

Te Poari ā-Rohe o Maungakiekie-Tāmaki  
Te Rīpoata ā-Tau 2022/2023

# Maungakiekie-Tāmaki Local Board

Annual Report 2022/2023



Volume  
**2.11**

## Mihi

Manawa mai te mauri nuku.  
 Manawa mai te mauri rangi.  
 Ko te mauri kei a tātou, he mauri tipua.  
 Ka pakaru te pō.  
 Tau mai te mauri,  
 Haumi e, hui e, tāiki e!  
 Ko tēnei te hau e wawara nei.  
 Mau tonu, tere tonu,  
 māi i te kore, ki te pō,  
 ki te ao mārama.  
 I whakaawe ai taku ara  
 ki ngā kāhui rū whenua.  
 Heke iho au i Te Puru o Tāmaki  
 ki Te Taumanu – herenga waka,  
 whakarākeitunga o te takutai moana.  
 E mihi kau ana a Māngere  
 ki te Mānukunuku-o-Hoturoa.  
 I turukitia ngā pōkare e hora rā  
 ki te Tapotu-a-Tainui.  
 Kia whakatata mai ki Te Wai-mokoia,  
 ka haereere tonu ki Te Wai-o-Taiki.  
 Kia tae atu ki Tāhuna Torea,  
 ka takahia rā te paemaunga  
 ki Patutahi, ka haere tonu ki Remuera.  
 Anei rā tēnei māra moemoeā  
 e karanga atu ana ki ngā poutapu i muri;  
 o Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,  
 Te Kai-a-Hiku, Mokoia me Uku-tōia.  
 Ka tau ki Maungarei.  
 Tutuki tēnā, kei raro ko Rua-pōtaka  
 me Pare-huia e tiaki ana i Te Oro –  
 Whare Tapere o Ngāti Tī-tahi, Ngāi-Tai-ki-Tāmaki,  
 Ngāti Paoa me Ngāti Whātua.  
 Ka uru mai a Matariki ki runga  
 ka tohu ia kua tīmata te Tau Hōu.  
 Tau mai te mauri  
 Haumi e, hui e, tāiki e!

Embrace life's essence from the earth below.  
 Welcome life's essence from the sky above.  
 The life force we each possess is truly a miracle.  
 The darkness is broken.  
 Welcome great essence of life,  
 Join together, and exclaim, it is done!  
 This is the wind that blows.  
 Unchanging and free-flowing,  
 from nothingness, to darkness,  
 then comes the light of dawn.  
 My rise from slumber finds strength  
 in the beautiful lands surrounding me.  
 I come down from Te Puru o Tāmaki  
 to Te Taumanu – anchorage of waka,  
 jewel on the coastline.  
 Māngere bids greetings  
 to the Manukau.  
 The rippling waters out there sweep  
 toward where the Tainui once crossed overland.  
 Coming inland to Panmure Basin,  
 I ramble on to Tāmaki River.  
 Then, once at Tāhuna Torea,  
 I trace a way across the skyline to  
 Patutahi and on again to Remuera.  
 Before me is this wonderful countryside  
 beckoning to the havens beyond;  
 Waiatarua, Onehunga, Rarotonga, Mutu-Karoa, Waipuna,  
 Te Kai-a-Hiku, Mokoia, and Uku-tōia.  
 I come to rest on Maungarei.  
 And once there, I see below are Rua-pōtaka  
 and Pare-huia standing watch over Te Oro –  
 the playhouse of Ngāti Tī-tahi, Ngāi Tai-ki-Tāmaki,  
 Ngāti Paoa and Ngāti Whātua.  
 Matariki rises high into view  
 signalling the New Year has begun.  
 Welcome great essence of life,  
 Join together and exclaim, it is done!

## He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Maungakiekie-Tāmaki Local Board area from 1 July 2022 to 30 June 2023.

You can read about our progress, expenditure, service performance and challenges faced in 2022/2023. It's part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council's Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Maungakiekie-Tāmaki Local Board Agreement 2022/2023.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we're delivering for Auckland.**

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▲ Local bike expert at Ecomatters Bike Hub Maybury Reserve

# He kōrero mai i te heamana

## From the chairperson

It has been a significant year for Tāmaki Makaurau / Auckland. Severe storm events, increasing cost of living, and major financial constraints have made it challenging for all. We're grateful for the people who came out to support in times of need, including when Onehunga Community Recycling Centre became a storm response hub for our residents.

To help strengthen our community's resilience and guide our action, we have recently adopted a local climate action plan. We are cultivating a sustainable rohe by investing in projects like the industrial pollution prevention programme in the Ann's Creek catchment and the Ope Programme providing sustainability activities and workshops.

