

Te Poari ā-Rohe o Māngere-Ōtāhuhu
Te Rīpoata ā-Tau 2020/2021

Māngere-Ōtāhuhu Local Board

Annual Report 2020/2021



Volume
2.9

Mihi

Tuia te rangi e tuu iho nei,
 Tuia te papa e takoto ake nei,
 Tuia ki te waahi ngaro,
 ki a raatou maa.
 He kura ka tangihia, he maimai aroha.
 Ka mihi ki te whare o Pootatau
 me te ahurewa tapu o Te Kiingitanga.
 Me whakahoonore hoki a Kiingi Tuuheitia,
 pai maarire ki a ia me toona whare.
 Mai i Te Riu o Waikato ki Te Taahuhutanga
 o te Waka o Tainui ki Ngaa Hau Maangere.
 Ka titiro atu ahau ki runga. He manu
 e rere raa i te tihi o Te Pane a Mataoho.
 Ka rere atu raa ki te raawhiti,
 ka rangona te moana e tangi tiikapa ana.
 Ka huri atu ki te uru ki Te Maanukanuka o Hoturoa
 ko te kaahui tipua ka whakamihia.
 Ka hoka te manu ki Te Ihu a Mataoho,
 ki a Maungataketake.
 Kia hiwa raa!
 Ko Te Motu o Hiaroa ki tai,
 Ko Te Puketaapatanga a Hape ki uta.
 Ka rere tonu ki Te Puukaki Tapu o Poutuokeka
 e kiia raa ko 'Ngaa Tapuwae o Mataoho'.
 E tau ana!
 He ara moo taatou – he kaupapa aa-rohe
 hei arataki i ngaa mahi kei mua i a taatou katoa.
 Ko te wawata, ka haere whakamua tonu,
 kia tutuki ai ngaa whakaritenga katoa,
 hei oranga moo te rohe me oona iwi.
 Kia ea ai te koorero,
 'Te pai me te whai rawa o Taamaki'.

Bind the sky on high,
 bind the earth below,
 bind all that which is not seen,
 and those now passed.
 We acknowledge and we remember them.
 We honour the house of Pōtatau Te Wherowhero
 and the sacred mantle of the Māori King Movement.
 We acknowledge the leadership of King Tūheitia,
 may peace be with him and his household.
 From Waikato to Ōtāhuhu where the Tainui waka
 was carried overland and then to Māngere.
 I look upward. There is a bird
 at the summit of Māngere Mountain.
 It sets flight eastward
 where the cry of Tikapa Moana is heard.
 He turns westward to Manukau Harbour,
 there, the spiritual guardians are acknowledged.
 The bird coasts to Ihumātao,
 then to Maungataketake.
 Heed its call.
 There's Puketutu Island out just offshore,
 with Puketāpapa inland.
 His flight journeys on to Pūkaki (Crater)
 also known as The Sacred Footprints of Mataoho.
 There, he rests.
 This is a path for us – a neighbourhood endeavour,
 designed to lead the work that lies before us all.
 We hope that progress continues
 until all aspirations are met,
 for the benefit of the region and all its people.
 May the axiom hold,
 "The wealth and abundance of Tāmaki."

On the cover: A family at Māngere Bridge
 seaside playground

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 Māngere-Ōtāhuhu Local Board area from 1 July 2020 to 30 June 2021.

You can read about our progress, expenditure, service performance and challenges faced in 2020/2021. 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 also reports against the council's Long-term Plan 2018-2028 (10-year Budget 2018-2028) and the Māngere-Ōtāhuhu Local Board Agreement 2020/2021.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It also 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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Māngere Bridge seaside

He kōrero mai i te heamana From the chairperson

Talofa, tēnā koutou and greetings one and all.

It is this time of the year when we reflect on the year behind us and look forward to plan for the one ahead of us. Although the country and Tāmaki Makaurau was COVID-19 free for most of the last year, the impact of COVID-19 on our economy and people is significantly challenging and remains a big factor in planning and delivery for our city and community.



