

Te Rīpoata ā-Tau 2017/2018
Te Poari ā-Rohe o Māngere-Ōtāhuhu

Māngere-Ōtāhuhu Local Board Annual Report 2017/2018

Mihi

Tuia te rangi e tuu iho nei,	Bind the sky on high,
Tuia te papa e takoto ake nei,	Bind the earth below,
Tuia ki te waahi ngaro, ki a raatou maa.	Bind all that which is not seen, and them now passed.
He kura ka tangihia, he maimai aroha.	We acknowledge and we remember them.
Ka mihi ki te whare o Pootatau me te ahurewa tapu o Te Kiingitanga.	We honour the house of Pōtatau Te Wherowhero and the sacred mantle of the Māori King Movement.
Me whakahoonore hoki a Kiingi Tuuheitia, pai maarire ki a ia me toona whare.	We acknowledge the leadership of King Tūheitia, may peace be with him and his household.
Mai i Te Riu o Waikato ki Te Taahuhutanga o te Waka o Tainui ki Ngaa Hau Maangere.	From Waikato to Ōtāhuhu where the Tainui waka was carried overland and then Māngere.
Ka titiro atu ahau ki runga. He manu e rere raa i te tihī o Te Pane a Mataoho.	I look upward. There is a bird at the summit of Māngere Mountain.
Ka rere atu raa ki te raawhiti, ka rangona te moana e tangi tiikapa ana.	It sets flight eastward where the cry of Tikapa Moana is heard.
Ka huri atu ki te uru ki Te Maanukanuka o Hoturoa ko te kaahui tipua ka whakamihia.	He turns westward to Manukau Harbour, there, the spiritual guardians are acknowledged.
Ka hoka te manu ki Te Ihu a Mataoho, ki a Maungataketake.	The bird coasts to Ihumātao, then to Maungataketake.
Kia hiwa raa!	Heed its call.
Ko Te Motu o Hiaroa ki tai, Ko Te Puketāpapa a Hape ki uta.	There's Puketutu Island out just offshore, with Puketāpapa inland.
Ka rere tonu ki Te Puukaki Tapu o Poutuukeka e kiia raa ko 'Ngaa Tapuwae o Mataoho'.	His flight journeys on to Pūkaki (Crater) also known as The Sacred Footprints of Mataoho.
E tau ana!	There, he rests.
He ara moo taatou – he kaupapa aa-rohe hei arataki i ngaa mahi kei mua i a taatou katoa.	This is a path for us – a neighbourhood endeavour, designed to lead the work that lies before us all.
Ko te wawata, ka haere whakamua tonu, kia tutuki ai ngaa whakaritenga katoa, hei oranga moo te rohe me oona iwi.	We hope that progress continues until all aspirations are met, for the benefit of the region and all its people.
Kia ea ai te koorero, 'Te pai me te whai rawa o Taamaki'.	May the axiom hold, "The wealth and abundance of Tāmaki."



