

Te Poari ā-Rohe o Māngere-Ōtāhuhu
Te Rīpoata ā-Tau 2019/2020

Māngere-Ōtāhuhu Local Board

Annual Report 2019/2020



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 Puketapaapatanga a Hape ki uta.
 Ka rere tonu ki Te Puukaki Tapu o Poutuokeka
 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 them 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 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: The splash pad at the Toia (Ōtāhuhu Pool and Leisure Centre) pools.

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 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 Māngere-Ōtāhuhu 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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Boggust Park Playground.

He kōrero mai i te heamana From the chairperson



Talofa and greetings one and all.

In recent times, we have successfully completed several projects and initiatives and we want to share our achievements with you.

In Māngere, our local board has completed work at Centre, Boggust and Williams Parks, ranging from floodlights upgrade, sand carpet installation, a new toilet block, to a new pathway and play equipment.

Public toilets and library upgrades at Māngere town centre and renovations at Moana-Nui-a-Kiwa Pool and Leisure Centre were also completed.

The floors and walls at Māngere Old School hall have finally been refurbished. A new foot bridge at Naylor's Esplanade Reserve was opened to the public, providing a link for cyclists from Massey Road through to George Bolt Drive and the airport.

Before the COVID-19 lockdown, we also celebrated the completion of the new Norana Pathway in Favona.

In Ōtāhuhu, work is ongoing. At Sturges Park there is a new turning bay. The pathway and car park accessway improvements have already been completed. At the nearby Seaside Park a new toilet facility has been installed with further improvements scheduled.

Delivery of numerous projects and programmes continues, and we have more projects in the pipeline that will be progressed in the coming years. These include:

- Walter Massey Park's new walkway and park furniture upgrades
- Māngere Centre Park play equipment and Cyclamen Park playground improvements
- Whare Koa facility renovation
- David Lange destination playground
- renewal of sport fields assets across Māngere-Ōtāhuhu.

Improving the quality of our natural environment is a major priority for our local board. Our Wai Care Schools and Industrial Pollution Prevention Programmes have been successfully delivered with a lot of local interest and participation.

Various community projects and local board funded activities will continue through our grants programme as we support youth and elderly initiatives, uplifting our community's aspirations during the times of recovery from the impacts of COVID-19.

Our advocacy for the completion of the Ōtāhuhu town centre footpaths, streets, and general improvements remains a priority. Another priority is advocacy with Kainga Ora to help better inform and have oversight of their plans for community spaces, neighbourhood parks and pathway plans with their housing programme.

While the road improvements for Māngere Bridge Village have already been delivered, other local transport projects such as Ōtāhuhu town centre and Māngere roading networks are also progressing. We continue to work with Auckland Transport to complete these projects very soon.

Thank you for continuing to support the local board's work in our community.

la Manuia
Lemauga Lydia Sosene
Chairperson, Māngere-Ōtāhuhu Local Board

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



Your board

(L to R) Makalita Kolo, Togiatolu Walter Togiama (Deputy Chairperson), Anae Dr Neru Leavasa, Lemauga Lydia Sosene (Chairperson), Harry Fatu Toleafoa, Tauanu'u Nick Bakulich, Christine O'Brien.



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Closed Saturday, Sunday and public holidays



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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

LEGEND

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



Māngere-Ōtāhuhu Economic profile 2016. <https://ecoprofile.infometrics.co.nz/Māngere-Otāhuhu> and Statistics New Zealand 2013 Census.

A population of **78,450** projected to increase to 99,700 by 2036. **59%** of residents identify as Pasifika, **16%** Māori



Unique natural features include the **Manukau Harbour Coastline**, the **Ōtuataua Stonefields** and **Māngere Mountain**



27% of residents are children under 14 with **24%** 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

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

▲ **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

Local Community Services

The Māngere-Ōtāhuhu local board continued to support the community through community grants and youth scholarships. The board funded the development of an Age Friendly Action Plan which is underway. We supported and funded members of the community engaged in alcohol licensing advocacy and objections. We approved a Youth Action Strategy and based on this document, the board has started funding and supporting youth-focussed organisations such as Do Good Feel Good, and Blue Light – Empowering Youth. The board funded improved amenities at the Ōtāhuhu Rugby Football Club and the Māngere Centre Park Sports Association through its Facility Partnership Grants. The Norana Walkway opened to the public, and the Māngere town centre toilet roof and glass canopy were repaired.

