

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Manurewa

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# Manurewa Local Board Annual Report 2017/2018



# Mihi

Tēnā kia hoea 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.	Let this vessel that carries my greetings travel by way of the Tāmaki River to the landing place of Tainui canoe at Ōtāhuhu.
I reira ka tōia aku mihi ki te uru ki te Pūkaki Tapu o Poutūkeka, i reira ko te Pā i Māngere.	There, let my salutations be borne across the isthmus to the Pūkaki lagoon, there is the place, Māngere.
E hoe aku mihi mā te Mānukanuka o Hoturoa ki te kūrae o te Kūiti o Āwhitu.	Paddling the Manukau Harbour we follow the Āwhitu Peninsula to the headland.
I konā, ka rere taku haere mā te ākau ki te pūaha o Waikato, te awa tukukiri o ngā tūpuna, Waikato Taniwha rau, he piko he taniwha.	From there we fly down coast to the Waikato river mouth, sacred waters of our forebears.
Ka hīkoi anō aku mihi mā te taha whakararo, mā Maioro ki Waiuku, ki Matukutūreia kei konā, ko ngā Pā o Tāhuna me Reretewhioi.	Coming ashore on the northern side at Maioro, we head inland to Waiuku and Matukutūreia, there too are the Pā – Tāhuna and 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.	Heading southward I come to Pukekohe. My words turn and follow the ancient ridgelines along the southern boundary, dropping down into Mercer and 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.	My greetings reach you at Kaiaua who gazes across Tikapa Moana to the sacred mountain, Moehau.
Ka kauhoetia e aku kōrero te moana ki Maraetai kia hoki ake au ki uta ki Ōhūiarangi, heteri mō Pakuranga.	Taking to the sea, my remarks travel to Maraetai and then to Ōhūiarangi, sentinel to 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.	There we follow again the Tāmaki River to Te Puke o Taramainuku, where Ōtara resides.
Kātahi au ka toro atu ki te Manurewa a Tamapohore, kia whakatau aku mihi mutunga ki runga o Pukekiwiriki kei raro ko Papakura ki konā au, ka whakatau.	From here I reach for Manurewa until my greetings come to rest on Pukekiwiriki below which lies Papakura and, there I take rest.



Opening day parade, Manurewa Indoor Netball Centre

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**On the cover:** Walking at Totara Park

# Ngā kawekawenga

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Manurewa Local Board area from 1 July 2017 to 30 June 2018.

You can read about our progress, expenditure, service performance and challenges faced in 2017/2018. It's part of the wider annual reporting package for the Auckland Council Group and fulfills the council's obligations to report performance under the Local Government Act 2002. It reports against the 2015-2025 Long-term Plan, Annual Plan 2017/2018 and Manurewa Local Board Agreement 2017/2018.

The report goes beyond this requirement. It also reflects the local flavour of your area. It does this by profiling the make-up of your area – population, people and council facilities. It also features a story about something that council has done with the community that adds special value to the area and demonstrates how

together we're Auckland.



Waimahia Playground Opening Day

# He kōrero mai i te Heamana

## From the chairperson



On behalf of Manurewa Local Board, I am pleased to reflect on our achievements for 2017/2018. I am proud of what we have been able to accomplish with your support.

Highlights included the opening of the Waimahia Reserve playground, a new play space at Eugenia Rise and the delivery of stage two of the playground at Mountfort Park. Restoration of the Puhinui Stream is a key priority. We have partnered with Panuku to take a longer term placemaking approach towards the overall regeneration of Puhinui Stream as part of the Transform Manukau programme.

Following the adoption of the Totara Park Masterplan, we established a stakeholder group which has assisted with park planning and development. The Mayor's Million Trees planting and the initial expansion of mountain bike tracks began. We completed the 30-year Integrated Area Plan for Manurewa, Takanini and Papakura which will guide growth and change. We have successfully secured property near Te Mahia station to improve access and safety at the station.

Work has continued around the Manurewa town centre with more events and community celebrations and further improvements at the train station. As a result of your feedback we increased our focus on Clendon which saw community-led initiatives delivered and the establishment of Clendon Park Business Association.

Renewing and maintaining ageing assets in our area continues to be difficult with the financial pressures faced by Auckland Council. However, with your support, we successfully advocated to the Governing Body to upgrade fields and facilities at War Memorial Park.

