

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

Puketāpapa Local Board Annual Report 2017/2018



Mihi

Tēnei au te noho atu nei i te kāhiwi o Waikōwhai ki te uru.	Here I sit on the western ridge overlooking Waikōwhai.
Ka mihi iho au ki raro ki te ākau o Manukau moana, he taunga kawau tiketike, te eke ki te tāhuna tōrea.	I cast my greetings below to the shores of the Manukau Harbour landing place of visiting cormorant domain of the oyster-catcher.
Ka huri whakateraki aku kamo, ka kite atu au i te ara hōu e kokoti mai rā i taku manawa me te Ahikāroa o Rakataura, kia tae au ki Te Tāpapakanga a Hape ka hoki mai anō taku hā, kei reira nei hoki ko Pukewīwī.	My gaze turns northward, along the new path that cuts through the heart of the ancient fire-line of Rakataura, that takes me to Hape's repose, where I catch my breath, there resides the place, Pukewīwī.
Ka kite kau atu au i te remu o Ōwairaka, ka hoki whakararo anō ōku whakaaro ki Te Tātua o Riu ki Uta e tu ārai mai rā mōku i te whitinga mai o te rā.	Hemmed in by Mount Albert to the north, thoughts turn south to Te Tātua o Riu ki Uta – Three Kings, my boundary to the east. Beyond lies the Central Business District of Auckland city, and to the south, Onehunga.
Kei tua ki te raki, ko te Puku o te Tipua nei o Tāmaki Makaurau, kei raro ko te Onehunga.	From here I follow the ridgeline that is Hillsborough till I reach Waikōwhai.
Kātahi au ka hoki mā te Kāhiwi Pūpuke kia ū atu anō au ki a koe Waikōwhai. I konā, ka tau aku mihi, ka eke, kua eke. Hui e, taiki e!	There my greetings rest, we are bound. It is done!



Christmas in the Park

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On the cover: Wesley Markets at Wesley Community Centre

Ngā kawekawenga

About this report

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



Manukau Domain

He kōrero mai i te Heamana

From the chairperson



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

The past year has been a significant one for this board, as we've considered our input into the council's 10-year budget. This opportunity only comes around every three years, so we wanted to ensure the budget would help deliver on our 2017 Puketāpapa Local Board Plan. We also wanted to hear from our local communities about their views on regional topics, such as the proposal for the regional fuel tax.

While ensuring that planning is in place for future work, the board has continued to implement its work programmes and work with other agencies to better understand the needs of our people.

The board feels privileged to be progressing its relationship with several iwi and will be signing a relationship agreement with Ngāti Tamaoho shortly. We have also appreciated mana whenua's ongoing support with the restoration of Te Auaunga / Oakley Creek. A tohu / marker has been developed and will soon be integrated along the catchment, an area that traverses three local board areas. There has also been significant work on a large storm water project in the Te Auaunga catchment within the Walmsley / Underwood Reserves which will help naturalise and beautify the area.

Other significant achievements include work on carbon reduction projects. We have developed a Low Carbon Action Plan and set up a successful local Low Carbon Network. This local action will help achieve regional, national and global climate change targets.

This year we also proudly inducted our first Youth Board. I was delighted to see the diversity in this talented and enthusiastic group – a lovely reflection of our unique community.

As always, I am committed to hearing the views of all our people. We are trying a range of different ways to reach more people and have more robust discussions. We want to keep in touch, so we know that we are working on the right priorities.

A handwritten signature in black ink, appearing to read 'H Doig', written in a cursive style.

Harry Doig

Chairperson, Puketāpapa Local Board

Te Rohe ā-Poari o Puketāpapa

Puketāpapa Local Board area



1. Lynfield Youth and Recreation Centre
2. Cameron Pool
3. Mt Roskill Library
4. Wesley Community Centre and Roskill Youth Zone
5. Fickling Convention Centre
6. Pah Homestead

7. Puketapapa / Pukewīwī / Mt Roskill
8. Te Tatua Riukiuta / Big King
9. Mt Roskill War Memorial Hall
10. Former Borough Council Building
11. Waikōwhai Coastal Walkway

Our community is one of the most ethnically diverse in Auckland, with half our residents born overseas. This multi-ethnic mix of Asian, Pacific, Middle Eastern, Latin American and African people has added another strong seam to the rich heritage laid down by early Māori, then European settlement.