	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	●	▲	63%	73%	70%	57%	
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▲	19%	27%	17%	15%	
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 ¹	●	▼	40%	60%	84%	New Measure	Community-led activity is championed through activities such as a response to alcohol licensing and advertising and creating a community safety plan. A key focus of the safety plan is to improve community perceptions of safety through placemaking and more activities in the community. The drop in community-led activities compared to previous year is mainly due to less activities being delivered because of the COVID-19 pandemic and an improved method of data collection.
The percentage of Empowered Communities activities that build capacity and capability ¹	●	▲	35%	69%	59%	New Measure	Local youth groups worked with young people, increasing diverse participation in community spaces and Māori input into local board decisions.
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%	34%	65%	New Measure	Most of the programmes in this area are delivered by a council owned and operated arts facility (Māngere Arts Centre - Ngā Tohu o Uenuku). COVID-19 has also affected the delivery of some community led activities.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▲	2,100	1,100*	200	New Measure	COVID-19 restrictions forced the cancellation of one Movies in Parks event. 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%	Not measured	73%	New Measure	Not measured due to event cancellation.
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	●	▼	452,101	302,488*	455,470	New Measure	Ngā Tapuwae community centre was closed in September and October 2019 for roof and kitchen repairs. COVID-19 closed venues from 23 March through to 18 May. A staggered opening approach was implemented with reduced capacities until level one. Whare Koa closed in July 2019 and was scheduled to reopen in July 2020.
The percentage of art facilities, community centres and hire venues network that is community led ²	●	—	25%	25%	25%	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)	●	▼	680,000	424,487*	598,898	New Measure	Improved broadband rollout in the community has led to a decline in the PC and Wi-Fi sessions. COVID-19 closed libraries for 9-11 weeks, increasing the downward trend.
The number of visits to library facilities	●	▼	680,000	471,030*	592,297	New Measure	Library visits have been on a declining trend with more people accessing online library services. Further, the closure due to COVID-19 and not restarting most of the library programmes until July 2020 have contributed to the declining visits.

Local Community Services measures Cont'd over

Local Community Services cont'd

Percentage of customers satisfied with the quality of library service delivery	●	—	85%	94%	94%	87%	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	●	^	75%	78%	72%	New Measure	
The customers' Net Promoter Score for Pool and Leisure Centres	●	^	51	50	47	49	There have been no significant events that have impacted this years results. Ongoing improvements to visitor engagement at Moana-Nui-a-Kiwa has had a positive impact on the overall impression of the facility.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	^	75%	62%	54%	New Measure	Respondents are concerned about ageing equipment and a lack of cleanliness in parks. More investment and monitoring should help improve satisfaction.
The percentage of residents who visited a local park in the last 12 months	●	^	74%	80%	75%	69%	
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations ¹	●	^	13%	38%	34%	New Measure	A pleasing result, due largely to a high number of projects responding to Māori aspirations that were funded by contestable grants.

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.

2. 2019 result was mistakenly published as 33 per cent.

Local Environmental Management

The board's Healthy Rentals project supported tenants to create warmer, drier homes, and reduce energy use and associated carbon emissions. The board also funded Pest Free Ihumātao, enabling New Zealand Biosecurity Services to

upskill rangatahi at Makaurau Marae. With board support, rain tanks have been installed and a non-drinking water supply is used for the toilet blocks and nursery at Makaurau Marae. The board continued supporting Industrial Pollution Prevention which focussed on Favona.

	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	●	v	100.0%	75.0%	90.9%	80.0%	We successfully delivered nine of 12 environmental projects for Māngere-Ōtāhuhu. The Everyday Family Plastic projects is largely complete and will be finalised in 2020. The business waste project was not completed due to COVID-19 and budgets have been put forward as savings. Manukau Harbour Forum projects were not fully delivered and will continue next year.

Local Planning and Development

The Māngere Town Centre Library was comprehensively upgraded and is being enjoyed by all users. Business Improvement Districts will continue to receive the local board's support with a focus on their accountability reporting to show how board

funding contributes to meeting community outcomes. The Young Enterprise Scheme and Pop-Up Business School South Auckland were delivered. These initiatives are designed to support our local economic business plan.

