

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

# Papakura Local Board Annual Report 2017/2018



# 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 a 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 Taniwha Rau, 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 Tahuna 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 kona ko Ōtara.  
 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.

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.  
 From here I reach for Manurewa  
 until my greetings come to rest  
 on Pukekiwiriki  
 below which lies Papakura  
 and there I shall rest.



Planting the Children's Forest, Settlement Road

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**On the cover:** Ray Small Skate Park

# Ngā kawekawenga

## About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Papakura 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 Papakura 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.



The heart of Papakura

# He kōrero mai i te Heamana

## From the chairperson



On behalf of the board, it is my pleasure to reflect on the board's achievements for 2017/2018 and draw attention to some of the highlights over the last year.

In line with creating a 'vibrant and prosperous metropolitan centre' we continued advocating for the activation of the Metropolitan Centre zoning status for Papakura town centre. The board and the Papakura Commercial Project Group continued working with key stakeholders to revitalise the town centre and address safety concerns. We funded the upgrade of the CCTV cameras in the town centre which now allows for expansion.

In relation to 'people in Papakura leading active, healthy and connected lives', we commissioned a Sports Needs Assessment report. This will help inform our decisions on demand and the future needs of sports codes in our area.

We supported a lot of community projects via our grants programme. This included placemaking at Smiths Avenue and development of the Smiths Avenue Reserve concept plan which will be presented to the board early July. We expect the Takanini Community Hub and Library to be completed in early 2020.

Strengthening our relationship with mana whenua and signing the Memorandum of Understanding with Ngāti Tamaoho was a highlight.

We continued working with the Pukekiwiriki Pā Joint Management Committee on improvements to Pukekiwiriki Pā.

We have successfully advocated for the Papakura park-and-ride to be added into the Long-term Plan and the Regional Land Transport Plan. We were also successful in advocating for the upgrade of the park-and-ride at Takanini where work is about to begin.

Our challenges centre on existing assets and managing future growth, as is the case in several other boards. Renewing and maintaining ageing assets continues to be a challenge in a constrained funding environment. Future growth will require new approaches to optimise existing community facilities.

I want to thank everyone for their continued input and involvement in our plans and projects. I look forward to another exciting year in which we achieve our aspirations and ambitions for Papakura together.

**Brent Catchpole**

Chair, Papakura Local Board

# Te Rohe ā-Poari o Papakura

## Papakura Local Board area





A population of  
**45,633**

projected to increase to 70,200 by 2033

**28%** of residents identify as **MĀORI**



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



A young population with

**24%**

of Papakura's residents being

**14 years** and under



We are home to:

more than **140** local parks and sports fields



**1** aquatic centre



**2** Libraries



**1** recreation centre



**9** community halls



# Te mahere ā-rohe O Papakura Local Board

## Papakura Local Board



Your board (L to R): Michael Turner, Katrina Winn, Brent Catchpole (Chairperson), Bill McEntee, Felicity Auva'a (Deputy chairperson), George Hawkins

### Office

35 Coles Crescent  
Papakura  
Open Monday-Friday 8.30am-5pm  
Closed Saturday, Sunday and public holidays

### Postal address

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### Phone

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### Email

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### More information about Papakura Local Board

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

# Te āhuatanga ā-rohe

## Local flavour



Mark Norton, left, and Richard Archer

It has taken plenty of blood, sweat and probably a few tears from a dedicated bunch of locals passionate about transforming Papakura's Pahurehure Inlet – and the hard work is starting to pay off.

Established in 2001 by a group of residents concerned at the state of the inlet, the Pahurehure Inlet Protection Society has been hard at work restoring so it will again be a place for people to enjoy.

"Up until about the 1970s, it was popular for swimming, fishing and boating with good water quality and sandy beaches clear of mud and oysters – our goal is to see that again one day," says outgoing chairman Richard Archer.

"But over the years, the mangroves got out of control and at one point stood over a metre high. They were literally clogging the life out of everything and stormwater discharge and sediment was affecting water quality."

Since then, the group and volunteers have removed 27ha of mangroves, one of their biggest achievements.

"You can actually see the water now and over recent years seabirds have started to return so that's exciting – but we need to keep on top of things," says new chairman Mark Norton.

Other projects have included clean-up events, planting and the first two sections of the Pahurehure Esplanade walkway. Stage three is already crowd-funded, and with the board's support, the group would like to see the existing pathway refurbished with a long-term objective to create a cycleway and walkway loop.

Mark says while the area is popular with locals, it has potential to attract people from all over the city.

