

Te Poari ā-Rohe o Ōtara-Papatoetoe
Te Rīpoata ā-Tau 2019/2020

Ōtara-Papatoetoe Local Board

Annual Report 2019/2020



Volume
2.13

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 kūrae o Te Kūiti o Āwhitu.
 I konā ka rere taku haere mā te ākau
 ki te pūaha o Waikato, te awa tukukiri o ngā tūpuna,
 Waikato 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 Ōhuiarangī,
 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 Ōhuiarangī,
 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.

On the cover:
 Kingswood Reserve.

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 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 Ōtara-Papatoetoe 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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Hayman Park.

He kōrero mai i te heamana

From the chairperson



The Ōtara-Papatoetoe Local Board has continued to work hard to deliver a wide range of initiatives and projects that benefit our community.

We have seen success in our investment in our youth, with programmes such as Enviroschools that teach important environmental sustainability principles from a young age. We have also seen success in our Learn to Ride programme in schools which encourages our children to ride bikes safely.

We have continued our work to improve the natural environment specifically around the Ōtara lakes and waterways and the Puhinui Stream. Neat Streets continues to be a huge success in our community with over 150 households taking part in the events. We continue to support volunteer planting projects along the Puhinui Stream and are continuing to work closely with Panuku Development Auckland’s Puhinui regeneration project.

Our local board is proud to invest directly in our community through grants. We love supporting community-led initiatives that bring together and showcase who we are as a local board area. In the past year the board has supported Santa parades, Diwali festivals and the local sports award events.

Our advocacy on your behalf has led to us finally securing funding for the Ngati Ōtara Multisport complex which will start construction soon. This facility will breathe new life into the area by creating a place our community can be proud of.

COVID-19 has posed new challenges for our local community, but our people are resilient, resourceful and strong. We will continue to support our community through this unprecedented time with strong leadership and sound investment.

Our local board will continue to work to support our community with these and other initiatives outlined in the report.

Lotu Fuli
Chairperson, Ōtara-Papatoetoe Local Board

Te Poari ā-Rohe o Ōtara-Papatoetoe

Ōtara-Papatoetoe Local Board



Your board

(L to R) Swanie Nelson, Dawn Trenberth, Apulu Reece Autagavaia, Ashraf Choudhary (Deputy Chairperson), Lotu Fuli (Chairperson), Ofa Dewes, Ross Robertson.



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Ngā kaupapa me ngā whakapaipai ake

Ōtara-Papatoetoe projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

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

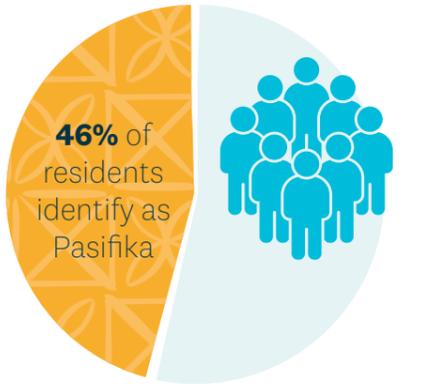
LEGEND

-  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 **57,600** projected to increase to **77,600** by 2036



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



 **Ngati Ōtara upgrade**

 **Ōtara Pool & Leisure Centre renewals and roof**

 **Ōtara Creek Esplanade paths**

 **Te Puke Ōtara sports park change rooms**

 **Ōtara Town Centre ika Fish Canopy**

 **Hunters Corner Streetscape**

 **Papatoetoe Centennial Pools**

 **Allan Brewster Rec Centre renewals**

 **Colin Dale Park Landowner Works**

 **Stage 1 Hayman Park and skate park development completed**

 **Sunnyside Domain playspace**

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

Highlights this year include Tupu Youth Library roof replacement, the new pedestrian bridge at Ōtara Creek Reserve and major renewals at Papatoetoe Centennial Pools. Work on Ngati Ōtara Multisports complex continues to be delivered under contractual agreements, while restrictions on capital works under COVID-19 has resulted in some scheduled development and renewal projects this year being deferred into future years. The community targeted rate continued for free swimming for adults in all local pools.