	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%	100%	50.0%	100.0%	

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

During the 2019/2020 financial year, the board funded and supported various capacity building programmes for residents. The business associations managing the five Business Improvement Districts delivered programmes to enhance economic and placemaking outcomes, as outlined in their strategic plans. The board provided the associations with funding of \$150,000. This included \$30,000 to support local employment and beautification activities through the town centre ambassador programmes at Māngere town centre and Māngere East Village.

The board supported development of a Youth Action Strategy to direct future activities to build youth capacity. The board subsequently funded various community organisations to deliver on

the themes identified in the strategy. The board, through its Youth Scholarship programme, approved 19 scholarships to be awarded to deserving youth. The board supported a community-led response to reducing harm from alcohol by helping people to raise community concerns around alcohol licensing and advertising.

The board has been funding to keep libraries open longer. We used our Facility Partnership Grants to help fund the Ōtāhuhu Rugby Football Club and the Māngere Centre Park Sports Association to improve their amenities. The board also funded and supported making our parks and open spaces more active with free events such as Kite Day and Toddlers in the Park.

Local environmental management

We funded and supported various ecological programmes to protect our natural environment and heritage. Through the multi-year Pukaki Crater Restoration programme, we are planting on the south-west crater rim to protect urupā and enhance biodiversity values of the site which is recognised as waahi tapu.

The Pest Free Ihumātao programme enlisted the help of New Zealand Biosecurity Services to upskill rangatahi at Makaurau Marae. Four rangatahi and one tuakana were selected for a kaitiakitanga cadetship for this work.

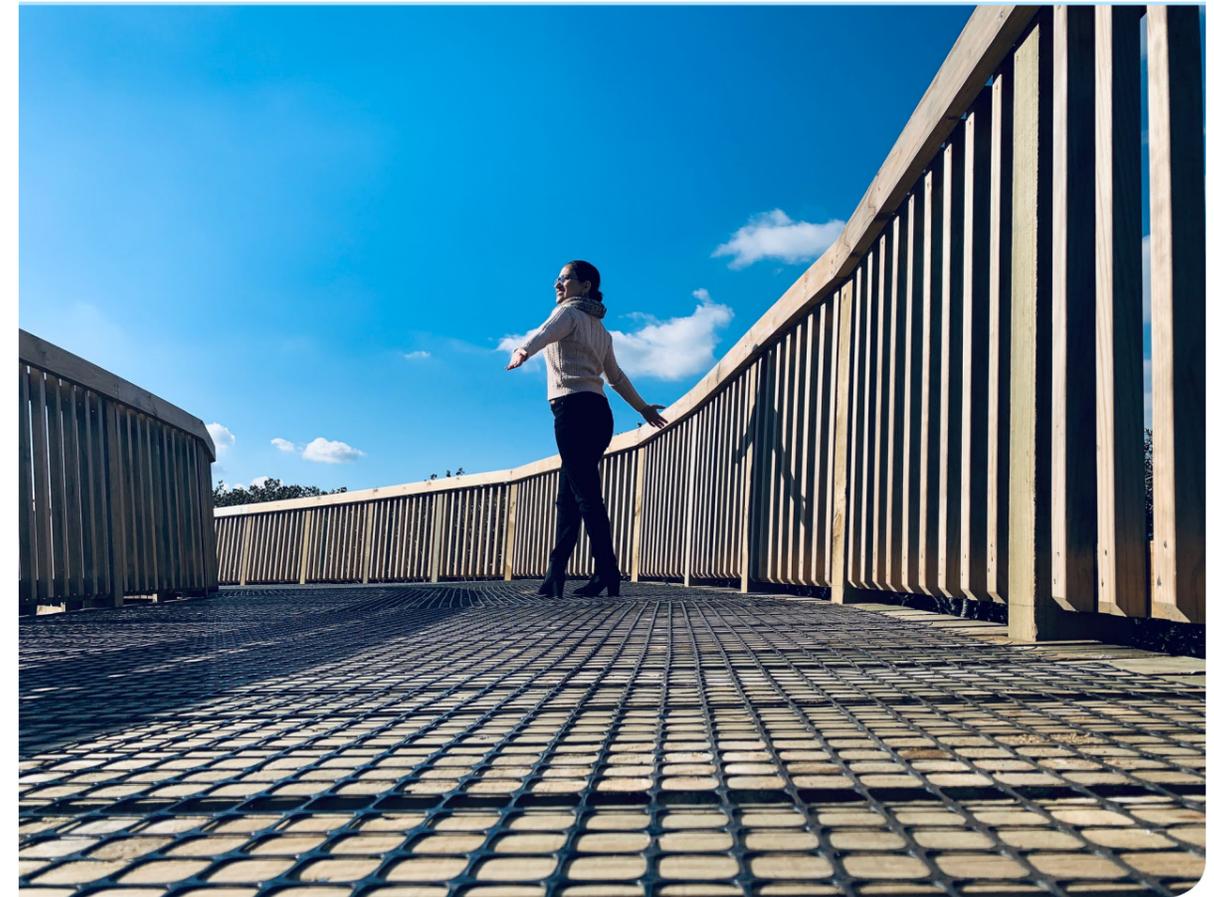
Schools and community groups came together under the Wai Care Schools programme for planting, cleaning up and surveying fish at both the Tararata and Harania Streams. Two beach clean-ups were also completed through this project. The multi-year Industrial Pollution Prevention programme focused on Favona, with 81 sites visited. The effect of discharges into the Māngere Inlet, which feeds the Manukau Harbour, were discussed with business owners.

