

Te Rīpoata ā-Tau 2017/2018  
Te Poari ā-Rohe o Ōtara-Papatoetoe

# Ōtara-Papatoetoe Local Board Annual Report 2017/2018



# Mihi

<p>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 Ōhūiarangi,                  heteri mō Pakuranga.                  I reira ka hoki whakaroto ake anō au                  i te awa o Tāmaki mā te taha whakarunga                  ki te Puke o Taramainuku, kei konā ko Ōtara.                  Ka rewa taku mihi ki runga ake o Kohuora,                  kātahi au ka toro atu ki te Manurewa a Tamapohore.                  Ka whakatau aku mihi mutunga                  ki runga o Pukekiwiriki                  kei raro ko Papakura                  ki konā au, ka whakatau.</p>	<p>Let this vessel that carries my greetings                  travel by way of the Tāmaki River                  to the landing place of Tainui canoe at Ōtāhuhu.                  There, let my salutations be borne across the isthmus                  to the Pūkaki lagoon                  and the community of Māngere.                  Paddling the Manukau Harbour                  we follow the Āwhitu Peninsula to the headland.                  From there we fly down coast                  to the Waikato river mouth,                  sacred waters of our forebears.                  Coming ashore on the northern side at                  Maioro, we head inland to Waiuku and Matukutūreia,                  there are the Pā – Tāhuna and Reretewhioi.                  Heading southward I come to Pukekohe.                  My words turn to follow the ancient ridgelines along                  the Southern boundary,                  dropping down into Mercer                  and Te Pou o Mangatāwhiri.                  My greetings reach you at Kaiaua                  who gazes across Tikapa Moana                  to the sacred mountain, Moehau.                  Taking to the sea, my remarks travel to Maraetai                  and then to Ōhūiarangi,                  sentinel to Pakuranga.                  There we follow again the Tāmaki River                  to Te Puke o Taramainuku,                  Ōtara resides there.                  I am suspended high above Kohuora                  before I reach for Manurewa.                  My greetings come to rest                  on Pukekiwiriki                  below which lies Papakura                  and, there I take rest.</p>
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Ōtara Market

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**On the cover:** Let's Get Active Ōtara

# Ngā kawekawenga

## 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 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 Ōtara-Papatoetoe 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.



Artwork in Papatoetoe by Regan Gentry

# He kōrero mai i te Heamana

## From the chairperson



I am delighted to present our annual report for the year 2017/2018.

Ōtara-Papatoetoe Local Board has continued to work hard to deliver a wide range of work programmes for the benefit of our community.

Neat Streets saw our people get out into their neighbourhoods and meet each other while upcycling/recycling things that would have gone to landfill. The success of Neat Streets will see the event reach out into Papatoetoe.

Stage one of the destination playground in Hayman Park was approved and construction will start at the end of 2018. Together with playground renewals at Milton and Otamariki Parks, planned to commence in the spring, we'll deliver on our plan for parks and facilities that meet your needs.

The new Manukau bus station opened with the distinct Māori-Pacific flavour bringing vibrancy and character to the Manukau transport hub. Putney Way was also redeveloped.

Successful events from last year will be supported again this year. These include the board's signature Diversity Event where our ethnic groups showcase their cultures through dance, music and food.

Our community grants programme has allowed us to support and empower our local communities for a wide range of social, cultural and sports activities. We supported the Pacific Fusion Fashion Show, an internationally renowned event, as well as more local events such as the Papatoetoe Sports Awards and the inaugural Ōtara Sports Awards.

We want to honour our youth and seniors, we have continued to support Youth Connection delivery of Jobfest, Youthful and The Ōtara-Papatoetoe Squad (TOPS). We also want to build capacity within our diverse senior community.

We face challenges in ensuring our sports fields and community facilities are fit-for-purpose and we'll continue advocating to the Governing Body for financial support. Budget limitations affect our ability to fully fund all community groups and initiatives.

On these and the other initiatives detailed in the report, the board is working with our communities to make Ōtara-Papatoetoe the most liveable part of Auckland.