We have continued to work hard with you on some of the huge milestones for Māngere - Ōtāhuhu Local Board area:

- The adoption of the Local Board Age-Friendly Action Plan to support older people using technology effectively, designed by staff in partnership with mana whenua. The board has partnered with local providers and community organisations to implement the action plan by providing the opportunities for connection and addressing barriers to participation, so that some of the local elderly residents can learn about technology.
- Launching the Inter-Faith Youth Initiative in the last year. In recent years local young people have provided feedback about what is most important to them as a result of their COVID-19 pandemic experiences.
- We have been looking at ways to involve mana whenua, mataawaka and Māori communities in local engagement and involving the Māori aspirations in our local frameworks.

- Other voices of the community – pasifika, ethnic, seniors, youth and children are all important in the various initiatives being rolled out.

To date, the above work continues with Business Improvement Districts and community groups, as the work identifying relevant projects progresses and we look to the partnerships that could be explored further. The big achievement has been the adoption of the 10-year Recovery Budget as the board continues to advocate for the initiatives that

add value to our community.

Thank you to all residents, community groups, churches and faith organisations who have worked tirelessly with us to achieve these outcomes. We appreciate your generosity in the Māngere-Ōtāhuhu Local Board.

Ia Manuia
Lemauga Lydia Sosene
Chairperson, Māngere-Ōtāhuhu Local Board

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



Your board

(L to R) Christine O'Brien, Papali'itele Lafulafu Peo, Lemauga Lydia Sosene (Chairperson), Tauanu'u Nanai Nick Bakulich (Deputy Chairperson), Togatolu Walter Togiamua, Harry Fatu Toleafoa, Makalita Kolo.



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Closed Saturday, Sunday and public holidays



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Ngā kaupapa me ngā whakapaipai ake

Māngere-Ōtāhuhu projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

-  **Delivered projects**
-  **Current projects**
-  **Current playground renewals**

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.



A population of **80,800** projected to increase to 99,900 by 2041. **59%** of residents identify as Pasifika, **16%** Māori.



Unique natural features include the **Manukau Harbour Coastline**, the **Ōtūataua Stonefields** and **Māngere Mountain**.



27% of residents are children under 14, with **44%** of the population aged under 24



We're home to more than **100** local parks and sports fields, **4** libraries, **3** community centres and **2** recreation centres and swimming pools

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

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities							
Percentage of Aucklanders that feel their local town centre is safe – day time	●	▼	63%	65%	73%	70%	Although target was achieved, there is still room for improvement. Homelessness and begging, vandalism, harassment and increasing hit and run cases have been cited as reasons for feeling less safe. Lack of visible security guards has been pointed out as well.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	19%	26%	27%	17%	In addition to the above factors, residents have also pointed out lack of adequate street and park lighting as a contributing factor to feeling less safe at night.
Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities							
The percentage of Empowered Communities activities that are community led	●	▼	50%	54%	60%	84%	Target exceeded, but down on last year's results due to a reduction of activity in the community due to COVID-19. Activities include community-led response to alcohol licensing, advertising and a Crime Prevention Officer working with rangatahi. Funding agreements have facilitated programmes for older citizens and youth around technology, leadership and inter-personal violence.
The percentage of Empowered Communities activities that build capacity and capability	●	▲	45%	79%	69%	59%	There was increased support provided by local youth groups, funded by the local board and supported by council staff to develop, support and mentor young people, assist older people particularly around technology, and support for community organisations to connect with one another, to better work with central government and local government.
We fund, enable and deliver arts and culture experiences that enhance identity and connect people							
The percentage of arts and culture programmes, grants and activities that are community led	●	▼	65%	21%	34%	65%	The community arts broker model funded by the Māngere-Ōtāhuhu local board from its locally-driven initiatives funding is fully community led. There were some projects cancelled or deferred in 2020/2021 due to COVID-19, which contributed to lower results. Currently we do not have a community led model for programming at Māngere Art Centre, however we are exploring the options.
We fund, enable and deliver community events and experiences that enhance identity and connect people							
The number of attendees at council-led community events	●	▼	2,100	300*	1,100*	200	Two Movies in Parks events were scheduled for the year, with one cancelled due to weather conditions and the other was affected by changeable weather. Alongside possible COVID-19 concerns likely this contributed to the low attendance of 300.
The percentage of attendees satisfied with a nominated local community event			75%	Not measured*	Not measured	73%	Satisfaction survey methods require physical engagement with event attendees. The promotion of physical distancing to minimise risk at community events meant that satisfaction surveys were unable to be carried out this year.
We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection							
The number of participants in activities at art facilities, community centres and hire venues	●		457,000	322,805*	302,488*	455,470	There were multiple lockdowns during the year and changing alert levels. During these lockdowns all venues were working at reduced capacities due to physical distancing rules, i.e maximum of 10 people per room.
The percentage of art facilities, community centres and hire venues network that is community led	●	—	25%	25%	25%	25%	
We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	650,000	389,672	424,487*	598,898	Reduction was partly due to the two alert levels restrictions during this financial year, customers opting for online services and more users having internet available at home. Māngere East, Māngere town and Ōtāhuhu libraries have also partnered with Digital Inclusion Alliance Aotearoa and the Skinny Jump programme to help provide affordable Wi-Fi access at home.