Our area is marked for major housing development as Auckland gears up for growth. With this development comes the opportunity for agencies and communities to work together for healthy, affordable, well-connected housing.

Puketāpapa is...

Hillsborough, Lynfield, Mt Roskill, Roskill South, Three Kings, Waikōwhai and Wesley.
As a local board, our three neighbours are Whau, Albert-Eden and Maungakiekie-Tāmaki.



We have a population of about

60,000

or 3.8% of Auckland's total population

Projected to increase to

74,000

by 2033

13



mana whenua have an interest in Puketāpapa

44%



of our residents identify as Asian, which includes Indian, Chinese, Sri Lankan, Filipino and Korean communities

Unique landscape features include:

- 2 volcanic cones – Puketāpapa / Pukewīwī / Mt Roskill and Te Tātua o Rīu-kī-uta / Big King
- Manukau Harbour
- Te Auaunga / Oakley Creek.

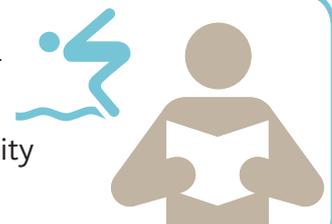


We are home to:

- almost 100 parks, many linked by greenways
- two recreation centres



- one swimming pool
- one library
- numerous community facilities.



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

Te mahere ā-rohe O Puketāpapa Local Board

Puketāpapa Local Board



Your board (L to R): Anne-Marie Coury, David Holm, Julie Fairey (Deputy chairperson), Harry Doig (Chairperson), Shail Kaushal, Ella Kumar, JP

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More information about Puketāpapa Local Board

aucklandcouncil.govt.nz/puketapapa

Te āhuatanga ā-rohe

Local flavour



Hupara participants at Wesley Primary School celebrate completion of the project

Hupara connects schools with Te Auaunga and reserves in Puketāpapa

Children from four schools and early childhood centres designed and decorated six hupara for New Zealand's first public Te Mara Hupara cultural garden.

The garden has been installed in Walmsley and Underwood Parks as part of the Te Auaunga / Oakley Creek stream restoration and reserve redevelopment project.

Hupara or traditional rakau/log-based Māori artefacts were an important resource used by Māori for play, learning and exercise. The children's designs represent their school communities or important themes such as cultural diversity and inclusiveness. They were developed in interactive workshops with Māori games expert and hupara enthusiast Harko Brown.

Altogether, 190 children from Wesley Kindergarten, Wesley Primary, Owairaka District and Wesley Intermediate took part.

Creating of the hupara was a part of a place-making programme funded by the Puketāpapa Local Board. Tamariki were given an understanding of Ngā-aro

tākaro / Māori play, the historic norms of Maori society and used narratives, action and play to create their own hupara designs.

‘Altogether, 190 children from Wesley Kindergarten, Wesley Primary, Owairaka District and Wesley Intermediate took part.’

A celebration at Wesley Primary School marked the successful completion of the project. Each of the four participating schools and early childhood centres shared insights gained during the programme. They then went on a hiko to the park to see their hupara installed and explored the new Te Mara Hupara garden.

Te pūrongo mō ngā mahi whakahaere

Performance report

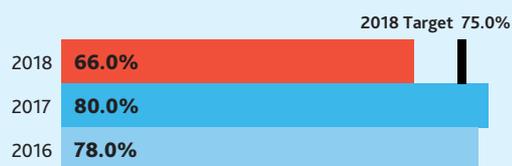
Local parks, sport and recreation

Highlights include:

- upgrading of the sauna at Cameron Pool
- Lynfield Youth and Leisure Centre won the Community Excellence Award at the 2017/18 New Zealand Exercise Industry Awards.

