

Te Poari ā-Rohe o Puketāpapa  
Te Rīpoata ā-Tau 2021/2022

# Puketāpapa Local Board

Annual Report 2021/2022



Volume  
**2.15**

# Mihi

Tēnei au te noho atu nei  
i te kāhiwi o Waikōwhai ki te uru.  
Ka mihi iho au ki raro  
ki te ākau o Manukau moana,  
he taunga kawau tiketike,  
te eke ki te tāhuna tōrea.  
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.  
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.  
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!

Here I sit  
on the western ridge overlooking Waikōwhai.  
I send my greetings below to the shores of  
the Manukau Harbour,  
landing place of visiting cormorant  
on the domain of the oystercatcher.  
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.  
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.  
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

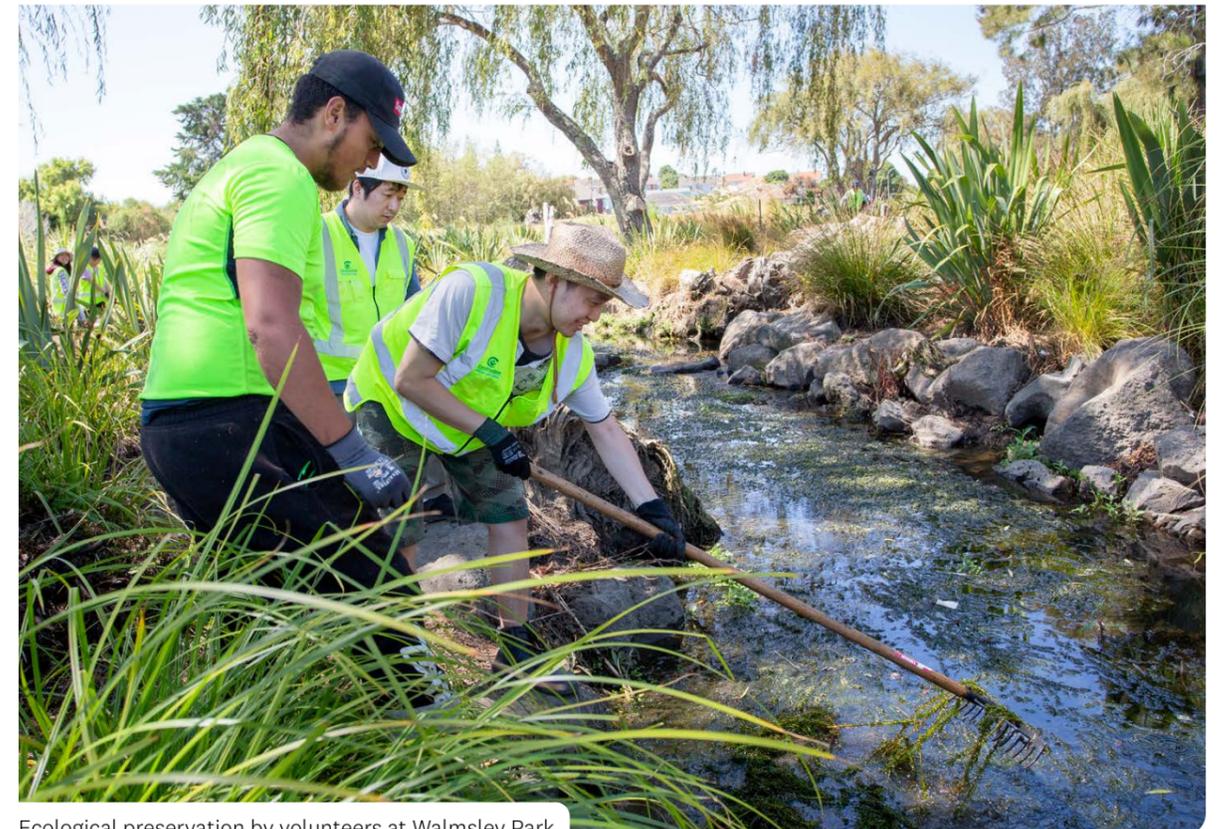
This annual report tells the story of how Auckland Council has performed in delivering services in the Puketāpapa Local Board area from 1 July 2021 to 30 June 2022.

You can read about our progress, expenditure, service performance and challenges faced in 2021/2022. 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 2021/2022.

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.**

### CONTENTS

Mihi .....	2
About this report .....	3
From the chairperson .....	4
Our board .....	5
Our area .....	6
Performance report .....	8
Local flavour .....	13
Financial information .....	14



Ecological preservation by volunteers at Walmsley Park

# He kōrero mai i te heamana

## From the chairperson

The last year continued to be challenging and the next year looks to be so, too.

