to deliver work programmes that enable people to take pride and feel a sense of ownership in their communities

The board worked hard to achieve outcomes in our local board plan that you helped develop in 2017.

This past year our priority was local playgrounds and sports facilities. Investment saw much-needed upgrades to Otamariki, Milton, Sunnyside Domain, Coombe Avenue, Kurt Elsa and Hayman Park destination playground (stage one).

Ngāti Ōtara Multisport complex funding has been secured, thanks to the board's consistent advocacy to the governing body. Construction will begin at the end of 2019.

We fully refurbished Te Puke O Tara Community Centre in Ōtara at a cost of approximately \$3.1 million. This included the reconfiguration of rooms, new lighting, heating, ventilation and kitchen facilities. The upgrade has brought new life into the town centre.

The board continues to support local environmental initiatives such as Adopt a Spot and Neat Streets. The success of Neat Streets has seen it extended to include streets in Papatoetoe.

Our community grants programme has continued enabling our communities to enjoy signature events throughout the year such as local Santa parades, concerts, local Diwali and Chinese New Year celebrations. The Pursuit of Excellence Award had a huge uptake this year and we were delighted to invest in people who represent our community on the national and international stage.

Our sports fields and community facilities need to be fit-for-purpose. We will continue advocating to the governing body for financial support in this area.

Lotu Fuli
Chairperson, Ōtara-Papatoetoe Local Board

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



Your board

(L to R): Dr Ashraf Choudhary, Mary Gush, Apulu Reece Autagavaia, Lotu Fuli (Chairperson), Donna Lee, Ross Robertson (Deputy Chairperson), Dawn Trenberth



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



09 261 8563



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



otarapapatoetoe@localboard.aucklandcouncil.govt.nz



Auckland Council
Private Bag 92300, Auckland 1142



aucklandcouncil.govt.nz/otarapapatoetoe

Ngā kaupapa me ngā whakapaipai ake Ōtara-Papatoetoe projects and improvements

KEY TO CURRENT & PLANNED PROJECTS

-  Delivered projects
-  Current projects
-  Current playground renewals
-  Current track renewals

LEGEND

-  Public open space (Unitary Plan)
-  Motorway
-  Major Road
-  Arterial Road
-  Medium Road
-  Minor Road

Data sources:
Statistics New Zealand
Population Estimates
(2016) and 2013
Census.



A population of 86,300 featuring more than 100 ethnicities live in Ōtara-Papatoetoe. 46% **Pasifika**, 31% **Asian**, 21% **European** and 16% **Māori**



We're home to more than **110** local parks and sports fields, **4** libraries, **3** recreation centres and **2** community centres



Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

Highlights include the re-opening of Hayman Park playground after a \$4m dollar upgrade, the full refurbishment of the Te Puke O Tara Community Centre in Ōtara, Otamariki Park renewals in Ōtara, and significant renewals at Milton Park and Sunnyside Domain. The board was released from debt over historic Colin Dale Park earthworks and immediately made funds available

for other community work. The board also received approval to start stage one of the Ngāti Ōtara multi-sport facility to be completed by 2022. The community targeted rate continued for free swimming for adults in all pools.

● Achieved ● Substantially achieved ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	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%	71%	67%	62%	
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▲	17%	27%	18%	17%	
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	●		35%	70%	New Measure	New Measure	The target is based on previous years' local board work programme activities. We exceeded target, as the community-led practice is championed through activities such as town centre ambassadors and community open days including in the Papatoetoe Sikh temple.
The percentage of Empowered Communities activities that build capacity and capability	●		30%	90%	New Measure	New Measure	The target is based on previous years' local board work programme activities. We exceeded target, as community capacity and capability is being built through activities such as Community Safety Action Group workshops hosted by the World Council of Sikh Affairs and focus groups that discussed implications of the "Resilient Ageing" report.
We fund, enable and deliver arts and culture experiences that enhance identity and connect people							
The percentage of arts, and culture programmes, grants and activities that are community led	●		25%	68%	New Measure	New Measure	
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●		2,200	3,200	New Measure	New Measure	
The percentage of attendees satisfied with a nominated local community event	●		70%	40%	New Measure	New Measure	Feedback from the Diversity Festival event was limited due to low attendance, which may have been caused by poor weather. Comments received indicated attendees would enjoy a larger-scale event with more food and diverse entertainment options.
We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection							
The number of participants in activities at art facilities, community centres and hire venues	●		273,192	281,201	New Measure	New Measure	
The percentage of art facilities, community centres and hire venues network that is community led	●		33%	40%	New Measure	New Measure	
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●		560,000	464,043	New Measure	New Measure	The declining trend in internet sessions was greater in the Ōtara-Papatoetoe libraries than overall for the region (5 per cent). Papatoetoe Library drove the decline, which we attribute to closure of Papatoetoe New World supermarket for redevelopment, significantly affecting the number of Internet sessions and visits.
The number of visits to library facilities	●		700,000	687,223	New Measure	New Measure	Library visits declined with closure of Papatoetoe the New World supermarket for almost a year having a noticeable effect on visits. Tupu Youth Library visits increased by 7 per cent.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	92%	90%	91%	The high level of satisfaction has been driven mainly by continued high levels of service (94 per cent).