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



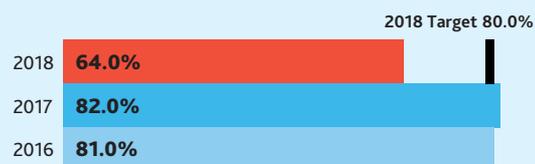
Maintaining the quality of our local parks has been a challenge this year with new contractors struggling to deliver on agreed service levels, compounded by the extreme rainfall over winter and spring.

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

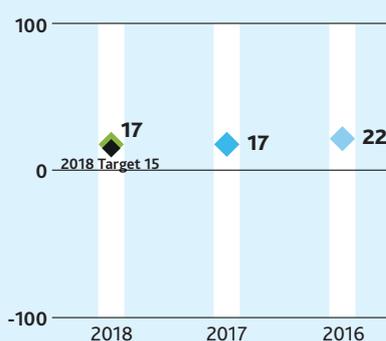
Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields



Maintaining the quality of our sports fields has been a challenge this year with new contractors struggling to deliver on agreed service levels combined with above average rainfall over the winter and spring months. The winter supply and needs modelling completed in late 2017 used new population figures. With new population figures there was a change in the needs of some local boards areas. A shortfall in flood lighting on existing fields has been identified and projects are planned to meet this need.

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 wide variety of activities. Further areas for improvement include, cleanliness and quality of changing rooms.

LEGEND

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

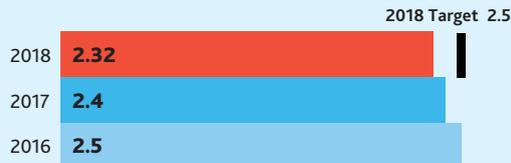
Local community services

Highlights include:

- community events and programmes like ANZAC Day, Movies in Parks and Try a Craft were well received
- videos for the Healthy Puketāpapa Community Kai Project were uploaded online and a booklet featuring all the recipes was distributed at Puketāpapa Local Board office and libraries
- use of our community facilities and visitor numbers exceeded our targets mainly due to improved processes, the introduction of our new online booking system and enhanced awareness campaigns.

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 reached in part due to a fall in Wi-Fi sessions. The board office was part of Mt Roskill Library but moved out. This has reduced demand for Wi-Fi services to only those visiting the library.

Number of visits to library facilities per capita



Percentage of customers satisfied with the quality of library service delivery



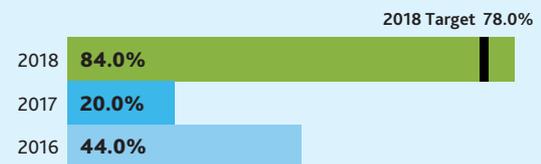
The target has not been updated to account for the consistent high level of service provided.

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

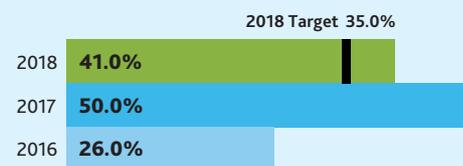
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



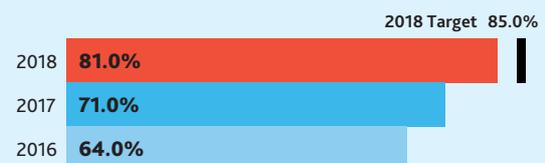
While performance has improved from last year, the result is based on only 20 survey responses and is subject to a ±18.1 per cent margin of error. Customers reported difficulties with completing the online form and navigating the council website. Improvements to these have been made for the 2017/2018 year.

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

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



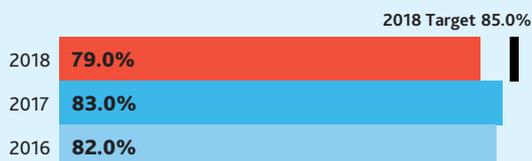
Percentage of attendees satisfied with council-delivered and funded local event



This measure aims to survey two events annually. The 85% satisfaction target is a high benchmark for events and was close to being achieved this year. Puketāpapa Christmas Festival was the only event surveyed this year and achieved a very good score for a Christmas event. Satisfaction for this event has been steadily increasing over the last few years.

