

Te Poari ā-Rohe o Maungakiekie-Tāmaki
Te Rīpoata ā-Tau 2019/2020

Maungakiekie-Tāmaki Local Board

Annual Report 2019/2020



Volume
2.11

Mihi

Manawa mai te mauri nuku.
 Manawa mai te mauri rangi.
 Ko te mauri kei a tātou, he mauri tipua.
 Ka pakaru te pō.
 Tau mai te mauri,
 Haumi e, hui e, tāiki e!
 Ko tēnei te hau e wawara nei.
 Mau tonu, tere tonu,
 mai i te kore, ki te pō,
 ki te ao mārama.
 I whakaawe ai taku ara
 ki ngā kāhui rū whenua.
 Heke iho au i Te Puru o Tāmaki
 ki Te Taumanu – herenga waka,
 whakarākeianga o te takutai moana.
 E mihi kau ana a Māngere
 ki te Mānukunuku-o-Hoturoa.
 I turukitia ngā pōkare e hora rā
 ki te Tapotu-a-Tainui.
 Kia whakatata mai ki Te Wai-mokoia,
 ka haereere tonu ki Te Wai-o-Taiki.
 Kia tae atu ki Tāhuna Torea,
 ka takahia rā te paemaunga
 ki Patutahi, ka haere tonu ki Remuera.
 Anei rā tēnei māra moemoeā
 e karanga atu ana ki ngā poutapu i muri;
 o Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,
 Te Kai-a-Hiku, Mokoia me Uku-tōia.
 Ka tau ki Maungarei.
 Tutuki tēnā, kei raro ko Rua-pōtaka
 me Pare-huia e tiaki ana i Te Oro –
 Whare Tapere o Ngāti Tī-tahi, Ngāi-Tai-ki-Tāmaki,
 Ngāti Paoa me Ngāti Whātua.
 Ka uru mai a Matariki ki runga
 ka tohu ia kua tīmata te Tau Hōu.
 Tau mai te mauri
 Haumi e, hui e, tāiki e!

Embrace life's essence from the earth below.
 Welcome life's essence from the sky above.
 The life force we each possess is truly a miracle.
 The darkness is broken.
 Welcome great essence of life,
 Join together, and exclaim, it is done!
 This is the wind that blows.
 Unchanging and free-flowing,
 from nothingness, to darkness,
 then comes the light of dawn.
 My rise from slumber finds strength
 in the beautiful lands surrounding me.
 I come down from Te Puru o Tāmaki
 to Te Taumanu – anchorage of waka,
 jewel on the coastline.
 Māngere bids greetings
 to the Manukau.
 The rippling waters out there sweep
 toward where the Tainui once crossed overland.
 Coming inland to Panmure Basin,
 I ramble on to Tāmaki River.
 Then, once at Tāhuna Torea,
 I trace a way across the skyline to
 Patutahi and on again to Remuera.
 Before me is this wonderful countryside
 beckoning to the havens beyond;
 Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,
 Te Kai-a-Hiku, Mokoia, and Uku-tōia.
 I come to rest on Maungarei.
 And once there, I see below are Rua-pōtaka
 and Pare-huia standing watch over Te Oro –
 the playhouse of Ngāti Tī-tahi, Ngāi Tai-ki-Tāmaki,
 Ngāti Paoa and Ngāti Whātua.
 Matariki rises high into view
 signalling the New Year has begun.
 Welcome great essence of life,
 Join together and exclaim, it is done!

On the cover: Onehunga Christmas Lights 2019, Jellicoe Park.

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 Maungakiekie-Tāmaki Local Board area from 1 July 2019 to 30 June 2020.

You can read about our progress, expenditure, service performance and challenges faced in 2019/2020. 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 Maungakiekie-Tāmaki Local Board Agreement 2019/2020.

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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Panmure Wharf.

He kōrero mai i te heamana From the chairperson



Over the past year, we completed significant projects across the Maungakiekie-Tāmaki Local Board area including the comprehensive renewal of Lagoon Pool and Leisure Centre and refresh of both the Glen Innes and Panmure libraries. There have been playground improvements at Commissariat Reserve Mt Wellington, and at Panmure Basin, and we began the much anticipated renewal of Onehunga War Memorial Pool and Waikaraka Park Cemetery, both projects due to be completed in the next financial year.