"It's rare to have something like a spot with a beach, in an urban setting just a stone's throw from a motorway and we would love more people to be aware of it."

‘...over recent years seabirds have started to return...’

# Te pūrongo mō ngā mahi whakahaere

## Performance report

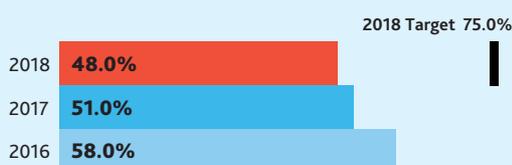
### Local parks, sport and recreation

Highlights include:

- Massey Park Aquatic Centre building and plant renewals completed
- Opaheke Reserve sports fields and facilities development well underway
- Ray Small Park skatepark mostly completed but open to the public
- Mangrove removal programme at Pahurehure Inlet and Conifer Grove complete
- parks asset renewals of significance this year were for carparks, furniture and play equipment, a bridge renewal and a boardwalk renewal
- customer satisfaction in pools and leisure improved on last year and exceeded 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



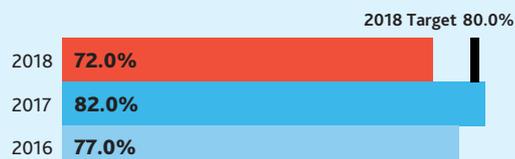
Resident satisfaction with local parks and reserves declined and remained below target. Contributing factors to the gap between this result and the target may include growth pressures on open space and/or increasing demand for new activities on parkland. Key projects that may contribute to lifting future satisfaction include a new play space recently developed in Milano Reserve, implementation of The Kauri Drive Reserve play space approved by the board to be constructed late 2017, implementation of Hingaia Park concept plan and development of a concept plan for a new destination play space within Bruce Pulman Park which has been initiated and is anticipated to be completed in late 2018.

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



#### 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



The provision of parks, sports fields and visitors to a park declined and remain below target. Renewing and replacing ageing assets, and providing new development, is a major challenge as population growth exerts pressure on open space and park land. Development underway at Opaheke Reserve will go a long way to addressing the shortfall of sports fields. Ongoing parks asset renewals planned over the next three years should also improve satisfaction levels. The new maintenance contracts have proved challenging and affected satisfaction ratings reaching target.

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

Customers Net Promoter Score for Pool and Leisure Centres



LEGEND

- Achieved
- Substantially achieved
- Not achieved
- Target value indication

The high performance is driven by the variety of programmes on offer, the staff and friendliness of the teams within the facilities, and the quality of the teachers/instructors. Further areas for improvement include, cleanliness and building maintenance and security.

## Local community services

Highlights include:

- library customer satisfaction ratings for internet use, service delivery and environment have exceeded targets. Customers' library visits have slightly increased, but not met target
- concept design was completed for the Takanini community hub and library due to start and be completed by 2020
- measures covering the social infrastructure of Papakura are doing well with five of the six reaching or exceeding target
- Papakura Town Centre CCTV system upgrade completed with local board grant funding
- completion of the walkway from the Papakura train station adjacent to the town centre provides further safety focus in this area
- Smiths Avenue Community Hall kitchen and toilets refurbished
- in response to community needs the local board supported place-making activities at Smiths Avenue and the development of the Smiths Avenue Reserve concept plan.

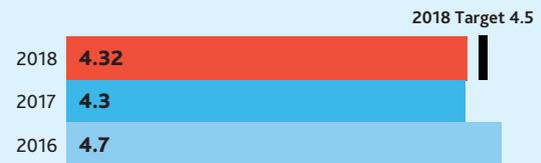
### Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities

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



The target hasn't been amended to account for access, speed and accessibility of Wi-Fi and the number of people 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

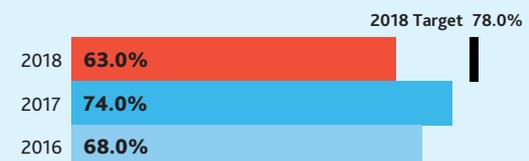


### Percentage of customers satisfied with the library environment



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

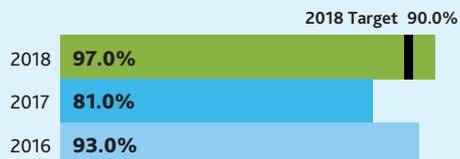
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



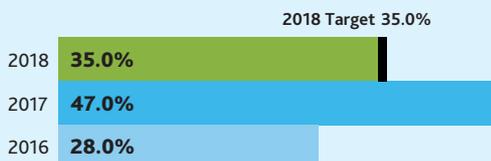
Satisfaction with grants and funding applications has further declined against last year and did not meet target. Some of this may be attributed to applicants not fully understanding the online process, the grant round cut-off dates and application rules, as well as the reasons for declining applications where funding is constrained.