**Lotu Fuli**

Chair, Ōtara-Papatoetoe Local Board

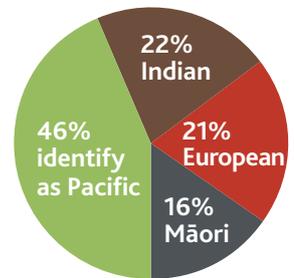
# Te Rohe ā-Poari o Ōtara ki Papatoetoe Ōtara-Papatoetoe Local Board area





A population of  
**86,300**

More than  
**100**  
ethnicities live in  
Ōtara-Papatoetoe



Samoan is spoken by 11,000 people and Hindi by 8,000



11 mana whenua iwi / hapū have an interest in Ōtara-Papatoetoe

We are home to:  
more than

**110**



local parks and sports fields

**4**



libraries

**3**



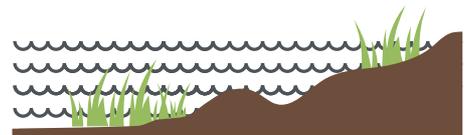
recreation centres

**2**



community centres.

Unique natural features include Puhinui Reserve coastal esplanade



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

# Te mahere ā-rohe O Ōtara-Papatoetoe Local Board

## Ōtara-Papatoetoe Local Board



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

### Office

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### More information about

### Ōtara-Papatoetoe Local Board

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

# Te āhuatanga ā-rohe

## Local flavour



Rana Judge

### Ensuring a safer, more connected area in Ōtara and Papatoetoe is an issue close to Rana Judge's heart.

Not only does he work as the Ōtara Business Association and Papatoetoe Mainstreet manager, he's also started two safety network groups and a voluntary community patrol called the Indian Wardens. And as well as this, Rana has been one of the main organisers behind the area's Santa Parades and this year's inaugural Cultural Diversity Festival

Rana says it all about giving back to an area that he dearly loves.

"I've been attached to this community for a while now and I love working with this community, it is a very multicultural area and I see a lot of people who really need help and so I like doing what I can to help people here."

Having worked closely with Police to help reduce crime around the Ōtara Town Centre, Rana turned his attention to Papatoetoe late last year, starting the Indian Wardens.

The group is currently made up of 12 individuals who patrol during business hours, assisting business owners and shoppers in the area as well as reporting suspicious behaviour to Police.

Rana says it has already reaped results.

"The feedback we've got is that the community is so happy with this," he says

"When we started there were a lot of issues in Papatoetoe, particularly a lot of cars being broken into or stolen. But since we've been doing this we haven't heard of any cars being stolen."

Rana says another positive aspect from the establishment of the wardens has been the opportunity for Papatoetoe's diverse culture groups to work together.

"We worked together with the Maori Wardens at the Santa Parade and the Culture Diversity Festival," he says.

"The feedback has been that they loved working together. We have some issues in this area with different groups fighting together, but the beauty of this is that it has helped different cultural groups to work together."

# Te pūrongo mō ngā mahi whakahaere

## Performance report

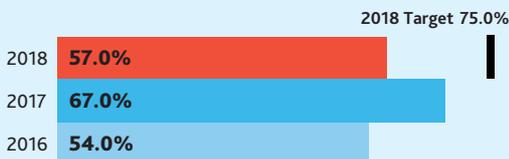
### Local parks, sport and recreation

Highlights include:

- customer satisfaction in pools and leisure exceeded both local and regional targets and leisure facility renewals throughout all sites has improved results
- performance measures for parks, reserves and sports fields are all below target and below last year's results. Parks asset renewals programmes have encountered delivery constraints and have fallen behind schedule
- the new maintenance contracts have proved challenging and affected satisfaction ratings reaching target
- stage one of the destination playground at Hayman Park has been approved for construction and further planned play space developments may see customer satisfaction increase next year
- renewing and replacing ageing assets continues to be difficult. Increasing population growth is exacerbating this and affecting satisfaction ratings.