Ensuring our environment is protected remained a priority. We funded industrial pollution prevention, low carbon initiatives and pest education programmes to increase awareness of how to manage impacts on the environment.

We funded an exciting events programme which included two Movies in Parks, Onehunga Christmas Lights, Oranga Community Christmas Event, Glow in the Park, Onehunga Festival, Matariki celebrations in Glen Innes and the Panmure Family Fun Day.

We provided over \$300,000 in grants to enable community-led projects and to partner with organisations to deliver initiatives that align with our local board plan. We also supported a Pop-Up Business School to help provide a pathway into business for new small business ideas.

This year we completed two major studies on community needs to support the Panuku-led Transform Onehunga and Unlock Panmure programmes. These studies provided us with useful insights and recommendations, which we will look to implement over the coming years. We are also well on the way to completing the Waikaraka Park Reserve Management Plan and Masterplan.

There is a lot happening in our area with large-scale redevelopment and roading projects. We continued working with Panuku Development Auckland, Tāmaki Regeneration Company, Kāinga Ora and Auckland Transport to ensure a coordinated approach for the benefit of our community.

In the final quarter of 2019/2020, the world was struck by COVID-19 and we had to press pause on some of our activities. We are committed to completing projects, as funding allows, and next year we will also look for opportunities to help our community and businesses recover from the impacts of COVID-19.

On behalf of the Maungakiekie-Tāmaki Local Board, we would like to thank you for your continued support, and we look forward to continuing to work with you in 2020/2021.

Chris Makoare
Chairperson, Maungakiekie-Tāmaki Local Board

Te Poari ā-Rohe o Maungakiekie-Tāmaki Maungakiekie-Tāmaki Local Board



Your board

(L to R, front to back) Nerissa Henry, Maria Meredith, Don Allan, Chris Makoare (Chairperson), Peter McGlashan, Debbie Burrows (Deputy Chairperson), Tony Woodcock.



Maungakiekie-Tāmaki Local Board
(next door to Panmure Library)
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Closed Saturday, Sunday and public holidays



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



Ngā kaupapa me ngā whakapaipai ake

Maungakiekie-Tāmaki projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS


-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**


LEGEND

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

Data sources: Statistics New Zealand Population Estimates 2015 (provisional) and Population Projections (2013-base),




 **Comprehensive renewal of Onehunga War memorial Pool**

 **Refurbishing stadium and changing room at Jordan Recreation Centre**
Building skate park Onehunga Bay Reserve

 **Waikaraka Park cemetery - renew paving and furniture**

 **Developing park at East View Reserve**

 **Developing park at Taniwha Reserve**

 **Glen Innes Community Hall - Citizens Advice Bureau refurbishment/ community places facility renewal**
Renew libraries furniture, fittings and equipment in Glen Innes Library, Panmure Library

 **Tamaki Greenways - develop a shared path**

 **Glen Innes Pool - comprehensive renewal**

 **Maybury Reserve - develop general park**

 **Lagoon Pool - comprehensive renewal**

 **Jubilee Bridge - upgrade bridge**

 **Panmure Basin - renew playspace**

 **Renew facility at 139 Mt Wellington Highway, Mount Wellington**

5 significant maunga / volcanic cones including Maungakiekie / One Tree Hill and Maungarei / Mt Wellington



A population of **76,500** projected to increase to 104,700 by 2033

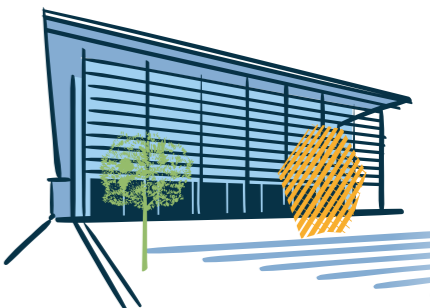
 **Glen Innes Pool - comprehensive renewal**

 **Maybury Reserve - develop general park**

 **Lagoon Pool - comprehensive renewal**



We are homes to **more than 100** local parks and sports fields, **3** libraries and **8** community centres and halls



Tā mātou pūrongo whakahaere mahi

Our performance report

● **Achieved**
Target has been met or exceeded

● **Substantially achieved**
Target has not been met by a slim margin (+/-2%)