Manurewa continues to face significant population growth and intensification. This is driving the need for services, facilities and amenities that are fit-for-purpose and respond to community needs.

We pride ourselves on being a local board that actively collaborates and seeks partnerships. Thank-you to the many groups and organisations that have worked tirelessly with us to achieve these outcomes. We look forward to this continuing as we embark on our new local board plan that will guide the next three years.

A handwritten signature in black ink, appearing to be 'Angela Dalton'. The signature is stylized and fluid.

**Angela Dalton**

Chair, Manurewa Local Board

# Te Rohe ā-Poari o Manurewa

## Manurewa Local Board area



- |   |   |
|---|---|
| 1. Vodafone Events Centre                   | 8. Nathan Homestead                                 |
| 2. Wiri Hall                                | 9. Te Matariki Clendon Community Centre and Library |
| 3. Netball Manurewa Community Events Centre | 10. Manurewa Sports Centre                          |
| 4. Manurewa Marae                           | 11. Manurewa Pool and Leisure Centre                |
| 5. Manurewa Recreation Centre               | 12. Weymouth Hall                                   |
| 6. Manurewa Local Board Office              |   |
| 7. Manurewa Library                         |   |

**Manurewa is:**

1 major town centre Manurewa, with **14** smaller villages and suburbs.



A population of  
**82,242**

projected to increase to 97,000 by 2033

Unique/special features include the historic Nathan Homestead, Auckland Botanic Gardens, Tōtara Park, the new Randwick Park sports and neighbourhood centre (Manu Tukutuku), a multi-purpose sports complex at Mountfort Park, and the Netball Manurewa Community and Events Centre.

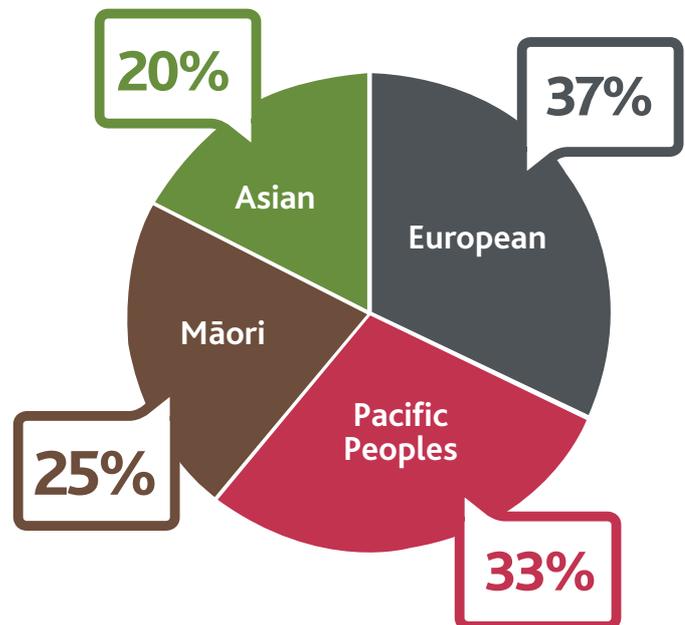
**11** mana whenua iwi/hapū have an interest in Manurewa



**43%** aged 25 years and under  
**12%** aged 60 and over



**A diverse population with**



**We are home to:**

- more than 120 local parks and sports fields
- 2 libraries
- 4 community centres
- 4 leisure centres
- 2 swimming pools

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

# Te mahere ā-rohe O Manurewa Local Board

## Manurewa Local Board



Your board: Sarah Colcord, Dave Pizzini, Stella Cattle, Ken Penney, Rangi McLean (Deputy chairperson), Angela Cunningham-Marino, Angela Dalton (Chairperson), Joseph Allan

### Office

The Hill Road Library Complex  
Shop 3-5, 7 Hill Road  
Manurewa  
Open Monday-Friday 9am-5pm  
Closed Saturday, Sunday and public holidays

### Postal address

Auckland Council  
Private Bag 92300  
Auckland 1142

### Phone

09 262 5402

### Email

[manurewalocalboard@aucklandcouncil.govt.nz](mailto:manurewalocalboard@aucklandcouncil.govt.nz)

### More information about Manurewa Local Board

[aucklandcouncil.govt.nz/manurewa](http://aucklandcouncil.govt.nz/manurewa)

## Te āhuatanga ā-rohe

### Local flavour



‘I guess I am a little bit obsessed about it but if everyone does their bit it can make a big difference.’