Local Community Services

The Māngere-Ōtāhuhu local board continued to fund a Community Arts Broker to facilitate and support a range of art programmes and activities that support community-led arts and culture projects with an emphasis on reflecting local diversity. Although COVID-19 impacted several of these arts events, they were delivered by modifying the times and locations, and some even took place online. One example was the 'Next Gen Youth Mentoring Showcase' run by Base FM in collaboration with Māngere Central School. It was delivered during level 2 and was broadcast to thousands of listeners across social media platforms around New Zealand.

Local Community Services cont'd

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
The number of visits to library facilities	●	▼	650,000	392,308	471,030*	592,297	Generally, visits to community libraries have continued to decline in 2020/2021. Alongside the impact of COVID-19 alert levels and the lasting effect of the initial outbreak, this trend is also correlated with changing customer behaviours in favour of online services rather than in-library services.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	96%	94%	94%	The high level of satisfaction has been driven mainly by the great service delivered by libraries staff at 96% satisfaction levels.
We provide recreation programmes, opportunities and facilities to get Aucklanders more active, more often							
The percentage of park visitors who are satisfied with the overall quality of sportsfields	●	▼	75%	67%*	78%	72%	The impact of council's Emergency Budget meant that the level of investment in renovations of playing surfaces in spring and autumn, and general capital works, was lower. In addition, COVID-19 impacts and lockdowns meant reduced service standards on the grounds. These factors combined to produce an unusual year for sports and their playing facilities.
The customers' Net Promoter Score for Pool and Leisure Centres	●	—	51	50	50	47	A good result despite Moana-Nui-a-Kiwa pools not being operational for a period, due to repairs and maintenance.
We provide safe and accessible parks, reserves, and beaches							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	75%	56%*	62%	54%	The fact that some park facilities such as playgrounds were not accessible to the public during the COVID-19 lockdowns had a negative impact on satisfaction levels. Continued investment in existing local parks facilities, as well as 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	●	▼	75%	68%*	80%	75%	COVID-19 related lockdowns and alert level restrictions meant visits to parks were not as high as expected.
We showcase Auckland's Māori identity and vibrant Māori culture							
The percentage of local programmes, grants and activities that respond to Māori aspirations	●	▼	35%	29%	38%	34%	Several activities were postponed or cancelled due to COVID-19 which affected the overall result, as did an arts partner and Māngere Arts Centre, who will be encouraged to improve this area of focus next year. Key areas of focus included Māori input into local decision making, Te Reo translations for the local board plans, and contestable grants administered through the Creative Communities scheme that respond to Māori aspirations.