● **Not achieved**
Target not achieved

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

▲ **Progress made**
Result improved from prior-year result

— **No change**
No change from prior-year result

▼ **No improvements**
Not improved from prior-year result

Local Community Services

Funding community-led initiatives through our local grants programme and strategic partnerships, providing free local community events and activities throughout the year such as Christmas events, Matariki Light Trail, Movies in the Park, and Panmure Family Fun Day. Supporting local arts in particular, Te Oro music and arts centre, and partnering with community groups to support and mentor young people. Continued maintenance and upkeep of our local parks and facilities.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	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	●	▼	77%	78%	83%	75%	
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	30%	30%	34%	30%	
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	●	▼	40%	40%	68%	New Measure	Community-led practice championed through activities such as Oranga Community Collective, youth-led work programmes and work at the Riverside Community Centre and Neighbours Day initiatives. However COVID-19 and associated lockdown significantly impacted the delivery of some activities. An improved method of data collection has also had an impact on the results.
The percentage of Empowered Communities activities that build capacity and capability ¹	●	▲	35%	59%	57%	New Measure	Community capacity and capability is built through activities such as the strategic partnership workshops and the one-on-one capacity building with individual organisations such as 312 Hub and The Good The Bad Trust.
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	●	▼	80%	16%	85%	New Measure	The result is below target and is mainly due to the decrease in community led programmes held at Te Oro. With closures forced by COVID-19 restrictions, several performances and arts-related activities did not take place.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▲	6,400	2,000*	600	New Measure	Attendance was lower due to the cancellation of both Movies in the Parks events – one because of weather and the other because of COVID-19 restrictions. The Onehunga Christmas Lights attracted an estimated 2000 people. Staff provide an estimate for attendees at these events. If the estimates vary, we take the mid-point as the number.
The percentage of attendees satisfied with a nominated local community event	●	▼	75%	56%	84%	New Measure	The Onehunga Bay Festival experienced heavy rain and was cancelled after just over an hour. The small sample size does not provide a meaningful measure.
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	●	▼	385,278	326,329*	422,573	New Measure	Venues were closed from 23 March through to 18 May due to COVID-19. The venues were reopened on a staggered approach with reduced capacities until Alert Level 1. Food bank in Oranga Community Center ran every Thursday from 30 March and food packaging service ran at Riverside Community Centre from 30 April to 15 May.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	22%	22%	22%	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 Wi-Fi networks)	●	▼	470,000	309,918*	420,727	New Measure	PC and Wi-Fi sessions are in continuous decline. Closing libraries for 9-11 weeks because of COVID-19 further contributed to the downward trend.
The number of visits to library facilities	●	▼	470,000	353,158*	476,032	New Measure	Visits to libraries have been declining throughout the year. The closure in response to COVID-19 has contributed further to the downward trend.

Local Community Services measures Cont'd over

Local Community Services cont'd

Percentage of customers satisfied with the quality of library service delivery	●	▲	95%	95%	94%	94%	The high level of overall satisfaction has been driven to a large extent by the great service delivered by staff.
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	●	▲	80%	82%	80%	New Measure	
The customers' Net Promoter Score for Pool and Leisure Centres	●	▼	45	26	33	30	Fewer surveys were done as the Sir William Jordan Recreation Centre and Onehunga War Memorial Pool were being refurbished. They were also closed during COVID-19 lockdown. These events could have contributed to the lower score.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	78%	69%	75%	New Measure	Some negative feedback included lack of maintenance and cleanliness of our local parks and walkways. Continued monitoring and reporting on maintenance issues will assist in lifting the level of service .
The percentage of residents who visited a local park in the last 12 months	●	▼	97%	84%	89%	79%	The reduction may be due to COVID-19 restrictions and the requirement for physical distancing under Alert Levels 4 to 2.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	14.0%	30.0%	50.5%	New Measure	Actual results have exceeded the target although lower than last year's. Community empowerment projects funded through contestable grants that responded to Māori aspirations continued throughout the year. Some community empowerment programmes were put on hold during COVID-19 Alert Levels 4 to 2. Activities and engagement with other Marae in the local board area resumed under Alert Level 1.

1. The target has been exceeded as a result of the initial targets being set with limited baseline data. Targets will be reviewed as part of the 10-year Budget 2021-2031, using the historical results as a realistic baseline.

Local Environmental Management

Working in partnership with local communities to deliver projects and programmes to improve the local environment. This includes industrial pollution prevention in Penrose, contributions to the work of the Manukau Harbour Forum and Tamaki Estuary Environmental Forum, and funding experiential learning and pest management education programmes for local schools.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▼	100.0%	71.4%	88.9%	85.7%	Five out of seven projects were delivered. The "Love your neighbourhood" initiative was not fully subscribed and the Manukau Harbour Forum work programme was not fully delivered due to COVID-19.