Local Community Services measures cont'd over

Local Community Services cont'd

We provide 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%	72%	New Measure	New Measure	
The customers' Net Promoter Score for Pool and Leisure Centres	●	▼	57	31	46	57	The decrease in customer satisfaction suggests further areas for improvement including cleanliness and quality of changing rooms, and similarly in the fitness centre. Despite not meeting the target, customer ratings are particularly high for timeliness, friendliness, quality and supportiveness of staff and instructors, and value for money.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●		70%	69%	New Measure	New Measure	We were close to meeting our target and believe ongoing investment in parks facilities and services, particularly Hayman Park development, will help improve future satisfaction ratings.
The percentage of residents who visited a local park in the last 12 months	●	▲	76%	79%	74%	76%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●		15.0%	29.0%	New Measure	New Measure	

Local Environmental Management

Volunteers gave us 15,000 hours this year, equivalent to about \$300,000. Turn-out for planting and rubbish clean-ups were particularly significant in the Puhinui, Kohuora, Pearl Baker and Ngāti Ōtara Reserves, the Puhinui Stream and Ōtara Creek. Ōtara

Lake and Waterways Trust continues to deliver the Ōtara litter action plan, which includes Neat Streets and Adopt a Spot. Neat Streets was such a success it held five events and expanded throughout Papatoetoe and Ōtara in the past year.

● Achieved ● Substantially achieved ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▼	100%	92%	100%	100%	We successfully delivered 11 of 12 environmental projects. The Manukau Harbour Forum's work programme was deferred until the new financial year.

Local Planning and Development

Continued funding to the three local town centres for economic development and for safety initiatives has steadily increased both daytime and night-time town centre safety over the past three years. Key to this has been the introduction of more Māori, Indian and Pasifika wardens in town centres.

● Achieved ● Substantially achieved ● Not achieved

	Outcome	Year-on-year change	2019 Target	2019 Result	2018	2017	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%	The five business associations complied with their BID policy obligations, which include submitting a strategic plan, annual financial accounts and annual business plans to Auckland Council.



Te āhuatanga ā-rohe Local flavour

Multi-sport facility a beacon for sporting and wider community



Development of a multi-sport facility at Ngāti Ōtara Park is 30-year dream finally coming true for the local community.

Not only will it become home for a range of different sports, including rugby league, netball, tag football, rugby, kilikiti and kickboxing, it will also be a hub for the local community.

“It will be a place the community can hire for functions when it’s not being used by the sporting clubs,” says Ōtara Scorpions Rugby League Club chairman Willie Maea.

He says the project will also include a business enterprise that will help generate revenue to inject back in to the clubs to help with sporting-related costs and maintaining the facility.

“It will be a beacon for cultural inclusiveness and the Ōtara sporting clubs are really excited to see it starting to happen, and I am sure the local community will also benefit.”

The Ōtara-Papatoetoe Local Board have been strong advocates for the project, successfully advocating to the council’s governing body for the funds needed to take it from dream to reality.

Construction is due to start in late 2019.

This is just one part of the vision for the park. The original proposal was to develop the Ngāti Ōtara Cultural Centre, which will replace the marae building on the same site, at the same time as the sports complex. However, with limited funding, it was decided to phase the two projects to allow more time to fundraise for the cultural centre project.

Through these facilities, the local board will realise one of its 2017 local board plan – a community where parks and community facilities

meet people’s needs, help to build a sense of identity and belonging, promote healthy lifestyles and boost participation in community activities.

“It will be a place the community can hire for functions when it’s not being used by the sporting clubs”

Te tahua pūtea

Funding impact statement

For the period ended 30 June 2019

\$000s	NOTES	ACTUAL 2018/19	ANNUAL PLAN 2018/19*	ANNUAL PLAN 2017/18
Sources of operating funding:				
General rates, UAGCs, rates penalties		12,936	12,936	14,546
Targeted rates		1,308	1,630	1,569
Subsidies and grants for operating purposes		912	1,067	960
Fees and charges	1	2,038	2,611	1,760
Local authorities fuel tax, fines, infringement fees and other receipts		320	219	1,186
Total operating funding		17,515	18,463	20,022
Applications of operating funding:				
Payment to staff and suppliers	2	17,351	15,217	15,764
Finance costs		830	830	1,427
Internal charges and overheads applied		2,173	2,173	2,725
Other operating funding applications		0	0	0
Total applications of operating funding		20,354	18,220	19,916
Surplus (deficit) of operating funding		(2,839)	243	106
Sources of capital funding:				
Subsidies and grants for capital expenditure		4	0	0
Development and financial contributions*		0	0	0
Increase (decrease) in debt	3	11,773	6,196	6,262
Gross proceeds from sale of assets		1	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		11,778	6,196	6,262
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		3,799	678	1,053
- to improve the level of service		949	1,059	1,113
- to replace existing assets		4,192	4,702	4,203
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	8,940	6,439	6,368
Surplus (deficit) of capital funding		2,839	(243)	(106)
Funding balance		0	0	0

Variance explanation Actual 2018/2019 to Annual Plan 2018/2019

1. Fees and charges is below plan due to significant competition experienced by the Allan Brewster and Ōtara leisure centres, resulting in lower than anticipated revenue. There are over 25 competing gyms within Ōtara-Papatoetoe. In June, trends show membership is slowly increasing. This will be an area of focus heading into 2019/2020.
2. Supplier payments are above plan due to higher than anticipated maintenance expenditure incurred for the maintenance of local facilities and assets. In 2018/2019, significant areas of spend in Ōtara-Papatoetoe included streetscaping services for trees and the maintenance of the Ngāti Ōtara Park grounds.
3. The increase in debt is above plan due to higher than anticipated payments to suppliers and capital expenditure, resulting in an additional requirement to debt fund capital expenditure.
4. Capital expenditure is above plan as the development of Hayman Park was ahead of schedule due to the availability of delivery capacity.

*Year 1 of the Long-term Plan 2018-2028 (10-year Budget 2018-2028)

Hayman Park playground opening ►



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