

Te Poari ā-Rohe o Puketāpapa  
Te Rīpoata ā-Tau 2022/2023

# Puketāpapa Local Board

Annual Report 2022/2023



Volume  
**2.15**

## 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 send my greetings below to the shores of the Manukau Harbour, landing place of visiting cormorant on the domain of the oystercatcher.
Ka huri whakateraki aku kamo, ka kite atu au i te ara hou 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 kō 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, to Pukewīwī where I can catch my breath.
Ka kite kau atu au i te remu o Ōwairaka, ka hoki whakararo ano 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 Ōwairaka to the north, my thoughts turn south to Te Tātua o Riu ki Uta – Three Kings, my boundary to the east. Beyond lies the Central Business District 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. Kātahi au ka hoki mā te Kāhiwi Pūpuke kia ū atu anō au ki a koe Waikōwhai. I kona ka tau aku mihi, ka eke, kua eke, hui e, taiki e!	From here I follow the ridgeline that is Hillsborough till I am back at Waikōwhai. And, there my greetings rest, we are bound, 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 Puketāpapa 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 Puketāpapa 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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▲ Colourful kites at Puketāpapa Manu Aute Kite Day Matariki 2023

# He kōrero mai i te heamana

## From the chairperson

As I write this, Aotearoa / New Zealand is celebrating Matariki, a special time to gather with whānau and friends to reflect on the past, celebrate the present and plan for the future. This inspired our board’s message to you.

Reflecting on the past year has seen positive achievements and mahi across the community. We have seen an end to the pandemic restrictions, a particular highlight for me was resuming the in-person citizenship ceremonies.

When our area was impacted in January by unprecedented storm events, the response from the community was commendable. Two local community facilities were used as Civil Defence Centres including the Fickling Centre in Mt Roskill and the Roskill Youth Zone.

To celebrate the present, the Puketāpapa Local Board has been successful in joining Welcoming Communities – Te Waharoa ki ngā Hapori. This programme is led by Immigration New Zealand, and we will work with them towards building a healthier, happier and more productive community by welcoming newcomers into our area.

To plan for the future, our area is undergoing significant growth. Late last year, the board approved content within the integrated area plan for the Mt Roskill redevelopment area. This plan aims to assist our communities in shaping the local area for the future – through ongoing development and change over the next 30 years. Additionally,



adoption of concept plans for both Keith Hay Park and Mount Roskill War Memorial Park. As these are both significant suburb scale parks, these plans provide high quality community and recreation outcomes for residents of Puketāpapa. These concept plans ensure the parks are developed appropriately to cater for growth in the area.

We are privileged to represent you this term and look forward to another year ahead. As the board’s chairperson, I have enjoyed engaging with you all and, in October, we will adopt the 2023 Puketāpapa Local

Board Plan which will help deliver our local area outcomes.



**Ella Kumar**  
Chairperson, Puketāpapa Local Board

# Te Poari ā-Rohe o Puketāpapa

## Puketāpapa Local Board



### Your local board

(L to R) Bobby Shen, Fiona Lai (Deputy Chairperson), Mark Pervan, Ella Kumar (Chairperson), Roseanne Hay, Jon Turner.



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# Ngā kaupapa me ngā whakapaipai ake

## Puketāpapa projects and improvements

### KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**

### LEGEND

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



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



**49%** of our residents identify as Asian, which includes Indian, Chinese, Sri Lankan, Filipino and Korean communities



**13** mana whenua have an interest in Puketāpapa

We are home to almost **100** parks, many linked by greenways, **2** recreation centres, **1** swimming pool, **1** library and numerous community centres.



A **unique landscape** including Manukau Harbour, Te Auaunga/Oakley Creek and **2** volcanic cones (Puketāpapa/Pukewīwī/ Mt Roskill and Te Tātua o Rū-kī-uta/Big King)



# Tā mātou pūrongo whakahaere mahi

## Our performance report

### Local Community Services

We provide grants and partner with local organisations to deliver community services such as our collaboration with the YMCA to deliver youth-related programmes where capacity is at 100 per cent. We fund the Puketāpapa Youth Foundation who provided several activities throughout the year that promoted youth leadership and decision making. We developed community network activities during the year; workshops which were well attended and encouraged participation from diverse groups to come together in strengthening community voices through consultation. We completed Keith Hay Park renewal of sport fields and lighting, and the renewal of Waikōwhai Reserve playspace.