Carving at the Māngere Arts Centre

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Ngā kawekawenga

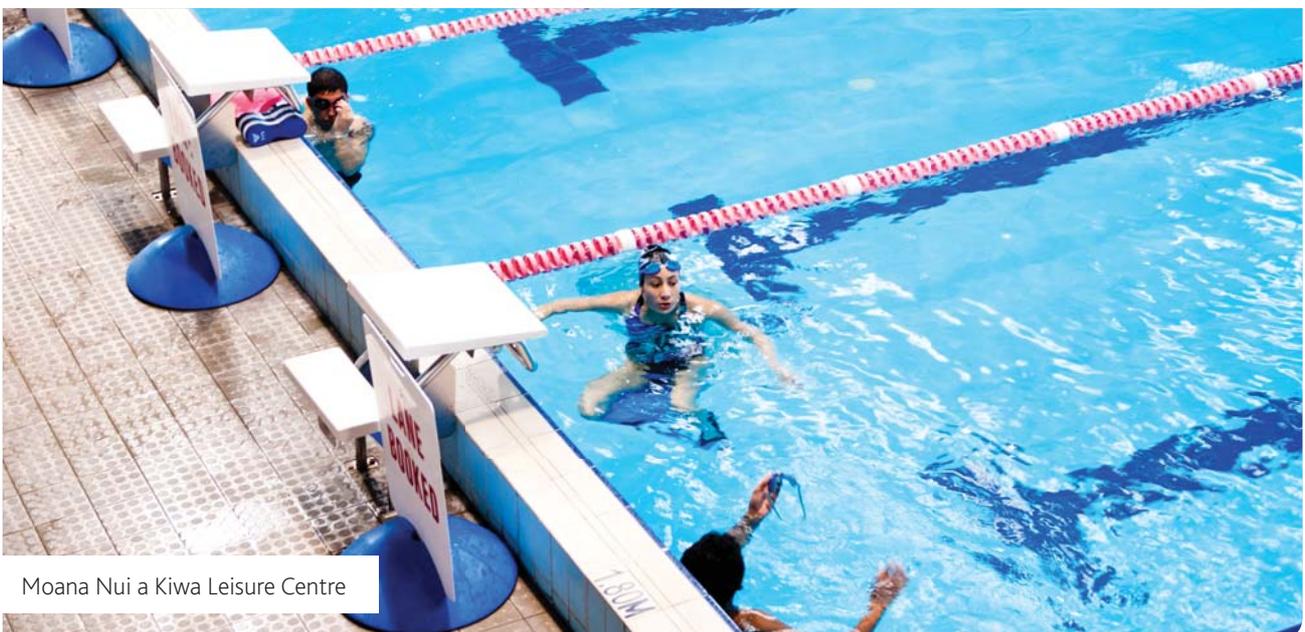
About this report

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



Moana Nui a Kiwa Leisure Centre

He kōrero mai i te Heamana

From the chairperson



On behalf of Māngere-Ōtāhuhu Local Board, I am pleased to present the board's annual report for 2017/2018.

Talofa lava and greetings.

Our focus is on delivering on the six outcomes of our Local Board Plan 2017 – a strong local economy, the heart of Māori and Pasifika culture, protecting our natural environment and heritage, a well-connected area, facilities that meet diverse needs and a place where everyone thrives and belongs.

Highlights of the past year include:

- Māngere Arts Centre – Ngā Tohu o Uenuku delivered many high-quality programmes
- a local arts brokering programme connecting local artists to funding support
- Māngere Arts Jam delivered a signature event, showcasing local talent in arts and culture
- significant progress in improving street connections around Ōtāhuhu town centre
- steady progress on design and consent requirements for the Norana Park walkway
- local libraries continue as thriving hubs for people of all age-groups, delivering language weeks and performing arts workshops
- establishment of a local social enterprise network and support for a forum on local economic development
- funding agreements with our Business Improvement

Districts and a continued focus on community safety around town centres

- supporting Māori outcomes through relationships and environmental projects
- the board was also pleased the Governing Body approved its advocacy to start developing Māngere East as a vibrant community hub.

The year had its share of challenges. We continued working on our response to the council's waste management policy to increase our efforts on promoting sustainable practises.

We voiced our position on several regional policies and topics such as stronger monitoring controls for poor quality boarding houses. We continued advocating on reducing harm from alcohol and are encouraged to see our growing capacity for a community-led response to the proliferation of off-licenses.

We value our ongoing engagement with you and look forward to your ongoing support for achieving results.

Ia Manuia

Lemauga Lydia Sosene

Chairperson, Māngere-Ōtāhuhu Local Board

Te Rohe ā-Poari o Māngere-Ōtāhuhu Māngere-Ōtāhuhu Local Board area



- | | |
|------------------------|---|
| 1. Ōtāhuhu Town centre | 6. Puketutu Island |
| 2. Māngere Town centre | 7. Moana Nui-ā-Kiwa Pool and Leisure Centre |
| 3. Māngere Bridge | 8. Māngere Arts Centre |
| 4. Māngere East | 9. Ōtāhuhu Recreation Precinct |
| 5. Auckland Airport | 10. Māngere Bridge All Tide Boat Ramp |

Māngere-Ōtāhuhu is

made up of the suburbs of Ōtāhuhu, Māngere, Māngere Bridge, Māngere East and Favona.