Council finances are constrained, COVID-19 has limited people's activities and movement, and climate change impacts have become more acute. Despite this there are many positive things your local board has achieved in the 2021/2022 financial year. Of note in the environment space, we supported local volunteer groups who provide social connection safely outside alongside their vital ecological mahi. We really appreciate the efforts our many parks and awa Friends groups and our amazing Eco-Neighbourhoods crews.



Finally, as we look ahead to 2023, the local board continues to build our local investment in climate action and social cohesion. We're working with local groups and central government agencies on exciting projects like Welcoming Communities to help the hundreds of new residents in Puketāpapa to connect. We are again funding the Low Carbon Lifestyles programme and continuing to implement our Urban Ngahere Action Plan to protect and plant trees. We will do our first herpetofauna survey, looking at

the frog populations on the Waikowhai Coast as an important biodiversity and climate change marker species.

As our community grows and changes, stretching and transforming the tapestry we all contribute to, we hope that our work will hold strong and true, and that you will help to weave it with us.

**Julie Fairey** (she/her)  
Chairperson, Puketāpapa Local Board

Another highlight was work on the renewed playground at Waikowhai Park, with the upper half (including the big slide!) already open and the lower portion awaiting better weather for finishing off. Other local facilities have had, or are having, small renewals, including behind-the-scenes essentials like upgrading the electrics. Many council staff and contractors who work in these areas have been particularly impacted by COVID-19, from illness to supply issues, so a big thank you for your perseverance.

# Te Poari ā-Rohe o Puketāpapa

## Puketāpapa Local Board



### Your board

(L to R) Bobby Shen, Harry Doig, Julie Fairey (Chairperson), Fiona Lai, Jon Turner (Deputy Chairperson), Ella Kumar.



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Closed Friday-Monday and public holidays



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# Ngā kaupapa me ngā whakapaipai ake

## Puketāpapa projects and improvements

### KEY TO CURRENT AND PLANNED PROJECTS

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

● **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

## Local Community Services

We provided grants and partner with local organisations to deliver community services such as the Puketāpapa Youth Foundation and hosted events to support strong youth leadership capacity and empower them to provide input into local board decision making. We provided grants to our key community partners. We had to defer our Healthy Puketāpapa Strategic Framework and Action Plan when the delivery contractor resigned. We completed stage one refurbishment at Lynfield Recreation Centre and Open Space Drinking Fountains and Shade Sails Stages 1-5.

Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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%	61%	73%	81%	The result reflects the growing unease of respondents affected by the recent spate of serious offending, especially by young offenders highlighted in media.
Percentage of Aucklanders that feel their local town centre is safe - night time	●	▼	34%	20%	31%	39%	Comments in the residents survey reflect safety concerns around homelessness, especially at night, with calls for more lighting, security cameras and police patrols.
<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%	82%	85%	56%	
The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals	●	▲	83%	88%	77%	82%	
<b>We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often<sup>1</sup></b>							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▼	82%	71%*	76%*	87%	The impact of the council's recovery budget limited investment in playing surfaces in spring and autumn, along with general capital works, so activity did not meet community expectations. COVID-19 restrictions meant reduced service standards, leaving grounds without regular maintenance. However, lower use meant the surfaces, once maintenance resumed, came through the winter better than in a typical year.
The customers' Net Promoter Score for Pool and Leisure Centres	●	▲	17	13	12	10	Result is a slight improvement on last financial year, however fell short of target. Key factor in the feedback from customers who were dissatisfied was the cleanliness of facilities.
The percentage of users who are satisfied with the overall quality of local parks	●	—	80%	68%*	68%*	82%	Despite the continued investment in existing local parks facilities and the delivery of park programmes and services, COVID-19 restrictions, which included playground closures, impacted satisfaction levels. Continued investment in existing facilities and the delivery of park programmes and services should see an upwards trend.
The percentage of residents who visited a local park in the last 12 months	●	—	90%	81%*	81%*	83%	While we didn't meet target, 81 per cent is relatively high and is consistent with the council's customer experience surveys showing high use during COVID-19 lockdowns. The result reflects the importance of local parks to the quality of life of Aucklanders.
<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%	20.2%	30%	19.8%	The decline in the 2022 result compared to prior year are driven by lower percentage of local grants and quick responses that are aligned with Māori outcomes. The decline for grants is likely due to fewer applications for projects aligned with Māori outcomes.
<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<sup>1</sup></b>							
The number of internet sessions at libraries (unique sessions over public computing or public WiFi networks)	●	▼	82,100	53,389*	94,297*	106,078*	The number of internet sessions was below target mainly due to COVID-19 restrictions which reduced the availability of internet services at libraries. During alert levels 4 and 3, WiFi availability outside libraries was removed, and during the Red setting they operated at reduced levels, returning back to normal in the Orange setting. Library computers were unavailable while libraries were closed during the lockdowns, and have been operating at reduced capacity since libraries reopened. Availability will return to normal at the Green setting.
The percentage of local community services, programmes and facilities that are community led			Set baseline <sup>2</sup>	Not measured	New measure	New measure	

