

Te Poari ā-Rohe o Ōtara-Papatoetoe  
Te Rīpoata ā-Tau 2020/2021

# Ōtara-Papatoetoe Local Board

Annual Report 2020/2021



Volume  
**2.13**

## Mihi

Tēnā kia hōea e au taku waka mā ngā tai mihi o ata  
 e uru ake ai au mā te awa o Tāmaki  
 ki te ūnga o Tainui waka i Ōtāhuhu.  
 I reira ka toia aku mihi ki te uru ki te  
 Pūkaki Tapu o Poutūkeka,  
 i reira ko te Pā i Māngere.  
 E hoe aku mihi mā te Mānukanuka o Hoturoa  
 ki te kūrae o Te Kūiti o Āwhitu.  
 I konā ka rere taku haere mā te ākau  
 ki te pūaha o Waikato, te awa tukukiri o ngā tūpuna,  
 Waikato Taniwharau, he piko he taniwha.  
 Ka hīkoi anō aku mihi mā te taha whakararo  
 mā Maioro ki Waiuku, ki Matukutūreia  
 kei konā, ko ngā Pā o Tāhuna me Reretewhioi.  
 Ka aro whakarunga au kia tau atu ki Pukekohe.  
 Ka tahuri te haere a taku reo ki te ao  
 o te tonga e whāriki atu rā mā runga i ngā hiwi,  
 kia taka atu au ki Te Paina,  
 ki te Pou o Mangatāwhiri.  
 Mātika tonu aku mihi ki a koe Kaiaua  
 te whākana atu rā o whatu mā Tikapa Moana  
 ki te maunga tapu o Moehau.  
 Ka kauhoetia e aku kōrero te moana ki Maraetai  
 kia hoki ake au ki uta ki Ōhuiarangī,  
 heteri mō Pakuranga.  
 I reira ka hoki whakaroto ake anō au  
 i te awa o Tāmaki mā te taha whakarunga  
 ki te Puke o Taramainuku, kei konā ko Ōtara.  
 Ka rewa taku mihi ki runga ake o Kohuora,  
 kātahi au ka toro atu ki te Manurewa a Tamapohore.  
 Ka whakatau aku mihi mutunga  
 ki runga o Pukekiwiriki  
 kei raro ko Papakura  
 ki konā au, ka whakatau.

Let this vessel that carries my greetings  
 travel by way of the Tāmaki River  
 to the landing place of Tainui canoe at Ōtāhuhu.  
 There, let my salutations be borne across the isthmus  
 to the Pūkaki lagoon  
 and the community of Māngere.  
 Paddling the Manukau Harbour  
 we follow the Āwhitu Peninsula to the headland.  
 From there we fly down coast  
 to the Waikato river mouth,  
 sacred waters of our forebears.  
 Coming ashore on the northern side at Maioro,  
 we head inland to Waiuku and Matukutūreia,  
 there are the Pā – Tāhuna and Reretewhioi.  
 Heading southward I come to Pukekohe.  
 My words turn to follow the ancient ridgelines along  
 the southern boundary,  
 dropping down into Mercer  
 and Te Pou o Mangatāwhiri.  
 My greetings reach you at Kaiaua  
 who gazes across Tikapa Moana  
 to the sacred mountain, Moehau.  
 Taking to the sea, my remarks travel to Maraetai  
 and then to Ōhuiarangī,  
 sentinel to Pakuranga.  
 There we follow again the Tāmaki River  
 to Te Puke o Taramainuku,  
 Ōtara resides there.  
 I am suspended high above Kohuora  
 before I reach for Manurewa.  
 My greetings come to rest  
 on Pukekiwiriki  
 below which lies Papakura  
 and, there I take rest.

On the cover:  
 Coppers Park opening

## 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 Ōtara-Papatoetoe 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 Ōtara-Papatoetoe 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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Ōtara Music Arts Centre

## He kōrero mai i te heamana From the chairperson

Malo lava le soifua maua ma le lagi e mama.

The Ōtara-Papatoetoe Local Board is proud to present some of our highlights from the past year.

In February 2021, we were honoured to be gifted 18 names from mana whenua for our Te Kete Rukuruku programme, returning te reo Māori names to parks and reserves. Through this programme, we were proud to be able to open our first bi-lingual park, Waenganui / Allenby Park. This park also features an interpretive sign that carries both the name of the park and the story behind the name in te reo Māori and English. The sign also includes a QR code so visitors to the park can hear the correct pronunciation.