	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 ¹	●	▲	62%	84%	71%	67%	
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	17%	24%	27%	18%	
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%	75%	70%	New Measure	Community-led practice is championed through activities such as our response to alcohol licensing and advertising, youth activities and the community-led neighbourhood initiatives. During COVID-19, several community organisations responded to immediate emergency needs.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal ¹	●	▼	35%	79%	90%	New Measure	Community capacity and capability is being built through activities such as the Diversity Forum. The Business Improvement District has worked on building local business association leadership. Post COVID-19, community partners who provide a range of wellbeing and/or welfare services adapted their delivery mode through online platforms. 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.
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	●	▲	85%	75%	68%	New Measure	We will aim to improve this result to get closer to the target, and to better reflect the arts and cultural activity delivered by community organisations in the area.
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	2,200*	3,200	New Measure	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	●	▲	70%	59%	40%	New Measure	Feedback from the Diversity Festival event indicated the desire for more cultural groups and food stalls. Improvements in these areas are likely to increase satisfaction.
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	●	▼	275,924	242,129*	281,201	New Measure	Community venues and facilities were closed due to COVID-19 from March through to May this year. A staggered opening approach was implemented with reduced capacity until Alert Level 1.
The percentage of art facilities, community centres and hire venues network that is community led ²	●	—	33%	33%	33%	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)	●	▼	560,000	315,389*	464,043	New Measure	PC and Wi-Fi sessions are in decline as technology and connectivity becomes more available and affordable. Library closures for 9-11 weeks in response to the COVID-19 has further impacted the downward trend.
The number of visits to library facilities	●	▼	640,000	496,170*	687,223	New Measure	Visits to Ōtara-Papatoetoe libraries were on track against the annual target, however the impact of COVID-19 led to the closure of libraries for 9-11 weeks.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	94%	92%	90%	The high level of overall satisfaction has been driven to a large extent by the great service delivered by staff.

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%	66%	72%	New Measure	Satisfaction with the quality of local sportsfields has received negative feedback around lack of field lighting, and the delayed delivery of Papatoetoe Recreation Ground development, a high priority project for the local board. Due to budget constraints, the physical works for this growth funded project have been deferred to FY2023/2024. The local board capital funds (LDI Capex) will be deferred to FY2020/2021.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▲	57	50	31	46	A significant improvement on previous year's result but slightly short of the target for this year. Permanent leadership appointments at some centres will continue to improve delivery. The extensive fire at Allan Brewster Centre resulted in cancellation of community bookings and events during the summer.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▲	70%	74%	69%	New Measure	
The percentage of residents who visited a local park in the last 12 months	●	▼	76%	66%	79%	74%	The local board has invested next year in activation of local parks programmes and the 'Connect with Nature' programmes to connect Aucklanders to nature.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations ¹	●	▲	13.0%	36.0%	29.0%	New Measure	A pleasing result largely attributable to project for Māori input into the Local Board Decision making. More than half of community empowerment projects funded by contestable grants, are responding to Māori aspirations.

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 40 per cent.

Local Environmental Management

We continued to support environmental initiatives including the Ōtara Waterways and Lake Trust, Neat Streets and EnviroSchools programmes. Disappointingly, some environmental initiatives were suspended under COVID-19 restrictions,

with volunteers unable to attend planned events. However a lot of hard mahi went into completing as much as possible before the year end. Some funding has been deferred where possible into the next financial year to continue these initiatives.

	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%	91%	92%	100%	We successfully delivered 10 of 11 environmental projects and the Manukau Harbour Forum work programme, which was not fully delivered due to COVID-19, will continue in 2020/2021.

Local Planning and Development

The Pop Up Business School event attracted a satisfactory 50 enrolments. The free 10-day business school provided education and support for local people interested in starting their own business. The board also supported the Little India promotion to focus on the area's Indian character, with other strands woven in, as part of the collective vision for Hunters Corner.

	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%	100%	100%	The five Business Associations within the Ōtara-Papatoetoe Local Board area all complied with their BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

The percentage of Empowered Communities activities that are community led exceeded target. The community-led practice is championed through activities such as the response to alcohol licensing and advertising, youth activities and the community-led neighbourhood initiatives. During COVID-19, several community groups and organisations pivoted their delivery to mobilise quickly in response to emergency needs such as pastoral care and provision of kai. In response to the community learnings of the lockdown period and direct impacts on the community, Thriving Otara formed a working group with community organisations and groups to co-create a strategy plan responding to community needs post COVID-19 and its ‘new normal’.