Janice Thompson – general manager of Te Awa Ora Trust (left) and Angela Castles of Talking Trash Manurewa and their bags – made from materials destined for landfill.

Talking trash is something Manurewa’s Angela Castles is happy to do any time of day or night.

As a team leader with Talking Trash Manurewa, a programme delivered by the Te Awa Ora Trust, Angela and her team are passionate about helping locals to do their bit to reduce the amount of waste going to landfill.

Over the years the group has been involved in programmes supporting the new red-top bin rollout across Manukau, facilitated a community-led trial of a three-bin system in Randwick Park, illegal dumping and the new inorganic booking system. Other initiatives include transforming old t-shirts and surplus fabric into reusable bags which are sold locally and collecting items from the inorganic rubbish collection to be reused.

“It’s sad what people throw out in the rubbish because they don’t know what else to do with it,” says Angela.

“It might sound strange but a lot of people in our community just don’t have the time or the knowledge to think about how to recycle right or how to book an inorganic collection – they want to do it but don’t know how so that’s where we come in.”

Te Awa Ora Trust general manager Janice Thompson says taking a grassroots, community-led approach to education is a hallmark of Talking Trash’s success.

“The team, all local, are out knocking on doors, at community events, playgroups and social media. They are everywhere doing all they can to enable people to take ownership of what they do with their rubbish.

“We also empower people in the community to spread the messages in their community, so they take ownership of the solution.” She says over its six-year history, the efforts of Talking Trash and the trust has seen close to 10 tonnes of waste diverted from landfill.

“The other major success for me is that we have been able to employ local people to help on these initiatives who have gained confidence and skills which have helped them gain work and grow as leaders in their communities.”

# Te pūrongo mō ngā mahi whakahaere

## Performance report

### Local parks, sport and recreation

Highlights include:

- customer satisfaction in pools and leisure exceeded both local and regional targets
- partnering with Panuku’s Transform Manukau programme to rehabilitate Puhinui Stream
- adopting Totara Park Masterplan and beginning expansion of bike tracks and Mayor’s Million Trees planting
- Eugenia Rise and Mountfort Park playgrounds delivered
- Manurewa Esplanade Walkway was continued using the Maritime Recreation Fund
- renewing and replacing ageing assets continues to be difficult. Increasing population growth exacerbating this and affecting satisfaction ratings
- the new maintenance contracts have proved challenging and affected satisfaction ratings reaching target.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

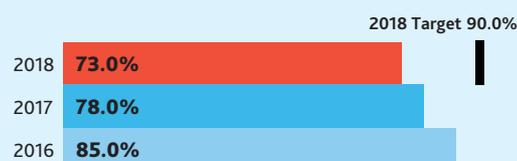
Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



The recent playground renewal at Eugenia Rise and Mountfort Park which has innovative play space including natural play elements, should improve satisfaction. The new maintenance contracts have proved challenging and affected satisfaction ratings reaching target.

#### Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

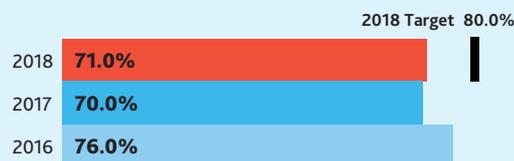
Percentage of residents who visited a local park or reserve in the last 12 months



Continuing investment and improving events in our local parks plus better promotion will help increase the number of residents who visit parks.

#### Provide sports fields that are fit-for-purpose and cater for community need

Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



Approval of investment in the Manurewa War Memorial Park multi-purpose facility and field upgrade will start next year and will address the shortfall in fit-for-purpose sports field capacity.

LEGEND



Achieved



Substantially achieved



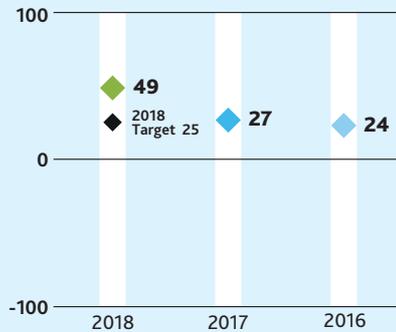
Not achieved



Target value indication

### Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres



Customer ratings are particularly high for timeliness, friendliness, quality and supportiveness of staff and instructors, and programmes. Further areas for improvement include cleanliness and quality of changing rooms.