Maungakiekie-Tāmaki is growing in population, economy and diversity. We supported local business with the Small Business Mentors Programme and entrepreneurial training through the Rebel Business School. We also supported free community events like the Te Ara Rama Matariki Light Trail.

We prioritised partnering with and building capacity of local community groups that are already doing the mahi to empower our whānau. This year we also provided opportunities for rangatahi and locals to decide on activities that benefit their communities through 'Oranga Decides' and a Maungakiekie-Tāmaki Youth Deliberative Democracy pilot. Nurturing our rangatahi as future leaders and hearing the voices of our community is important to us.

The continuity on our local board has allowed us to maintain momentum. We are working strategically and prioritising planning for the future of our area. While financial constraints mean we may not be able to deliver everything for everyone, our goal is to identify projects that are most important to our communities and deliver those to a high standard.

Amidst setbacks due to weather conditions, we have delivered significant projects like the upgraded youth activation area at Onehunga Bay Reserve, and renewals of several community buildings, playgrounds, and spaces. An upgraded skate park at Panmure Lagoon is on its way too, in partnership with Eke Panuku. Our partnerships with Eke Panuku, Tāmaki Regeneration Company and Kāinga Ora ensure our neighbourhoods and town centres are well-designed, safe and connected.



We look forward to continuing to work with you in the coming year.

Tua 'ofa atu,

**Maria Meredith**  
Chairperson, Maungakiekie-Tāmaki Local Board

# Te Poari ā-Rohe o Maungakiekie-Tāmaki

## Maungakiekie-Tāmaki Local Board



### Your local board

(L to R) Chris Makoare, Nerissa Henry, Debbie Burrows (Deputy Chairperson), Tony Woodcock, Maria Meredith (Chairperson), Peter McGlashan, Don Allan.



Maungakiekie-Tāmaki Local Board  
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# Ngā kaupapa me ngā whakapaipai ake

## Maungakiekie-Tāmaki projects and improvements

### KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playspace renewals**

### LEGEND

-  Local board office
-  Public open space (Unitary Plan)
-  Motorway
-  Major road
-  Arterial road
-  Medium road
-  Minor road
-  Railway

Data sources: Council Growth model i11v6 (August 2020). Statistics New Zealand 2018 Census.



Current population of **83,000** is projected to increase to 120,900 (46%) by 2041

We are home to **more than 100** local parks and sports fields, **3** libraries and **8** community centres and halls



**5** significant maunga / volcanic cones including Maungakiekie / One Tree Hill and Maungarei / Mt Wellington



# Tā mātou pūrongo whakahaere mahi

## Our performance report

### Local Community Services

We supported strong, diverse, and vibrant communities through libraries and literacy, arts and culture, parks, sport and recreation, and events delivered by a mix of council services, community group partnerships and volunteers. We funded community-led initiatives through our strategic partnership programmes and local grants. We maintained facilities, including local parks, libraries and halls.

- **Achieved**  
Target has been met or exceeded
- **Substantially achieved**  
Target has not been met by a slim margin (+/-2%)
- **Not achieved**  
Target not achieved
- ▲ **Progress made**  
Result improved from prior-year result
- ▬ **No change**  
No change from prior-year result
- ▼ **No improvements**  
Not improved from prior-year result
- \* Impacted by COVID-19**  
Measures favourably/unfavourably impacted by COVID-19