Local Planning and Development

Working closely with business associations, community groups and organisations to improve local economic development. Funding events delivered by our business associations. Supporting needs assessments for Panmure and Onehunga Panuku programmes to support development.

	Results against target	Year-on-year change	2020 Target	2020 Result	2019	2018	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	●	—	100.0%	100.0%	100.0%	66.7%	The three Business Associations within the Maungakiekie-Tāmaki Local Board area complied with their BID policy obligations.



Te āhuatanga ā-rohe Local flavour

Lifejackets and life lessons for local children



Auckland is a region surrounded by water, from coastlines, bays, ponds, rivers and pools and so water safety skills is an important part of everyday life.

This is something taken seriously by Maungakiekie-Tāmaki Local Board which supports a range of community projects in its area which help boost child water safety skills.

One of these is the swim school at YMCA Onehunga War Memorial Pools, to which it allocated a community grant to help buy new lifejackets.

“As part of our swim school we teach kids about lifejackets, we hope that they’ll never need them in a real-life situation of course, but if needed these lessons should help them to not panic,” explains Gillian Moore, Swim Instructor at Onehunga War Memorial Pools.

“We start by showing everyone how to use life jackets correctly, with the smaller kids we tell them it should be tight like a squeeze cuddle from Mum or Dad.

“We advise that a lifejacket must always be worn when on boats, paddleboards etc. We also show them how to signal for help and how to get into an individual huddle and a group huddle to keep warm in cold water,” says Gillian.

Children are taught in increasingly deep water so that they learn to rely on the lifejackets for buoyancy. For some, a raft or boat is brought into the pools and students are provided with a scenario of falling from a boat.

“It’s great to watch kids respond as they have been taught, we know that they leave the course with skills that hopefully are with them for life.”

Community grants are one of the ways local boards support their communities to deliver projects, initiatives and events that benefit their local area.

Information about Maungakiekie-Tāmaki Local Board grant opportunities can be found on the council website.

Te tahua pūtea

Funding impact statement

For the year ended 30 June 2020

\$000s	Notes	Actual 2019/2020	Annual Plan 2019/2020	Annual Plan 2018/2019**
Sources of operating funding:				
General rates, UAGCs, rates penalties		13,225	13,225	12,882
Targeted rates		1,010	1,010	833
Subsidies and grants for operating purposes		9	15	18
Fees and charges		347	415	360
Local authorities fuel tax, fines, infringement fees and other receipts		205	65	66
Total operating funding		14,796	14,730	14,159
Applications of operating funding:				
Payments to staff and suppliers	1	14,223	11,806	11,479
Finance costs		1,113	1,113	745
Internal charges and overheads applied		1,793	1,793	1,898
Other operating funding applications		0	0	0
Total applications of operating funding		17,129	14,712	14,122
Surplus (deficit) of operating funding		(2,333)	18	37
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	5,504	13,144	5,536
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		5,504	13,144	5,536
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		345	5,822	1,054
• to improve the level of service		511	2,753	1,403
• to replace existing assets		2,315	4,587	3,116
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	3,171	13,162	5,573
Surplus (deficit) of capital funding		2,333	(18)	(37)
Funding balance		0	0	0

Variance explanation Actual 2019/2020 to Annual Plan 2019/2020

- Supplier payments were above plan due to higher than anticipated maintenance expenditure on local facilities and reserves. Areas of significant spend were streetscaping services and the maintenance of Ruapotaka Reserve and Mount Wellington War Memorial Reserve.
- The increase in debt was below plan primarily due to lower than anticipated capital expenditure, partly offset by an operating funding deficit, which reduced the need for additional debt.
- Capital expenditure was below plan primarily due to:
 - the Tamaki estuary coastal walkway being completed in 2018/2019, in advance of the planned timeframe which was in 2019/2020.
 - delays in the park development at the Eastview Reserve,
 - a delay to the Waikaraka Park sports development due to the unplanned removal of contaminated soil at the site.
 - a delay in the Jubilee Bridge upgrade as the scope and costings were being finalised.
 - the deferral of non-essential local asset renewals in response to the financial impact of the COVID-19 pandemic.

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



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