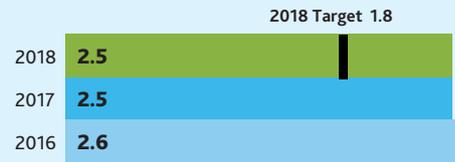
### Local community services

Local highlights include:

- Matariki Clendon Library will be improved over the next year. Wi-Fi use and customers using libraries as digital hubs has remained constant
- local event Jazz in the Gardens was rated very highly, however Christmas and Santa events fell below expectation, the remoteness of Christmas in the Park being one factor
- measures covering the social infrastructure in Manurewa are doing well with five of the six measures improving or exceeding target
- security improvements at the Manurewa train station and further design improvements around the nearby Manurewa town centre, have contributed to providing a safer environment. We anticipate this will be reflected in an improved result in the 'Percentage of Aucklanders that feel their local town centre is safe' measure next year.

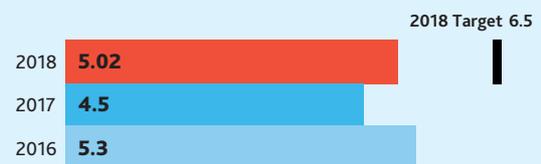
### Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities

Use of libraries as digital community hubs: Number of internet sessions per capita (PC & Wi-Fi)



The target has not been updated to account for ease of access, speed and reliability of the Wi-Fi service and the number of customers with their own devices.

Number of visits to library facilities per capita



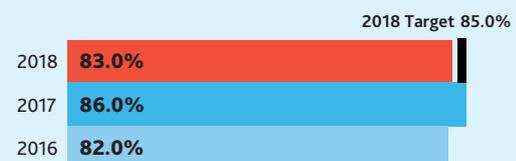
Customer patterns have changed, placing greater focus on digital services and on spending more time at the library, increasing occupancy. The current target does not reflect the changed customer pattern.

Percentage of customers satisfied with the quality of library service delivery



Satisfaction with the quality of library service delivery was achieved for Te Matariki Clendon but not for Manurewa which scored 84%. The combined result of 88% is an increase from last year however with an increased target for FY18 of 90% the overall satisfaction is marginally behind where we aspire to be.

Percentage of customers satisfied with the library environment



The result is within the margin of error, so we can't say with confidence that visitor satisfaction has actually fallen and not been underestimated. Renewal of Te Matariki Clendon scheduled in 2019.

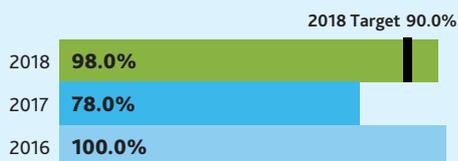
### Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting

Percentage of funding/grant applicants satisfied with information, assistance and advice provided

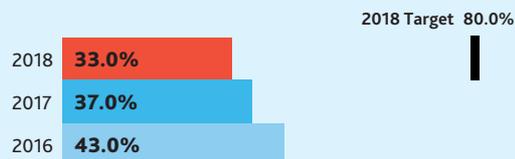


### Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities

Percentage of participants satisfied with council delivered local arts activities

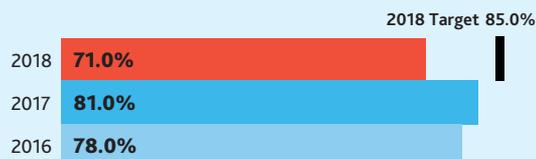


Percentage of Aucklanders that feel connected to their neighbourhood and local community



People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase community connectedness and participation.

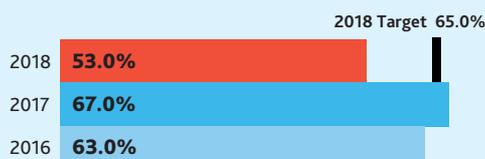
Percentage of attendees satisfied with council-delivered and funded local event



This measure aims to survey two events annually. One event achieved a very good result of 95% (Jazz in the Gardens). A lower score of 43% for the Manurewa Santa Parade showed expectations of attendees weren't met. This isn't uncommon for Christmas parades which are challenging to effectively deliver on a local scale.