Local Environmental Management

It has been such a challenging year to deliver, however it was pleasing to see all 10 of our environmental projects being delivered successfully in the Māngere-Ōtāhuhu local board area.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
We manage Auckland's natural environment							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▲	75.0%	100.0%	75.0%	90.9%	We successfully delivered all 10 environmental projects for Māngere-Ōtāhuhu in the 2020/2021 financial year. These projects have contributed to the local board's environmental outcomes as described in its local board plan

Local Planning and Development

The local board worked with Auckland Unlimited to fund and deliver the Young Enterprise Scheme (YES) in Auckland and in our local board area. It is a practical, year-long programme for year 12 and 13 students. Through

the programme, students develop creative ideas into actual businesses, complete with real products and services, and experience real profit and loss.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
We help attract investment, businesses and a skilled workforce to Auckland							
The percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations	●	—	100%	100%	100%	50.0%	The four business associations within the Māngere-Ōtāhuhu Local Board area complied with their BID Policy obligations.

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Local community services

The Māngere-Ōtāhuhu local board looks after its people, families, and our youth wellbeing and health through a number of projects and events. We also support a mix of both local and regional providers to deliver 'free to attend' activities that enable the community to be more active in our parks, paths, trails and marine environment. Through this, we have seen the delivery of 87 activations with over 3100 participants.

The South Auckland Theatre Awards was the first of its kind to be developed and was created as an opportunity to celebrate Māori and Pacific creatives, artists, directors, writers, dancers, organisations and visual artists of South Auckland.

Ten-year anniversary celebrations of the Māngere Arts Centre – Ngā Tohu o Uenuku were a huge highlight. The Variety Concert was an in-house produced show that celebrated 10 years of shows and exhibitions and was attended by 822 people.

The mural, which included an augmented reality component, by artist Holly Rock attracted a lot of interest.

Local environmental management

Pest plant maintenance and restorative planting at Pūkaki Crater is in progress. The Māngere Waterways Restoration programmes involved the community and students in planting and stream cleaning. A workshop was held to share knowledge and identify guiding values and principles. Local board-funded programmes such as Local Carbon Lifestyles and Schools Waste Minimisation has helped with more recycling, less waste to landfills, less energy usage and fewer emissions. Projects such as Pest Free Ihumātao and Pest Free Urban South have been crucial to raising awareness and reducing the spread of pest plants and animals in the local board area. The youth sustainability wānanga event took place in April 2021 and the youth freshwater monitoring training programme took place from May to June 2021 and involved 40 youth.

Local governance

"We are the heart of Māori and Pasifika culture" is one of the Māngere-Ōtāhuhu local board plan outcomes but it is not just an outcome, it is an aspiration for several projects that we work on and deliver in our local board area. The board works with the Pasifika community to provide programmes and events to support all Pasifika language weeks at the libraries in the Māngere-Ōtāhuhu board area.

The board funded a series of free to attend pop-up events that celebrate Māori and Pasifika culture, and bring a sense of local identity and pride back to our local people. These events provided the residents with opportunities to showcase their creative work, and share and learn about mātauranga Māori, traditions and practices.

Local planning and development

We successfully delivered the first 10-day free course provided by the PopUp Business schools in March 2021 with 33 active attendees.

One of the main goals for the Māngere-Ōtāhuhu local board is to support small local businesses, especially those struggling to grow and for whom the impact of COVID-19 has made progress harder. The board supported a 12-month business support programme to help solve specific business challenges.

COVID-19 impact on our community

The Māngere-Ōtāhuhu Local Board acknowledges the impact of COVID-19 and the Emergency and Recovery budgets that followed. The local board's general principles during this time were to be mindful of the trade-offs in addressing community needs within the local board's role and available resources.

COVID-19 has brought to us all sorts of challenges and obstacles, from not being able to deliver on a number of our events, programmes and projects, to small businesses struggling to survive, to families struggling financially and emotionally. As a board, we made a promise to our communities to find the opportunities that came out of those challenges to deliver on our outcomes in other ways, and support our people and their wellbeing during this challenging year.