For more information on our service performance judgements and assumptions please refer to page 171 of Volume 1 of the annual report.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities</b>							
Percentage of Aucklanders that feel their local town centre is safe - day time	●	▼	85%	57%	65%	71%	Residents perceived that crime rates, ram raids and daylight robberies are on the increase and they felt unsafe compared to a year ago.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	35%	19%	28%	33%	Residents do not feel safe after dark. The number of shops with boarded up windows following a ram raid put people on edge. There are suggestions around providing for more police presence, less congregation of people around pubs and liquor stores and more street lights at the town centre.
<b>Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities</b>							
The percentage of Empowered Communities activities that are community led	●	▲	75%	86%	81%	68%	The target was exceeded this year because more community partners, such as the Hope Floral Society, Independent Living Services and Inclusionz, have had the capacity to lead activities in the community. Highlights from the year include a cultural and community services tour for Pacifica peoples, e-bike themed activations to connect with street youth, and community clinic information days for people with disabilities.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▼	75%	84%	85%	82%	The percentage of Maungakiekie-Tāmaki Local Board activities that build capacity and capability exceeded the target. This objective has been met consistently over the last three years. Staff have provided assistance with funding applications, supporting community groups to become more self-sufficient, building sustainability, resilience and organisational planning skills.
<b>We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often</b>							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▼	82%	69%	71%*	64%*	After a particularly wet summer season, flooding and weather events, sports field surfaces contractors and Auckland Council staff have worked closely with the community and clubs to proactively find a balance between play and protecting fields. Careful management of areas of heavy play have maximised the availability of surfaces and enabled grounds to remain fit for purpose. However postponed or rescheduled maintenance along with renovation delays due to weather conditions have still impacted on satisfaction with service's standards.
The customers' Net Promoter Score for Pools and Leisure Centres	●	▲	45	18	14*	38	Whilst the result is well behind the target, this group of centres has improved performance when compared with last financial year. Both Glen Innes and Panmure have performed well this year, while Sir William Jordan Rec Centre and Onehunga War Memorial Pool and Leisure Centre have dragged the overall score for the local board area down. Onehunga has however increased its NPS score from last year from 3.4 up to 7.8. The areas for opportunity for the coming year for this cluster of facilities are consistent with other facilities across the network and focus on cleanliness, the quality of changing rooms and toilets and communication with the community.
The percentage of users who are satisfied with the overall quality of local parks	●	▼	78%	58%	65%*	60%	Weather events have caused significant damage and closures to parks, walkways, and paths. Parks and reserves with large grass areas continue to be a challenge. Mowing schedules have been disrupted due to weather conditions however contractors have focused on edging around paths, litterbins, and playgrounds to maintain a tidy appearance. Places like Hochstetter Pond wetland have been completely submerged with limited access to the public. Improvements like playspace renewals at Tin Tracks Reserve and the installation of a basketball court and pump track at Onehunga Bay Reserve are expected to have a positive impact on overall satisfaction in 2024.
The percentage of residents who visited a local park in the last 12 months	●	▼	90%	82%	84%*	83%*	A particularly wet summer season, flooding and weather events have contributed to lower visitor levels at local parks.

Local Community Services measures cont'd over

## Local Community Services cont'd

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We showcase Auckland's Māori identity and vibrant Māori culture</b>							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	∨	45%	38%	41%	35%*	The percentage of local programmes, grants and activities that respond to Māori aspirations was under target, with the main contributor to this result being the under-performance of the arts and culture programmes - 23 percent noting Māori outcomes. Both community grants and community empowerment activities responding to Māori aspirations were above 50 per cent, reflected in the key focus on engagement with local iwi and support given to local marae development.
<b>We fund, enable, and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life</b>							
The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)	●	∧	286,000	238,550	120,640*	246,975*	Maungakiekie-Tāmaki Local Board is 17 per cent under target. The target was set in anticipation that internet sessions would recover from the impact of the COVID-19 this year. The point of recovery was reached in March 2023, when all libraries saw similar levels of growth, though later than expected and influenced by severe weather events.
The percentage of local community services, programmes and facilities that are community led	●		Set baseline <sup>1</sup>	Baseline not set	Not measured	New measure	
The percentage of arts, and culture programmes, grants and activities that are community led	●	∧	45%	55%	52%	12%	All arts and culture programmes and activities in this local board are delivered or enabled by Council-led facility Te Oro Music and Arts Centre. 55 per cent of activities were community led this year, an increase from last year and above target. This is as a result of the relationships and partnerships that the Te Oro team have continued to develop with community partners, and also as a response to the recovery from COVID-19.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	11%	11%	11%	11%	
The number of participants for local community services, programmes, and facilities	●		Set baseline <sup>1</sup>	Baseline not set	Not measured	New measure	
The number of attendees at council-led community events <sup>2</sup>	●	∧	3,700	2,000	0*	1,800*	Two events were planned for the year. This included a Movies in Parks event which was cancelled due to the impact of the severe weather events experienced in January and February 2023. The other event, Onehunga Christmas Lights, was delivered with a good level of attendance.
The number of participants in activities at art facilities, community centres and hire venues	●	∧	393,000	329,852	188,926*	351,371*	The total number of participants for this financial year is the second-highest compared to the totals from the last three financial years before. Facilities were able to operate without COVID-19 disruptions, which likely helped with this year's increase in participant numbers. Panmure Community Hall (making up 23 per cent of total participants) returned to pre-COVID-19 levels. Onehunga Community Centre (making up 17 per cent) was under pre-COVID-19 levels.
The number of visits to library facilities	●	∧	354,000	312,681	193,330*	326,842*	Library visits were expected to recover after the pandemic, but did not until March 2023. In addition, Auckland Libraries moved to an improved system of counting visitor numbers in this financial year, leading to more accurate but lower results.
The percentage of customers satisfied with quality of local community services, programmes, and facilities	●		Set baseline <sup>1</sup>	Baseline not set	Not measured	New measure	
The percentage of attendees satisfied with a nominated local community event			75%	Not measured	Not measured*	Not measured*	Not measured - Movies in Parks was cancelled due to impact of severe weather events in January and February 2023.
Percentage of customers satisfied with the quality of library service delivery	●	∧	95%	97%	96%	96%	