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

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			82%	52%	61%	73%	The downward trend reflects an overall perception that crime has increased and that safety is an issue. This is associated with a perception that some areas are safer than others.
Percentage of Aucklanders that feel their local town centre is safe - night time			34%	16%	20%	31%	Comments made in the residents survey identify safety concerns around a lack of police patrols, homelessness and anti social behaviour.
<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%	72%	82%	85%	The percentage of Puketāpapa Local Board community empowerment activities that were community led did not meet their target. There has been a substantive decrease in performance in comparison to last year's result. Moving the Network to Council staff delivery led to the decrease in community-led delivery, as it was previously delivered by a community group. While this has negatively impacted performance against target, it has improved the overall value and outcomes of the Network.
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals			83%	95%	88%	77%	The percentage of Puketāpapa Local Board activities that build capacity and capability exceeded their target. There has been a substantive increase in performance in comparison to last year's result. The increase is due to additional activities being offered to support Community Network members, including a series of Funding and Treaty of Waitangi training sessions.
<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%*	76%*	The impact of a particularly wet summer season due to flooding and weather events on sports field surfaces, has resulted in postponed or rescheduled maintenance along with renovation delays. Improvements like installation of new lighting at Keith Hay Park are expected to have a positive impact on overall satisfaction in 2024.
The customers' Net Promoter Score for Pools and Leisure Centres			17	8	13	12	The overall score for the local board area has been impacted by Cameron Pool scoring -7.3 for the year. Lynfield has performed well and above target at 25.0. Areas for focus and improvement for Cameron Pool and Leisure Centre for the new financial year include cleanliness of the facilities (both pool and gym) and the quality of equipment. The value for money indicator also scores low for Cameron Pool - likely as a result of the cleanliness and quality challenges.
The percentage of users who are satisfied with the overall quality of local parks			80%	67%	68%*	68%*	Weather events have caused significant damage and closures to parks, walkways, and paths. Waikōwhai Park has been impacted by extensive damage to the roadway surface leading to the park and significant wash-out damage to tracks which required further technical assessment before remediation works could be completed. The playground renewal has been delayed, cushion fall was scoured and the area covered in silt. The new Wattle Bay walkway was also closed due to landslips. Further investigation also needs to be undertaken on the Manukau Foreshore track network. These delays and closures have impacted on the satisfaction of local park visitors.
The percentage of residents who visited a local park in the last 12 months			90%	85%	81%*	81%*	A particularly wet summer season, flooding and weather events have contributed to lower visitor levels at local parks.
<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			20%	24.0%	20.2%	30%	The percentage of local programmes, grants and activities that respond to Māori aspirations exceeded their target. The arts and culture programmes performed well with the assistance of the Pah Homestead. This has resulted in the delivery of more programmes this year, and the proportion of their programmes responding to Māori aspirations has increased from 5 to 20 per cent. Key contributors from community delivery were programmes from Healthy Puketāpapa Action Plan and the Treaty of Waitangi training offered to Puketāpapa Community Network members.