Local planning and development

A concept plan is being developed for a destination playground at the David Lange Park. We are investigating possible future uses for Ōtāhuhu Community Centre/town hall and the former library space.

Te āhuatanga ā-rohe Local flavour

Norana Reserve walkway opens to public



A new boarded shared pathway around Māngere Bridge's Norana Reserve gave one long-time resident a new lease of life.

Funded by the Māngere-Ōtāhuhu Local Board, kids and families took to the walkway as soon as it opened for public use just before the COVID-19 lockdown, but for Maureen Wilson it did more than just provide a path around a park.

“Because it's so wide and even, it's wonderful for folk like me who perhaps aren't as steady on our feet as we used to be.”

Maureen raised her family in Māngere Bridge before moving from the area to a retirement village, but she says she loves returning to the area.

“It's like reconnecting with an old friend. It really is a lovely path through the mangroves and there is always something to see with the water so close.”

Maureen can often be seen at weekends, walking stick in hand, tackling the Norana Esplanade Walkway, which links Māngere Bridge at the northern end of Mahunga Drive with Favona, via a 2.5m wide, 3.9km long pathway.

Suitable for pedestrians and those on scooters and bicycles, the path includes eight elevated timber boardwalks across mangroves and wetlands, and concrete paths across the estuary.

Stage two of the project has been consented and includes plans for a bridge that once built, will link across to Beach Road in Favona. This bridge will be connecting to the future Market Cove development and another Mahunga Drive connection.

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		15,850	15,850	14,404
Targeted rates		1,573	1,573	1,543
Subsidies and grants for operating purposes		45	36	39
Fees and charges		1,101	1,439	1,387
Local authorities fuel tax, fines, infringement fees and other receipts		142	107	59
Total operating funding		18,711	19,005	17,432
Applications of operating funding:				
Payments to staff and suppliers	1	16,967	14,372	13,991
Finance costs		2,426	2,426	1,194
Internal charges and overheads applied		1,903	1,903	2,006
Other operating funding applications		0	0	0
Total applications of operating funding		21,296	18,701	17,191
Surplus (deficit) of operating funding		(2,585)	304	241
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	24,237	12,758	11,852
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		24,237	12,758	11,852
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		4,014	1,710	794
• to improve the level of service		2,079	2,263	1,181
• to replace existing assets		15,559	9,089	10,119
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	3	21,652	13,062	12,093
Surplus (deficit) of capital funding		2,585	(304)	(241)
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 assets. Areas of significant spend were streetscaping services, maintenance of sports parks and maintenance at the Moana-Nui-a-Kiwa Pool and Leisure Centre.
- The increase in debt was above plan due to higher than planned capital expenditure and an operating funding deficit, which increased the need for debt funding.
- Capital expenditure was higher than planned primarily due to the timing of delivery of multi-year projects:
 - the physical works for the Ōtāhuhu town centre revitalisation began in September 2019 and was carried forward from 2018/2019, resulting in more spend than planned in 2019/2020. The project is still in progress.
 - development of the Norana Park greenway paths was ahead of schedule as works planned for future years were brought forwards and carried out this year. The project is in its final stages.

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



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ISSN 2624-1978 (Print)
ISSN 2624-1986 (PDF)