1. Better measures on overall participation, satisfaction and enabling more community-led community services were the original intent when these measures were included in the 2021-2031 Long-term Plan, signalling a shift in our approach and scope in delivering community services. We explored different methodologies but data gaps in some services mean a consolidated measure across community services is difficult to measure, while the scope of council-led community services are expected to change. Further work will be on hold until future options for community services are considered as part of the 2024-2034 Long-term Plan.

2. Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover.

## Local Planning and Development

We worked with our local businesses through business associations to deliver free events and placemaking initiatives in our town centres. We funded programmes that support entrepreneurs, small businesses, and young people to connect into quality and sustainable jobs.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We help attract investment, businesses and a skilled workforce to Auckland</b>							
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	●	—	100%	100%	100%	100%	All BIDs in the Maungakiekie-Tamaki Local Board complied with the BID Policy 2022.

## Local Environmental Management

We supported healthy ecosystems and sustainability through local board-funded projects promoting planting, pest control, stream and water quality enhancements, healthy homes, and waste minimisation. We finalised our local climate action plan and funded programmes to educate and empower young people to lead environmental initiatives.

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<b>We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change</b>							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes	●	▲	75%	100%	72%	New measure	An incremental target was set since it was first introduced in financial year 2021/2022. The result exceeded target as we successfully delivered six sustainability initiative projects for Maungakiekie-Tāmaki in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes	●	—	85%	100%	100%	New measure	An incremental target was set since it was a new measure introduced in financial year 2021/2022. The result exceeded target as we successfully delivered five Natural Environment (Environmental Services) and Healthy Waters projects for Maungakiekie-Tāmaki in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its local board plan.

# He whakamārama mō ā mātou mahi whakahaere

## Our performance explained

### Oranga decided

In 2022/2023, \$85,000 was awarded to Oranga community-led projects to enhance their neighbourhood.

This year, the Maungakiekie-Tāmaki Local Board ran a pilot project, called Oranga Decides, giving locals the opportunity to choose their own initiatives for their neighbourhood.

Maungakiekie-Tāmaki Local Board Chair, Maria Meredith is excited about the pilot.

“We’ve been looking forward to this fresh approach. I believe it’s hugely effective and beneficial to give a tight-knit community ownership and be empowered to choose what they need and want,” she says.

As part of the board’s Strategic Partnerships Programme, money was set aside for collaborative funding pilots such as this one. For maximum impact, other funders, like Foundation North, have partnered with the local board to prioritise the best possible outcomes for locals.

Initially, a survey was circulated online and at key venues. Through the survey, Oranga residents identified creating a safer space in Fergusson Domain and supporting local tamariki under 14 years old as their top priorities for 2023. Ideas and proposals were then gathered from the community to address these two priorities.

Through two rounds of engagement, participants developed six ideas for projects, including cooking classes for tamariki, installing a pump track, local programmes and activities specifically engaging with rangatahi and tamariki, installing picnic tables and a dance therapy class.

Finally, using a participatory budgeting tool, the community was asked to rank the initiatives and projects in order of what would provide the best outcomes for themselves, their whānau and the community.

Due to the collaborative nature of this pilot, all six of the projects can be successfully delivered through the support of the community. Kāinga Ora also joined the party to deliver the proposed pump track, which is coming soon.



▲ Oranga community mural.

# Te āhuatanga ā-rohe Local flavour

## Local grant helps charity glam up the guys

Local board grant funding adds some shine where it’s needed.

Fix Up Look Sharp is an Onehunga-based charity that provides free styling services for male-identified people looking to sharpen up their appearance for that all-important job interview or meeting.

The charity assists men and all male-identified people get ahead and confidently grasp opportunities by helping them present their best version of themselves in a fresh outfit. Whether it’s a job offering or a networking opportunity, Fix Up Look Sharp helps with sourcing clothes and coordinating the entire menswear outfit to help people look the part.