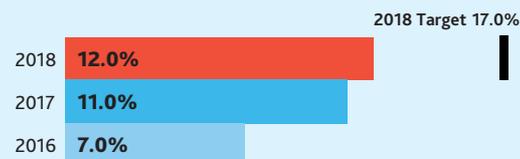
### Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to place-making and thriving communities

Percentage of Aucklanders that feel their local town centre is safe – day time



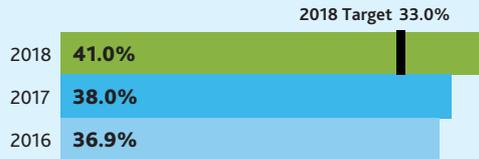
See commentary below.

Percentage of Aucklanders that feel their local town centre is safe – night time



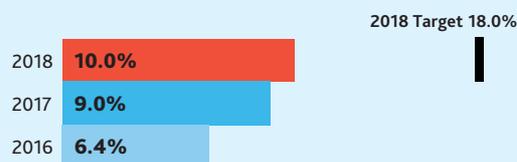
Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council delivers projects and initiatives to improve perceptions of safety. All maintenance and improvements to the CCTV network in Manurewa are completed, increasing its reliability. The council has worked with community partners to develop a Youth Crime Action Plan; a strategy to implement a list of projects based on a Crime Prevention Through Design report; and a visual audit of the Clendon Business area. Staff have worked with residents' associations to manage the funding and assist in the delivery of Neighbours' Day events.

Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire

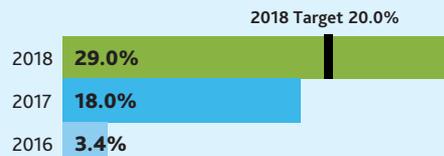


This is mainly because of higher use at Weymouth Community Hall.

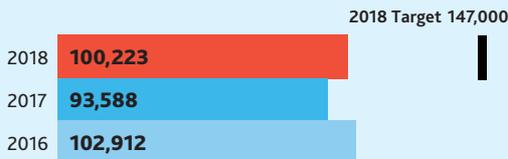
Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire



Percentage of community facilities bookings used for health and wellbeing related activity



Number of visitors to community centres and venues for hire



Visitor numbers have grown over all facilities

### Local planning and development

- an increased focus on the Clendon community and establishment of the Clendon Park Business Association
- BID accountability targets were met.

### Develop local business precincts and town centres as great places to do business

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



### Local environmental management

Highlights include:

- environmental outcomes, especially further restoration of the Puhinui Stream, and waste and sustainability initiatives through Talking Trash.

### Provide leadership and support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage

Proportion of local programmes that deliver intended environmental actions and/or outcomes



We have delivered four successful environmental projects.



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# Te tahua pūtea

## Funding impact statement

For the year ended 30 June 2018

\$000's	NOTES	ACTUAL 2018	ANNUAL PLAN 2017/2018	ANNUAL PLAN 2016/2017
<b>Sources of operating funding:</b>				
General rates, UAGC, rates penalties		12,127	12,167	12,530
Targeted rates		803	803	359
Subsidies and grants for operating purposes		835	763	865
Fees and charges		2,356	2,526	2,443
Local authorities fuel tax, fines, infringement fees and other receipts		354	290	319
<b>Total operating funding</b>		<b>16,475</b>	<b>16,549</b>	<b>16,516</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	14,640	13,208	13,096
Finance costs		1,005	1,005	1,056
Internal charges and overheads applied		2,250	2,250	2,310
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>17,895</b>	<b>16,463</b>	<b>16,462</b>
<b>Surplus (deficit) of operating funding</b>		<b>(1,420)</b>	<b>86</b>	<b>54</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		-	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	4,224	3,566	2,485
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>4,224</b>	<b>3,566</b>	<b>2,485</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		1,031	339	300
- to improve the level of service		214	301	300
- to replace existing assets		1,559	3,012	1,939
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	3	<b>2,804</b>	<b>3,652</b>	<b>2,539</b>
<b>Surplus (deficit) of capital funding</b>		<b>1,420</b>	<b>(86)</b>	<b>(54)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

### Variance explanation Actual 2018 to Annual Plan 2018:

1. Expenditure was higher than budgeted due to the maintenance expenditure changed under the new outcomes-based contracts which now allow more accurate allocation of maintenance costs. A significant portion of these costs were included in the regional budget in the annual plan.
2. Increase in debt is higher than anticipated due to maintenance expenditure being above budget partially offset by an underspend on capital expenditure which resulted in an additional capital funding requirement.
3. The main reason for the underspend relates to Totara Park, and David Nathan Park renewals which are awaiting resource consents and reserve management plan completion respectively.

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