## Local Community Services cont'd

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	How did we perform
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 supported by council funding in line with the vision and goals of Toi Whiti - the Arts and Culture Strategic Action Plan.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	17%	17%	17%	17%	
The number of participants for local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The number of attendees at council-led community events	●	▼	3,000	0*	2,800	1,500*	Events scheduled for the year were not delivered due to COVID-19 restrictions.
The number of participants in activities at art facilities, community centres and hire venues	●	▼	404,000	218,767*	338,995*	311,589*	Community centres and hire venues were mostly closed for three-and-a-half months during COVID-19 alert levels 4 and 3. They reopened in December 2021, and participant levels have slowly increased each month. However, increased safety measures, vaccination pass requirements, and increased caution from the public meant participation levels were below plan and under the previous year's average. Since December, there has been a slow increase in participant numbers, particularly the Fickling Convention Centre and Roskill Youth Zone.
The number of visits to library facilities	●	▼	212,100	119,858*	190,486*	216,760*	Physical visits to libraries were impacted by the COVID-19 restrictions and were below target. In response to COVID-19 risks, Auckland Libraries offered alternative services such as e-collections, online resources, Click and Collect, virtual programming and use of phone and email for research and information services. These alternative service methods were not included in the data collection for this performance measure.
The percentage of customers satisfied with quality of local community services, programmes, and facilities			Set baseline <sup>2</sup>	Not measured	New measure	New measure	
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	Not measured*	92%	Not measured - satisfaction surveys not done due to COVID-19 restrictions.
Percentage of customers satisfied with the quality of library service delivery	●	▼	85%	97%	98%	96%	Our libraries have one of the highest customer satisfaction scores across all local boards and continued to exceed the customer satisfaction target despite COVID-19 challenges. This shows the dedication and commitment of our frontline library staff in ensuring our customers receive the best experience at all times.

1. Some level of service statements have been combined to reflect the council's move toward new and integrated ways of delivering services. All levels of service and performance measures from previous years are included. There is no intended change to the level of service provided to the community.

2. New measure - methodology under review to determine baseline. We are utilising the expertise of kaimahi who work with communities to ensure the definition encompasses the right mahi and is workable from a data capture perspective. A survey has been created to understand how many activities fit the proposed definition and will support creation of a baseline. Once we understand the scope of activities the next step is identifying the baseline targets. We are also looking at how we can utilise existing customer experience programmes to capture customer satisfaction. However, this requires us to understand the activities that need to be included as part of any customer experience survey.

## Local Environmental Management

We partnered with local communities and iwi to deliver projects and programmes to improve local environments. We funded environmental volunteers' groups to provide a range of environmental initiatives. We funded a climate action activator role to drive the implementation of the Puketāpapa Low Carbon Action Plan to achieve climate action targets.

	Outcome	Year-on-year change	2022 Target	2022 Result	2021	2020	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<sup>1</sup></b>							
The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	●		70%	75%*	New measure	New measure	We delivered three out of four projects. The Low Carbon Lifestyles project required face-to-face engagement and was delayed by COVID-19 restrictions. We expect this to be delivered in quarter one 2022/2023.
The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes <sup>2</sup>	●		80%	100%*	New measure	New measure	Three Natural Environment and Healthy Waters projects were successfully delivered for Puketāpapa this year.

1. The level of service statement has been amended to include the growing focus on addressing climate change. There is no intended change to the level of service provided to the community.

2. New local environment services performance measures have been introduced to track the delivery performance of local projects that contribute towards specific environmental outcomes in the local board plans.

## He whakamārama mō ā mātou mahi whakahaere

### Our performance explained

Our 2021 Children’s Panel, with support from the community provider, focused on inclusive resilient communities. Despite COVID-19 restrictions, the panel completed over 90 surveys with Hay Park Primary School, Three Kings, May Road School, Wesley Intermediate on the topic.

Our community volunteers were celebrated at a local community forum. From supporting the most vulnerable in our community to making sure our parks are well-loved, community volunteers make a real difference to our people and our places. Events were heavily impacted by COVID-19 restrictions, but the Puketāpapa Manu Aute Kite Day went ahead, with several thousand people attending and lots of positive feedback.