“We help our clients put their best foot forward by building confidence and providing them with a sense of self value,” says Jane Treseder, Director of Fix Up Look Sharp.

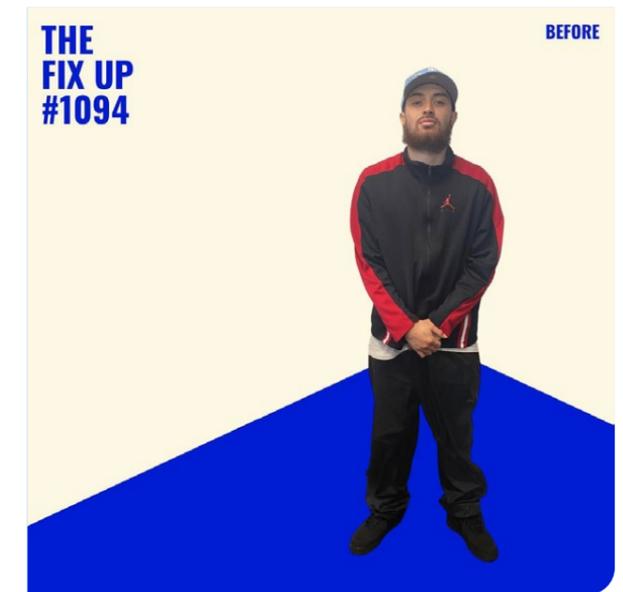
“Many of our clients come from disadvantaged backgrounds and we believe self-confidence and self-value is key to success”.

The charity is run by an experienced fashion stylist and registered social worker who is very passionate about building people up to achieve their goals.

Funded by Maungakiekie-Tāmaki, Māngere-Ōtāhuhu, Manurewa, Ōtara-Papatoetoe and Papakura local boards, the not-for-profit organisation has been operating since 2014 and fully relies on donations from menswear retailers and funding partners such as Auckland Council and others. Funding contributes towards rent, staff wages marketing and signage, stock that can’t be sourced from donors, volunteer expenses, event costs, internet and various overheads.

Clients come to Fix Up Look Sharp through Work and Income, employment programmes, community organisations, mental health providers and word of mouth of clients.

In February 2023, the charity opened a new branch in Avondale and plans to grow across Tāmaki Makaurau and eventually throughout Aotearoa.



▲ Fix Up Look Sharp customer’s before look.



▲ Fix Up Look Sharp customer’s reveal after fix up.

# Te tahua pūtea

## Funding impact statement

Financial year ending 30 June 2023

\$000s	Notes	Actual 2022/2023	Annual Plan 2022/2023	Annual Plan 2021/2022*
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		15,503	15,503	15,855
Targeted rates		1,000	1,044	1,010
Subsidies and grants for operating purposes		34	30	30
Fees and charges		529	503	485
Local authorities fuel tax, fines, infringement fees and other receipts		236	216	223
<b>Total operating funding</b>		<b>17,302</b>	<b>17,296</b>	<b>17,603</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	1	15,749	14,249	14,361
Finance costs		988	988	747
Internal charges and overheads applied		1,834	1,834	2,447
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>18,571</b>	<b>17,071</b>	<b>17,555</b>
<b>Surplus (deficit) of operating funding</b>		<b>(1,268)</b>	<b>225</b>	<b>48</b>
<b>Sources of capital funding:</b>				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt	2	6,894	7,673	6,690
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
<b>Total sources of capital funding</b>		<b>6,894</b>	<b>7,673</b>	<b>6,690</b>
<b>Application of capital funding:</b>				
- to meet additional demand	3	950	3,762	865
- to improve the level of service		897	839	328
- to replace existing assets		3,779	3,297	5,545
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>		<b>5,626</b>	<b>7,898</b>	<b>6,738</b>
<b>Surplus (deficit) of capital funding</b>		<b>1,268</b>	<b>(225)</b>	<b>(48)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

**Variance explanation Actual 2022/2023 to Annual Plan 2022/2023**

1. Payments to staff and suppliers were above plan due to recent weather events damaging open spaces and tracks. Maintenance staff and contractors had a greater workload than usual to clean up and repair damage.
2. Whilst partly offset by higher than planned payments to staff and suppliers, capital expenditure was lower than planned. This resulted in a funding surplus which meant that less debt funding was required than was planned.
3. Capital expenditure was below plan due to delays in the local renewals programme. Jubilee Bridge underwent a re-scope to reduce costs.

\* Same target as the Year 1 of the Long-term Plan 2021-2031 (10-year Budget 2021-2031).



Seniors dance class at Te Oro ►



▲ Point England Reserve

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