A population of

79,900

projected to increase to 97,000 by 2033

Unique natural features include the Manukau Harbour coastline, Ōtuataua Stonefields and Māngere Mountain.



60%

of residents identify as
PASIFIKA

16%

MĀORI

28%

of residents are children
under 14 with



45%

of the population being
aged under 24

We are home to:

- More than 100 local parks and sports fields
- 4 libraries
- 3 community centres
- 2 recreation centres and swimming pools

Te mahere ā-rohe O Māngere-Ōtāhuhu Local Board

Māngere-Ōtāhuhu Local Board



Your board (L to R): Tafafuna'i Tasi Lauese, QSM, JP, Carrol Elliott, JP, Makalita Kolo, Togatolu Walter Togiama (Deputy chairperson), Christine O'Brien, Lemauga Lydia Sosene (Chairperson), Tauanu'u Nick Bakulich

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Auckland 2022

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aucklandcouncil.govt.nz/mangereotahuhu

Te āhuatanga ā-rohe

Local flavour



Queen Shirl'e

Queen Shirl'e

A desire to give Mangere-Otahuhu's restless youth something to do has turned into a sought-after performing arts programme.

Queen Shirl'e runs the Pathways to Performing Arts, a free after-school programme for young people teaching the basics of singing, rapping and acting.

Shirl'e has performed and collaborated with some of New Zealand's biggest hip-hop acts, including Dei Hamo but it wasn't until she was launching her own solo career that she stumbled onto this idea of empowering the next generation.

She was driving along Bader Drive in Māngere on her way to shoot her first music video and she noticed a group of teenagers loitering on the side of the road during school hours.

"I thought with my mum hat on, 'what are these kids up to,'" she says.

"I suggested to them to come and help me with my music video."

Shirl'e took the group to a local community hall and taught them some basic performance skills.

A council facility manager at the hall suggested Shirl'e turn it into a regular workshop and so Shirl'e undertook some study and eventually made it into a regular programme.

But it was two Māngere-Ōtāhuhu Local Board initiatives that helped Shirl'e take her programme to the next level.

Firstly, Shirl'e linked up with staff at Ōtāhuhu Library who suggested running her workshops for the young people who hang out at the library after school. Thanks to the local board's funding, the libraries in the area are able to extend their hours, which meant Shirl'e's workshops could run from 4pm-6pm.

The following year, Shirl'e was given further support to expand her programme, with the help of a grant from the Māngere Arts Broker, another local board initiative.

Her workshops include; teaching song writing, rapping, how to mix music, sing, act, and most importantly building confidence to perform in public.

She says the key aspect of her programme is not just passing on technical skills but showing young people they can chase their dreams.

"One thing I tell these kids is that despite the challenges we face, we can be whatever we want in life."

Te pūrongo mō ngā mahi whakahaere

Performance report

Local parks, sport and recreation

Highlights include:

- funding community-led place making activation of parks, with Mangere Neighbourhood Support and Mangere Connect organising Neighbours’ Day events at Boggust Park, Miami Reserve and Yates Road Reserve
- Toia Pool & Leisure Centre gained 830 new members this year. The stadium is at 100 per cent capacity in the evening with regular stakeholders and sports leagues.

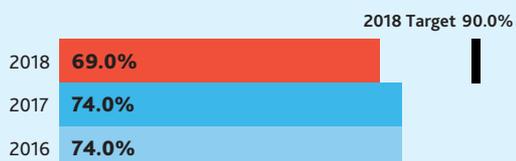
Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

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



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, and external factors influencing residents’ perception of council services.

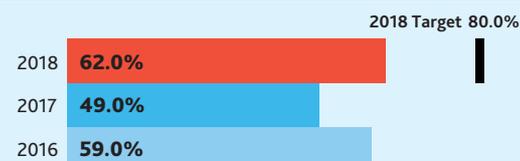
Percentage of residents who visited a local park or reserve in the last 12 months



A recent playground assessment confirms there is a need for playground development and supporting infrastructure to increase the use and activation of parks and playgrounds. Local initiatives such as parks activation programmes are in place to increase visitor numbers.