## Local Community Services cont'd

	Outcome	Year-on-year change	2023 Target	2023 Result	2022	2021	How did we perform
<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)	●	▲	82,100	108,862	53,389*	94,797*	Library internet sessions were expected to recover after the pandemic, but didn't until March 2023. However, when internet sessions in Puketāpapa did increase again in March, use was higher than expected and we exceeded the target.
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	●	▬	90%	100%	100%	100%	All arts and culture programmes were delivered by independent and community led partners who were supported with local board funding. All programmes delivered respond to the vision and goals of Toi Whītiki – the Arts and Culture Strategic Action Plan.
The percentage of art facilities, community centres and hire venues network that is community led	●	▼	17%	14%	17%	17%	Ongoing improvements to the quality of the data has led to the inclusion of one Council-led facility in this data set being the Mt Roskill Tennis Club, leading to the 3 percentage points decrease. This target does not reflect the revisions made to community-led facilities so the decrease as noted is to be expected.
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>	●	▲	3,000	800	0*	2,800	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, Carols at the Kings, was delivered with a lower than expected attendance which was likely to be weather related.
The number of participants in activities at art facilities, community centres and hire venues	●	▲	404,000	348,453	218,767*	338,995*	The total number of participants continues to recover from previous years Covid impacted results. Weather related disruptions in January and February 2023 were a factor in this year's performance results.
The number of visits to library facilities	●	▲	212,100	198,044	119,858*	190,486*	Library visits were expected to recover after the pandemic, but didn't 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. If Puketāpapa performed throughout the year as it did after March, it would've reached the target.
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			70%	Not measured	Not measured*	Not measured*	Not measured - Movies in the Parks was cancelled due to the impact of severe weather events in January and February 2023.
Percentage of customers satisfied with the quality of library service delivery	●	▬	85%	97%	97%	98%	The Mt Roskill library continued to exceed the customer satisfaction target in line with prior year performance. Customers were especially satisfied with the service provided by our frontline library staff.

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 Environmental Management

We work in partnership with local communities and iwi to support and deliver projects and programmes to improve healthy ecosystems and sustainability. We continue to fund programmes such as Eco Neighbourhoods where neighbours partake in low carbon practices. We have funded the Oakley Creek pest plant control buffer project which despite the cyclone weather event was completed. We instigated the Manukau Foreshore Herpetofauna Survey which has achieved relatively high detection rates of reptiles. The climate action activator team continue to drive implementation of the Puketāpapa Low Carbon Action Plan to achieve climate action targets.

	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	●	▲	80%	100%	75%*	New measure	We successfully delivered all three sustainability initiative projects such as our Climate Action Activator and Low carbon Lifestyles for Puketāpapa in 2022/2023. These projects have contributed towards the local board's environmental outcomes as described in its Puketāpapa Local Board Plan 2020.
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	We successfully delivered six Natural Environment (Environmental Services) and Healthy Waters projects for Puketāpapa in the 2022/2023 financial year. These projects have contributed towards the board's environmental outcomes as described in its Puketāpapa Local Board Plan 2020. These projects included for example, the Oakley Creek pest plant control buffer project and the Manukau Foreshore Herpetofauna Survey.

# He whakamārama mō ā mātou mahi whakahaere

## Our performance explained

Puketāpapa Youth Foundation continues to deliver great work in our community.

The foundation is part of Puketāpapa Local Board’s capacity building for youth development work. During the year, the foundation held a Youth Leadership Summit, where young people from across-the-board area heard from young community leaders about how to develop their leadership skills. The foundation also focused on strategic planning for the coming year and enabled a youth and community submission on Auckland Council’s annual budget through a series of community engagement events. The foundation created its own accessible submission format and secured an impressive 500 submissions from people aged from under-15 to 74 years old, with the majority from those under-24 years.

Cameron Pools was significantly impacted by the Auckland Anniversary Weekend storm event, with extensive flooding and damage to the building and infrastructure. However, the pools have concluded the year on a high note, enjoying a strong rebound in visitor and participation numbers. In particular, there was a notable increase in Swim School enrolments during June 2023, with the number of people having Swim School lessons also surging by an impressive 56

per cent, compared to the final quarter of 2021/2022, reaching a total of 11,000 lessons. The term concluded with boat safety lessons, which received positive feedback from Swim School parents.

### Local environment

All the Board’s environmental programmes were successfully delivered in 2022/2023. Highlights included the completion of the Oakley Creek Pest Plant Control Buffer Project and the Manukau foreshore herpetofauna (reptiles and frogs) survey.

The Oakley Creek Pest Plant Control Buffer Project is now a joint project run with Albert-Eden and Whau local boards. It aims to support private landowners living next to high-value parks and reserves to control invasive weeds. Support includes financial investment by the council and volunteer time by local groups.