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



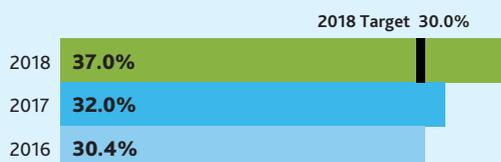
Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council runs projects and initiatives, including placemaking activities, to improve perceptions of safety. The board funded Roskill Together to host network meetings focussing on health, wellbeing, seniors and family violence. It also funded alcohol awareness workshops, the Mt Roskill Community Patrol and Roskill Together to deliver a 'Perceptions of Safety' community workshop. The board established a community-led safety grants initiative. Neighbourhood Support events such as the Neighbours' Day 2018 campaign and a new Junior Neighbourhood Support programme continue to be well supported.

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

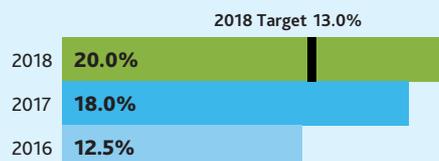


Neighbourhood Support groups are active in the area. Volunteers from the Roskill Community Patrol volunteers actively patrol at Wesley Markets and the Stoddard Road retail area. Safety initiatives have been implemented by Gecko Trust in the Roskill Shops and the Wesley Community Centre.

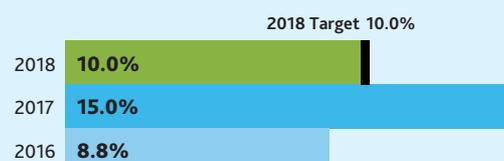
Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire



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



Number of visitors to community centres and venues for hire



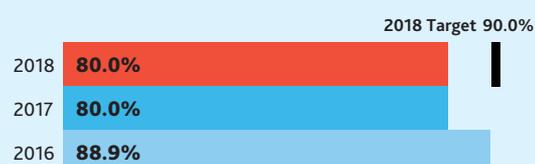
Local environmental management

Highlights include:

- adopting the Puketāpapa Low Carbon Action plan and establishing the Puketāpapa Low Carbon Network
- fewer pest plants after our pest control programme
- 11 schools took up the bus subsidies for participation in education for sustainability, with 1314 students supported to attend an experience centre.

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



The portion of the healthy rentals budget set aside for landlord subsidies has been underspent due to lack of uptake by landlords. A carry-forward of \$12,000 has been approved by the board which will enable home visits and interventions for tenants to continue during the winter months.

Local planning and development

Highlights include:

- Planning underway for a revitalisation of the Mount Roskill Village town centre.



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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
Sources of operating funding:				
General rates, UAGC, rates penalties		9,202	9,232	9,894
Targeted rates		-	-	-
Subsidies and grants for operating purposes		19	13	38
Fees and charges		482	446	360
Local authorities fuel tax, fines, infringement fees and other receipts		62	62	11
Total operating funding		9,765	9,753	10,303
Applications of operating funding:				
Payment to staff and suppliers	1	8,341	7,608	8,170
Finance costs		693	693	686
Internal charges and overheads applied		1,450	1,450	1,451
Other operating funding applications		-	-	-
Total applications of operating funding		10,484	9,751	10,307
Surplus (deficit) of operating funding		(719)	2	(4)
Sources of capital funding:				
Subsidies and grants for capital expenditure		70	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt		3,384	3,676	3,513
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
Total sources of capital funding		3,454	3,676	3,513
Applications of capital funding:				
Capital expenditure:				
- to meet additional demand		178	360	-
- to improve the level of service		78	1,884	284
- to replace existing assets		2,479	1,434	3,225
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
Total applications of capital funding	2	2,735	3,678	3,509
Surplus (deficit) of capital funding		719	(2)	4
Funding balance		-	-	-

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. Capital expenditure is lower than budget because of design options for the Mount Roskill and Dominion Road streetscape improvements meant these projects are behind schedule.

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