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 winter supply and needs modelling completed in late 2017 shows there is considerable growth and high need for fields. A programme has been introduced in the LTP to offset this shortfall over the next 10 years.

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 in timeliness, friendliness, quality of staff and instructors, and value for money. Further areas for improvement include, maintenance of equipment, cleanliness and crowding.

Local community services

Highlights include:

- local libraries continue as thriving community hubs providing free Wi-Fi, programmes and space for people to connect and upskill
- visitors to our community centres and venues for hire

LEGEND



continue to increase while our community centres and community halls are running at capacity

- Mangere Arts centre delivered a sell-out season of “The Wizard of Otahuhu”
- funding Māngere Ōtāhuhu Social Enterprise Collective (MOSEC) to further develop Māori and Pasifika cultural enterprises’ capacity and capability
- a waterfront container “pop-up” shop displayed local creative products by the Te Wero Bridge in April.

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)



Number of visits to library facilities per capita



Customers are moving to digital services (remotely), resulting in fewer visits to libraries. Visitors who do come to the library are actually spending more time there (higher occupancy).

Percentage of customers satisfied with the quality of library service delivery

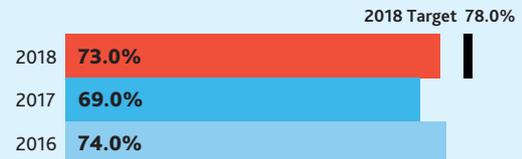


Percentage of customers satisfied with the library environment



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

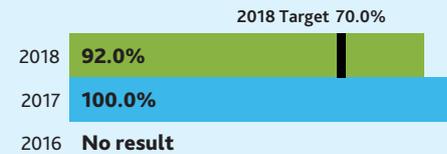
Percentage of funding/grant applicants satisfied with information, assistance and advice provided



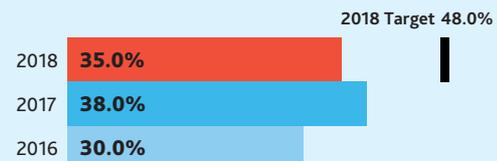
We are making improvements to the website and application form.

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

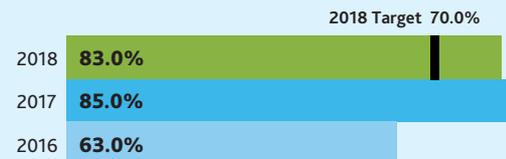


Percentage of Aucklanders that feel connected to their neighbourhood and local community



There is a decline here, it is clear we need to do more to raise awareness about activities and opportunities.

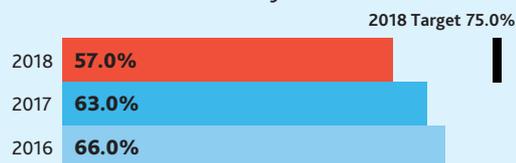
Percentage of attendees satisfied with council-delivered and funded local event



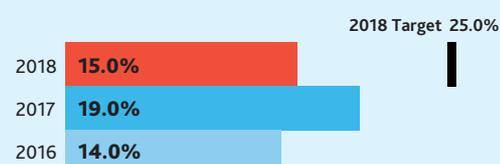
This measure aims to survey two events annually. The 85% satisfaction target is a high benchmark for events and was close to being achieved this year. Movies in Parks achieved a very good result of 93%. A lower score of 79% was received for the Portage Crossing event which was affected by poor weather and feedback about improving the range of food stalls.