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

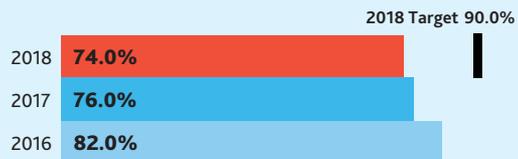
Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves



Resident satisfaction with local parks and reserves declined and remained below target. The recent playground renewals at Coombes Avenue and Kurt Elsa Park, plus renewals work at East Tamaki Reserve and Hayman Park, 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

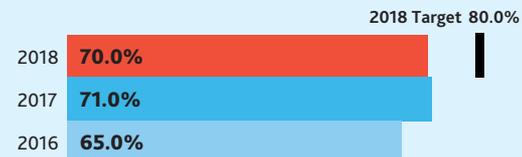
Percentage of residents who visited a local park or reserve in the last 12 months



Continuing investment and improving events in our local parks plus improved promoting of these will be strategies used to help increase the proportion of the population 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



Resident satisfaction has again fallen short of target as population growth exceeds projections. Stage One of the Ngati Ōtara Park multi-purpose sports facility will commence next year ultimately providing upgraded sports centre and field capacity in Ōtara.

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



**Local community services**

Highlights include:

- the extensive full refurbishment of Te Puke o Tara community centre was completed
- library customer satisfaction ratings for service delivery and environment have exceeded targets. Wi-Fi use and customers using libraries as digital hubs has increased while library visits have decreased
- people feeling connected to their neighbourhood exceeded target after initiatives such as Neat Streets and the Cultural Diversity Festival brought the community together
- measures around town centre safety for both day time and night time were improved from last year. The new Manukau transport hub and Putney Way development have contributed to Manukau Town Centre safety as part of Transform Manukau. Renovation of Ngati o Tara community centre, in the heart of Ōtara Town Centre precinct is also a contributor to public perception of a secure environment
- facility utilisation fell short, mainly due to the prolonged closure of Te Puke o Tara facility for refurbishment, effecting an estimated loss of 115,000 visits and 7,400 booking hours, based on Y17 data.

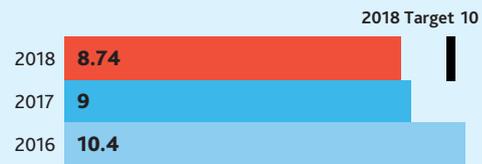
**Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities**

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



Final result is consistent with the previous two year's results, which were both significantly above target. However, the target was adjusted above activity levels, over estimating growth levels given the consistency of the previous two years.

**Number of visits to library facilities per capita**



The 2017/2018 Target had an aspirational goal, however visitor stats among libraries regionally are declining – visitor stats for some local board areas are declining faster compared to other areas.

Library customers are moving to digital services (remotely) which results in less visits to the libraries. The visitors that do come to the library are actually spending more time in the library so it is actually busier (higher occupancy).

**Percentage of customers satisfied with the quality of library service delivery**



**Percentage of customers satisfied with the library environment**



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

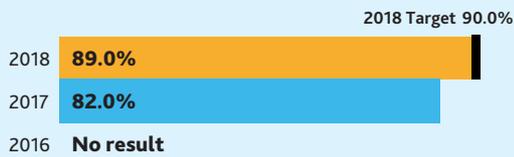
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



Grants and funding applications fell short of target and were well below last year as funding was mainly constrained by the local board’s capital borrowing repayments. The governing body has now released the Ōtara-Papatoetoe Local Board from its \$2.8m debt for Colin Dale Park earthworks, and this will allow further funds to be returned to the community for place-shaping grants and activities.

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

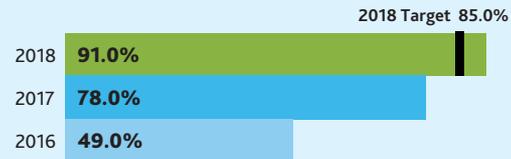
Percentage of participants satisfied with council delivered local arts activities



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



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



Performance target has been exceeded with satisfactory feedback on the Cultural Diversity Event and the Movies in the Park at Hayman Park.