### 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



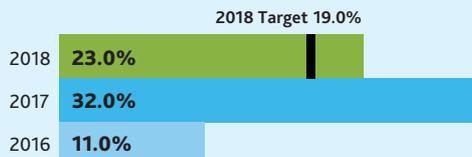
This measure used two events to assess attendees' views of council provided or funded events. These were Papakura Street Fest, and Movies in Parks – Pete's Dragon. The 85% satisfaction target is a high benchmark for events and was close to being achieved this year.

### 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

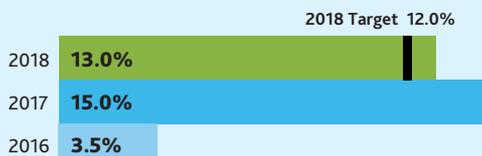


Both day-time and night-time safety measures exceeded targets. The board and the Papakura Commercial Project Group continued working with key stakeholders to revitalise the town centre and address safety concerns. The local board funded the upgrade of the CCTV cameras in the town centre and completion of the walkway from the station to the town centre enhances safety.

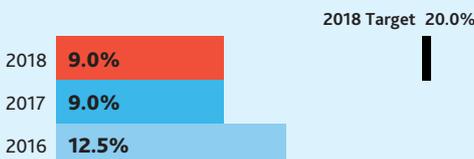
Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire



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

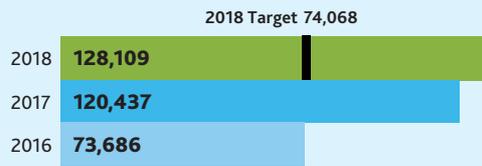


Percentage of community facilities bookings used for health and wellbeing related activity



Utilisation for health and well-being activities remains the same as last year. Facility usage has increased this year with the majority of use being for meetings, family celebrations and work training.

Number of visitors to community centres and venues for hire



## Local governance

There are no performance measures for this group of activities.

## Local planning and development

Highlights include:

- 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



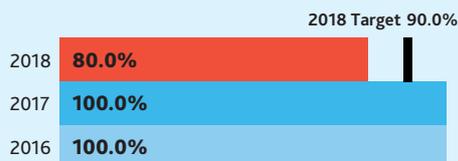
## Local environmental management

Highlights include:

- Environmental outcomes for this year were achieved through the Industry Pollution Prevention Programmes particularly at Hunua business sites, weed control at Dominion Reserve and the Wai Care schools programme.

### 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 successfully delivered four of five environmental Projects. While the number of home visits and interventions for tenants exceeded targets for the healthy rentals project, the portion set aside for landlord subsidies was underspent due to lack of uptake by landlords.



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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		11,279	11,316	11,387
Targeted rates		163	163	174
Subsidies and grants for operating purposes		111	10	10
Fees and charges		299	275	264
Local authorities fuel tax, fines, infringement fees and other receipts		137	83	81
<b>Total operating funding</b>		<b>11,989</b>	<b>11,846</b>	<b>11,916</b>
<b>Applications of operating funding:</b>				
Payment to staff and suppliers	1	10,504	9,249	9,337
Finance costs		969	969	943
Internal charges and overheads applied		1,618	1,618	1,628
Other operating funding applications		-	-	-
<b>Total applications of operating funding</b>		<b>13,091</b>	<b>11,836</b>	<b>11,908</b>
<b>Surplus (deficit) of operating funding</b>		<b>(1,102)</b>	<b>10</b>	<b>8</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		15	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	4,506	2,948	2,839
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
<b>Total sources of capital funding</b>		<b>4,521</b>	<b>2,948</b>	<b>2,839</b>
<b>Applications of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		1,278	984	406
- to improve the level of service		1	23	-
- to replace existing assets		2,140	1,952	2,441
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
<b>Total applications of capital funding</b>		<b>3,419</b>	<b>2,958</b>	<b>2,847</b>
<b>Surplus (deficit) of capital funding</b>		<b>1,102</b>	<b>(10)</b>	<b>(8)</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 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 capital expenditure being above budget, which resulted in an additional capital funding requirement.

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ISSN 2624-2079 (Print)  
ISSN 2624-2087 (PDF)