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

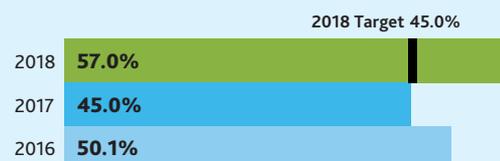


Percentage of Aucklanders that feel their local town centre is safe – night time



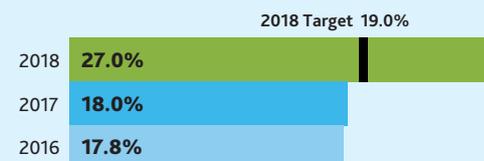
Elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council worked with the local business associations to develop town centre safety initiatives including completion of all maintenance and improvements to the CCTV network in Mangere town centre and Mangere East village.

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



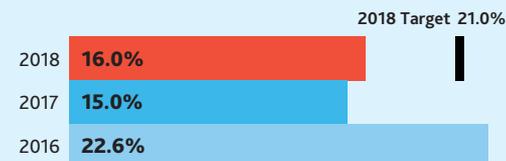
We improved bookings management at Whare Koa Mangere Community House.

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



We improved bookings management at Whare Koa Mangere Community House.

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



The Mangere Old School Hall has a high proportion of religious activities that are not counted as health and wellbeing activities.

Number of visitors to community centres and venues for hire

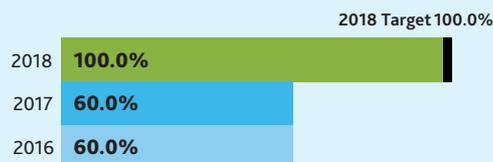


Local planning and development

There are no highlights to report as the Ōtāhuhu town centre streetscapes upgrade is delayed.

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



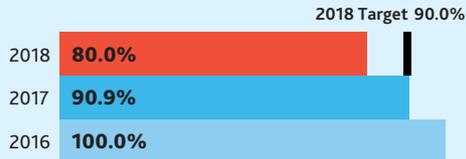
Local environmental management

Highlights include:

- schools and community partners planted 5900 trees, including 3000 from the Mayor’s Million Tree project
- completion of an industry pollution prevention programme to support improvements to waterways and encourage businesses to be aware of how their practises can impact on local waterways.

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 eight of 10 environmental projects. A portion of the healthy rentals budget set aside for landlord subsidies was underspent, due to lack of uptake by landlords. A carry-forward of \$6500 has been approved by the local board to enable home visits and interventions for tenants to continue over the winter months. The uptake of bus subsidies was lower than expected, which resulted in a small underspend.

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
Sources of operating funding:				
General rates, UAGC, rates penalties		17,477	17,535	18,129
Targeted rates		1,495	1,495	1,506
Subsidies and grants for operating purposes		60	38	71
Fees and charges		1,287	1,382	1,359
Local authorities fuel tax, fines, infringement fees and other receipts		118	36	128
Total operating funding		20,437	20,487	21,193
Applications of operating funding:				
Payment to staff and suppliers	1	18,216	16,227	17,385
Finance costs		1,473	1,473	1,078
Internal charges and overheads applied		2,654	2,654	2,697
Other operating funding applications		-	-	-
Total applications of operating funding		22,343	20,354	21,160
Surplus (deficit) of operating funding		(1,906)	133	33
Sources of capital funding:				
Subsidies and grants for capital expenditure		-	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt	2	4,561	8,176	3,581
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
Total sources of capital funding		4,561	8,176	3,581
Applications of capital funding:				
Capital expenditure:				
- to meet additional demand		127	1,656	31
- to improve the level of service		3	552	-
- to replace existing assets		2,525	6,101	3,583
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
Total applications of capital funding	3	2,655	8,309	3,614
Surplus (deficit) of capital funding		1,906	(133)	(33)
Funding balance		-	-	-

Variance explanation Actual 2018 to Annual Plan 2018:

- 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. These costs were included in the regional budget in the annual plan.
- Increase in debt is lower than anticipated due to capital expenditure being below budget.
- The annual plan assumed that Norana Park walkways and shared paths, Walter Massey Park renewals and Ōtāhuhu town centre streetscape upgrade would progress to delivery stage. Walter Massey Park walkway and equipment renewal is a project brought forward from 2016/2017. The project is on hold pending the development of new facilities to meet community needs. Ōtāhuhu town centre streetscape upgrade is at detailed drawing stage.

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