### 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



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

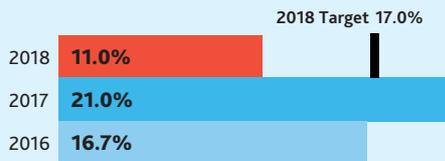


Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including placemaking activities, to improve perceptions of safety. Council staff have been supporting Otara and Papatoetoe Neighbourhood Support groups to build capacity and to encourage collaborative safety initiatives. Police have identified a need to rebuild the capacity of community patrol groups to assist with passive surveillance. Council worked with the local business associations to complete maintenance and improvements required across the CCTV network. Council is working with Manukau Institute of Technology, Otara Business Association, Otara community safety network, community wardens and community residents to develop a coordinated approach to safety.

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

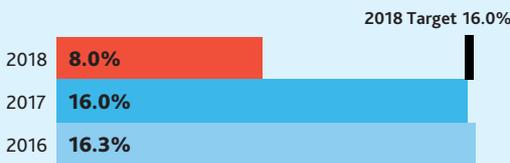


Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire



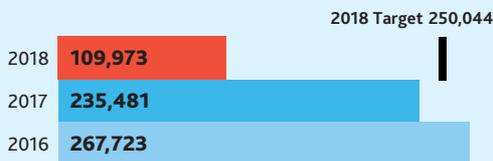
Facility utilisation fell short, mainly due to the prolonged closure of Te Puke o Tara facility for refurbishment, effecting an estimated loss of 115,000 visits and 7400 booking hours, based on Y17 data.

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



The target has not been achieved due to the closure of Te Puke o Tara community centre being closed for renovation for the year.

Number of visitors to community centres and venues for hire



Visitor numbers have decreased compared to the same period last year due to closure of Te Puke o Tara for redevelopment, Acacia Hall and Whitehaven are no longer in the portfolio.

## Local planning and development

### 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

### 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



## Local governance

There are no performance measures for this group of activities.



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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		14,498	14,546	15,080
Targeted rates		1,569	1,569	1,319
Subsidies and grants for operating purposes		950	960	1,108
Fees and charges		2,060	1,760	2,491
Local authorities fuel tax, fines, infringement fees and other receipts	1	271	1,186	598
<b>Total operating funding</b>		<b>19,348</b>	<b>20,022</b>	<b>20,596</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	2	18,276	15,764	16,563
Finance costs		1,427	1,427	1,116
Internal charges and overheads applied		2,725	2,725	2,805
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>22,428</b>	<b>19,916</b>	<b>20,484</b>
<b>Surplus (deficit) of operating funding</b>		<b>(3,080)</b>	<b>106</b>	<b>112</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		2	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	3	7,413	6,262	3,814
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>7,415</b>	<b>6,262</b>	<b>3,814</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		921	1,053	426
- to improve the level of service		1,296	1,113	985
- to replace existing assets		2,118	4,203	2,515
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>	4	<b>4,335</b>	<b>6,368</b>	<b>3,926</b>
<b>Surplus (deficit) of capital funding</b>		<b>3,080</b>	<b>(106)</b>	<b>(112)</b>
<b>Funding balance</b>		<b>-</b>	<b>-</b>	<b>-</b>

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

- The revenue for the Alan Brewster Centre was budgeted as other receipts were reclassified to fees and charges.
- 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.
- Increase in debt is higher than anticipated due to lower income and increased maintenance for Alan Brewster Centre.
- Capital expenditure was lower than budget due to –
  - \* Hayman Park project delayed due to revising the development project planned on that site as part of Transform Manukau.
  - \* Te Puke o Tara facility upgrade delayed due to asbestos removal.
  - \* Papatoetoe Chambers removed from Y18 Annual Plan and comprehensive renewal planned for future years.
  - \* LDI – (Locally Driven Initiative) Capex underspend. Annual Plan budget pushed out to Y19.
  - \* Ngati Ōtara Sports Park annual plan budget pushed to Y19 as still experiencing disappointing responses for third party financial support.
  - \* Parks Asset renewals – includes Ōtara Creek bridge awaiting arts sign-off, Ōtara Creek Esplanade delays re bridge renewal, play spaces delayed awaiting bundle delivery for better economy – Otamariki, Milton Park, Kurt Elsa, Hayman Skate Parks.

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ISSN 2624-2052 (Print)  
ISSN 2624-2060 (PDF)