Te āhuatanga ā-rohe

Local flavour

Technology for all ages



The nannas and poppas of Māngere-Ōtāhuhu have been getting their digital game stronger through the local board's iMatua Digital Programme.

Erin Moore of Ōtāhuhu, who is in her late 60s, has been wanting to learn to use a laptop for her everyday needs.

"Technology is changing so quickly, it's hard to keep up. But these workshops have been very helpful. We can learn face-to-face, ask questions and get help with tech-related issues. I have become more confident using my laptop."

iMatua programme – a term coined by one of our local providers, Coconut Wireless – has been developed as part of Māngere-Ōtāhuhu Local Board's Age-friendly Plan adopted earlier this year. It takes a series of approaches to assist older people in learning how to use digital technology more effectively.

Through an inter-generational approach, young technology specialists connect with the elderly for training sessions, while a local senior person is also on hand for residents of social housing during group and one-on-one sessions.

Programme Lead Gillianne Ray says the purpose of this programme is to enable the ageing community to stay connected with each other and to keep up with the times.

"Most services are going online and making it more difficult for seniors to access basic services as well as connect with others. COVID-19 lockdowns really emphasised this.

"Māngere Ōtāhuhu older residents were emotional as they explained the loneliness, the isolation, and the fear. They had to rely on their whānau, neighbours and community organisations to assist them with their daily needs during lockdowns," says Ray.

Others were able to keep connected via social media and digital platforms – unfortunately for most older people this was not the case. While some had whānau with them to assist in connecting online, most did not. For those who owned devices, they often didn't know how to use it efficiently to connect.

The local board has partnered with local providers and community organisations to implement the actions and helps remove the blocks that can stop people from joining in – so that our elderly are connected, supported, valued and thriving.

"The response to this programme has been great. We have been upskilling our elderly to connect with others online and find information about age-friendly services and activities. It is so exciting to see seniors realise that they can learn the new technology and use it more regularly to connect with their whānau and friends."

Te tahua pūtea

Funding impact statement

Financial year ending 30 June 2021

\$000s	Notes	Actual 2020/2021	Annual Plan 2020/2021	Annual Plan 2019/2020
Sources of operating funding:				
General rates, UAGCs, rates penalties		17,990	17,990	15,850
Targeted rates		1,645	1,624	1,573
Subsidies and grants for operating purposes		58	49	36
Fees and charges		1,021	1,117	1,439
Local authorities fuel tax, fines, infringement fees and other receipts		157	144	107
Total operating funding		20,871	20,924	19,005
Applications of operating funding:				
Payments to staff and suppliers	1	15,572	16,318	14,372
Finance costs		2,647	2,640	2,426
Internal charges and overheads applied		1,662	1,662	1,903
Other operating funding applications		0	0	0
Total applications of operating funding		19,881	20,620	18,701
Surplus (deficit) of operating funding		989	304	304
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		2,480	2,560	12,758
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		2,480	2,560	12,758
Application of capital funding:				
Capital expenditure:				
- to meet additional demand		249	299	1,710
- to improve the level of service		336	92	2,263
- to replace existing assets		2,884	2,472	9,089
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding	2	3,469	2,864	13,062
Surplus (deficit) of capital funding		(989)	(304)	(304)
Funding balance		0	0	0

Variance explanation Actual 2020/2021 to Annual Plan 2020/2021

1. Payments to staff and suppliers were below plan primarily due to staff vacancies which were difficult to fill as a result of tight recruitment controls. Further, water usage during lockdowns was less than anticipated at facilities such as pools.
2. Capital expenditure was above plan due to the approved portion of the Ōtāhuhu town centre revitalisation project and locally driven initiative projects being delivered in 2020/2021, although they were budgeted for in 2019/2020. The Ōtāhuhu town centre revitalisation project is still in progress and is awaiting further funding.

Māngere Community House, Kirkbride Road ►



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