We completed stage one of the exterior and interior works refurbishment of Lynfield Recreation Centre. Lynfield Youth and Leisure Centre had to navigate both COVID-19 and a comprehensive renewals programme. The centre was closed in January and partially closed in subsequent months for building renewals. This has

reduced customer access and significantly contributed to 55 per cent lower use compared to 2020-2021. Currently, fitness membership is 1022. This is an 8 per cent drop when measured against the end of June last year, due to the disruptions noted above. However, in every month since re-opening, memberships have increased.

We engaged a Climate Action Network broker to work with existing community networks to promote, support and implement community level low carbon activities outlined in our Low Carbon Action Plan. A partnership with Sustainable Schools through the Equal Justice Project’s Access Programme continued the support for climate action for youth. The Climate Action Network brokering included supporting the Albert-Eden / Puketāpapa Eco Festival and a ‘Pop-Up’ event was held at the Wesley Market that saw increased membership. During 2021/2022 year, membership of the Puketāpapa Climate Action Network Facebook increased from 19 to 43 and the email list increased from 106 to 197.



Development at Roskill South

## Te āhuatanga ā-rohe

### Local flavour

#### Playground renewal welcomed at Keith Hay Park

Children can now get even more out of their time at Keith Hay Park thanks to the renewed playground at the southern end of the park, funded by the Puketāpapa Local Board.

The local board celebrated the renewed playground at an official opening, alongside students and teachers from Waikowhai Intermediate, Hay Park Primary, Hillsborough Kindergarten, and the local community.

This is a part of our effort in developing a network of play spaces in our area.

After the official opening, everyone enjoyed kai and mingled with each other as kids explored the playground.

“It is awesome to see new playgrounds like this around here. Getting the kids out of the house is so much easier when you have a great facility like this nearby,” says local Claire Brunette.

Named after Keith Hay, an ex-mayor of the Mt Roskill Borough Council, this is one of the largest and most used parks in the area.

Auckland Council’s staff thanked the community for their input and feedback that helped the local board with their decision-making.

The main playground, accessible toilets and a basketball half court are in the middle of the park by the Arundel Street entrance.

People can access the main car park from Arundel Street and the two smaller car parks from Rainford Street and Noton Road. The park is directly accessible from the Southwestern Cycleway and the Puketāpapa Greenways network and is also close to both the 68 and 27W bus routes.



Children enjoying the updated facilities at Keith Hay Park

# Te tahua pūtea

## Funding impact statement

Financial year ending 30 June 2022

\$000s	Notes	Actual 2021/2022	Annual Plan 2021/2022*	Annual Plan 2020/2021
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		11,513	11,513	11,651
Targeted rates		0	0	0
Subsidies and grants for operating purposes		1	19	9
Fees and charges		241	493	371
Local authorities fuel tax, fines, infringement fees and other receipts		22	9	8
<b>Total operating funding</b>		<b>11,776</b>	<b>12,034</b>	<b>12,039</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	1	7,940	9,988	9,888
Finance costs		287	282	441
Internal charges and overheads applied		1,791	1,744	1,315
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>10,018</b>	<b>12,014</b>	<b>11,644</b>
<b>Surplus (deficit) of operating funding</b>		<b>1,758</b>	<b>20</b>	<b>395</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		(252)	1,081	2,012
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>	2	<b>(252)</b>	<b>1,081</b>	<b>2,012</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		53	37	1,429
- to improve the level of service		133	50	434
- to replace existing assets		1,320	1,013	544
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>	3	<b>1,506</b>	<b>1,101</b>	<b>2,407</b>
<b>Surplus (deficit) of capital funding</b>		<b>(1,758)</b>	<b>(20)</b>	<b>(395)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

**Variance explanation Actual 2021/2022 to Annual Plan 2021/2022\***

1. Payments to staff and suppliers were below plan mainly due to lower than budgeted maintenance of community assets during the COVID-19 lockdown. In addition, the closure and reduced operating capacity of facilities resulted in lower staff and operating costs. Although COVID-19 lockdown restrictions eased in the second half of the financial year, facilities required less maintenance due to continued lower patronage with the ongoing presence of COVID-19 in the community. Further, the labour market was tight resulting in vacancies, so staff costs were lower than planned.
2. Payments to staff and suppliers were lower than planned. This resulted in a funding surplus which was partially absorbed by higher than planned capital expenditure. The overall funding surplus meant that less debt funding was required than planned.
3. Capital expenditure was above plan mainly due to the early completion of the interior and exterior works at Lynfield Recreation Centre which were brought forward from future years to the current financial year 2021/2022.

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

Matariki celebrations on the top of Pukewiwi / Mount Roskill ▶





Puketāpapa Community Forum

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