The percentage of local programmes, grants and activities that respond to Māori aspirations exceeded the target for this measure, both against prior year actual and current year target. Ōtara-Papatoetoe is one of four southern local boards which has worked alongside mana whenua over the past five years on a project aimed at improving Māori input into local board decision-making, a project facilitated by Otara Health. Responses are included in the 2020 Local Board Plans. Fifty per cent of the local board’s contestable community grants projects responded to the aspirations of Māori and was invested in community organisations to enable delivery of such projects.

Te āhuatanga ā-rohe

Local flavour

Celebrating the cultural diversity of South Auckland



A true picture of South Auckland was on display when diverse communities from around Auckland came together to celebrate at Diversity Festival.

Hayman Park in Manukau came alive in February when Ōtara-Papatoetoe Local Board’s flagship event returned for its third year.

A variety of performances representing different cultures entertained the crowd throughout the day, while the range of market stalls showcased the cultural diversity of South Auckland along with different food options to choose from.

Rana Judge of the World Council of Sikh Affairs organised and managed the event, and says the team worked hard to deliver another entertaining event that reflected the true spirit of South Auckland.

“We are proud to be part of one of the most diverse areas in Auckland. Over the past three years, the team has tried their best to deliver an event that represents our community through various cultural stalls, performances and cuisines while raising money for their social groups and spreading awareness.

Highlights of the event included dance performances, a diversity fashion show, cultural representation through stalls and performances, and play activities for kids.

On the day, Jit Kaur of New Zealand Sikh Women Association said the festival lives up to its name in showcasing the area’s diversity.

“It is so exciting to see people of all age groups from different cultures coming and celebrating together. Even though the weather isn’t that great, the spirit of all these people I see here today beats it all.

“The festival provides great exposure to the local talent and businesses and helps community groups like ours to raise awareness about the work they do.”

The festival is just one of the ways the board celebrates heritage and cultural diversity in the area as it strives to build inclusive and empowered communities.

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		13,628	13,628	12,936
Targeted rates		1,610	1,610	1,630
Subsidies and grants for operating purposes		710	1,085	1,067
Fees and charges	1	1,997	2,639	2,611
Local authorities fuel tax, fines, infringement fees and other receipts		367	290	219
Total operating funding		18,311	19,252	18,463
Applications of operating funding:				
Payments to staff and suppliers	2	17,302	15,533	15,217
Finance costs		1,375	1,375	830
Internal charges and overheads applied		2,104	2,104	2,173
Other operating funding applications		0	0	0
Total applications of operating funding		20,781	19,012	18,220
Surplus (deficit) of operating funding		(2,470)	240	243
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	3	10,435	15,234	6,196
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		10,435	15,234	6,196
Application of capital funding:				
Capital expenditure:				
• to meet additional demand		310	2,405	678
• to improve the level of service		2,769	6,949	1,059
• to replace existing assets		4,886	6,120	4,702
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	4	7,965	15,474	6,439
Surplus (deficit) of capital funding		2,470	(240)	(243)
Funding balance		0	0	0

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

1. Fees and charges were below plan primarily due to lower entrance fees and membership fees from active recreation facilities resulting from facility closures in response to the COVID-19 pandemic. Additionally, Early Childhood Education revenue continued to fall at both Ōtara and Allan Brewster Leisure Centres, as there is increased competition in the market and fewer community members are using the council services.
2. Supplier payments were above plan due to higher than anticipated maintenance expenditure on local facilities and reserves. Areas of significant spend were streetscaping services, maintenance of local sports parks, including the Papatoetoe Recreation Grounds, and the maintenance of the Papatoetoe Centennial Pool and Leisure Centre and Stadium Reserve.
3. 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.
4. Capital expenditure was below plan primarily due to:
 - the deferral of landowner's works at Colin Dale Park, which is the development of common areas at Colin Dale Park to enable community sports, and includes the development of carparking and sports infrastructure.
 - the development of Hayman Park was completed ahead of schedule in 2018/2019 rather than anticipated in 2019/2020.
 - the deferral of local discretionary projects 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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