The Board continued to support the Climate Action Activator Programme, appointing a new climate action activator contractor in the first quarter of the financial year. The local activator team supported the community response to flooding and cyclone Gabrielle and held nine bike fixing events during the last quarter, including four events at Keith Hay Park.

▼ Fresh talent at Carols at the Kings



# Te āhuatanga ā-rohe

## Local flavour

### Roskill Bike Kitchen upcycled, offering more on the menu

Previously known as the Roskill Bike Kitchen, the new look-and-feel Roskill Bike Hub now has more to offer its community.

Mount Roskill Bike Hub officially opened in July and is the first of a new tranche of bike hubs coming to Tāmaki Makaurau / Auckland. Thanks to Auckland Transport (AT) funding, the upgraded hub is operating 15 hours, three days a week, with more staff, tools, work and storage space, as part of AT’s regional bike hub network – with eight more to come.

Puketāpapa Local Board Chairperson, Ella Kumar is delighted with the project’s significant benefits for the community and environment.

“We’re thrilled this amazing community project is receiving additional support to thrive as the hub it should be,” she says.

“It has huge positive impacts by reducing emissions and diverting unused bikes from landfill to be upcycled.”

Up until now the bike kitchen has received various grants from the local board. Mount Roskill Bike Hub and Puketāpapa Active Transport Haven Founder, Richard Barter, is grateful for all the support and

grants from the local board over the years to get the bike kitchen up and running. “We wouldn’t be where we are without the board’s help.”

He’s also pleased with AT’s contribution. “Now we’re running more programmes and services for the community that we couldn’t in the past – which is fantastic,” says Barter.

Barter manages various active transport projects in the area and started Roskill Bike Kitchen in response to a 2016 mobility survey conducted with Puketāpapa residents. Survey results showed more residents would cycle if they could afford a bike. Since established, the bike kitchen has received, serviced and given away thousands of bikes.

Bike hubs offer repairs, education, safety checks and gear, affordable bike sales, accepts and refurbishes donated bikes and pop-ups at local events. All services are free, and they rely on a wide range of supporters and partnerships to operate.

The bike hubs project addresses emissions from the transport system and improves active modes access as part of Te Tāruke-ā-Tāwhiri: Auckland’s Climate Plan.



▲ Volunteer, Nihal Perera and Puketāpapa Climate Activator Leora Karon setting up Mount Roskill Bike Hub.

# 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		10,036	10,036	11,513
Targeted rates		0	0	0
Subsidies and grants for operating purposes		25	19	19
Fees and charges		563	509	493
Local authorities fuel tax, fines, infringement fees and other receipts		28	29	9
<b>Total operating funding</b>		<b>10,652</b>	<b>10,593</b>	<b>12,034</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	1	10,241	9,178	9,988
Finance costs		318	318	282
Internal charges and overheads applied		1,002	1,002	1,744
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>11,561</b>	<b>10,498</b>	<b>12,014</b>
<b>Surplus (deficit) of operating funding</b>		<b>(909)</b>	<b>95</b>	<b>20</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	3,376	1,540	1,081
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>3,376</b>	<b>1,540</b>	<b>1,081</b>
<b>Application of capital funding:</b>				
Capital expenditure:	3			
- to meet additional demand		16	69	37
- to improve the level of service		1,216	128	50
- to replace existing assets		1,235	1,438	1,013
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>		<b>2,467</b>	<b>1,635</b>	<b>1,101</b>
<b>Surplus (deficit) of capital funding</b>		<b>909</b>	<b>(95)</b>	<b>(20)</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, and Keith Hay Park in particular, in preparation for the FIFA Women’s World Cup. Maintenance staff and contractors had a greater workload than usual to clean up and repair damage.
2. Capital expenditure and payments to staff and suppliers were above the planned amount. This resulted in a funding deficit which meant that more debt funding was required than was planned.
3. Capital expenditure was above plan mainly due to unplanned work at Keith Hay Park, renewal of the sport field and lighting in preparation for the FIFA Women’s World cup.

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

Having a blast at Waikowhai Playground opening ▶





▲ Wesley Market

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