In the last annual report, we told you that we had secured funding to progress the Ngāti Ōtara Park Multi-sport Centre. In May, we were proud to open the complex. It was great to see our community out there for the blessing and opening, and now using the facility.

COVID-19 continued to affect delivery and then came the tornado that hit communities in Papatoetoe. While some projects slowed down, or paused, we were able to reallocate \$60,000 back to the community through the Mayoral Relief Fund for

residents affected by the Papatoetoe tornado.

While we continue to rebuild through both COVID-19 and the tornado, we are reminded of the resilience of our people and the importance of community.

The board looks forward to continuing to work for, and with, the community on next year's upcoming projects.

**Apulu Reece Autagavaia**  
Chairperson, Ōtara-Papatoetoe Local Board

We delivered and funded some fantastic events during this time, despite COVID-19 challenges, including our Diversity Forum and Neat Streets events.

Our Diversity Forum in May was well attended and included Meng Foon, the Race Relations Commissioner. The timing of this Diversity Forum allowed us to reach out to our Muslim faith-based groups and hold an iftar dinner to celebrate breaking the fast during the month of Ramadan.

Four Neat Streets events took place in our community with a great showing, including the event in Otamariki Reserve, which had 138 households participate. These events allow local residents to repair or reuse items such as bikes and lawn mowers and to dispose of waste including polystyrene and e-waste, with the goal to reduce waste, and to help put an end to illegal dumping.

## Te Poari ā-Rohe o Ōtara-Papatoetoe Ōtara-Papatoetoe Local Board



### Your board

(L to R) Swanie Nelson, Dawn Trenberth (Deputy Chairperson), Apulu Reece Autagavaia (Chairperson), Ashraf Choudhary, Lotu Fuli, Ofa Dewes, Ross Robertson.



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# Ngā kaupapa me ngā whakapaipai ake

## Ōtara-Papatoetoe projects and improvements

KEY TO CURRENT AND PLANNED PROJECTS

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

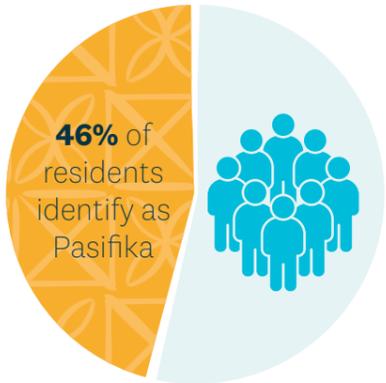
LEGEND

-  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.



Ōtara-Papatoetoe has a population of **87,300** with more than **100** different ethnicities



Samoan is spoken by **13,600** residents and Hindi by **6,300** residents

We're home to more than **110** local parks and sports fields, **4** libraries, **3** recreation centres and **2** community centres



# 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

\* **Impacted by COVID-19**  
Measures favourably / unfavourably impacted by COVID-19

▲ **Progress made**  
Result improved from prior-year result

▬ **No change**  
No change from prior-year result

▼ **No improvements**  
Not improved from prior-year result

## Local Community Services

The long-awaited Ngāti Ōtara Park Multi-sport Centre opened this year, a boost in pride to the community. The Ōtara-Papatoetoe Local Board increased the grants budget to empower locals to deliver projects and programmes in the community, and additionally we were able to reallocate a further \$60,000 back to the community through the Mayoral Relief Fund for residents affected by the Papatoetoe tornado.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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	●	▼	62%	65%	84%	71%	The perception of lower day time safety as shown in this survey is reflected on media platforms and influenced by a higher degree of antisocial behaviour, begging, substance abuse, plus a surge in opportunist youth crime during the day when businesses are open.
Percentage of Aucklanders that feel their local town centre is safe – night time	●	▼	17%	23%	24%	27%	
<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	●	▲	45%	86%	75%	70%	Activities include community-led response to alcohol licensing and advertising, youth activities and community-led neighbourhood initiatives. COVID-19 restrictions delayed some physical events, but many organisations were able to quickly pivot to online delivery as a result of their experience with pandemic restrictions in the prior year.
The percentage of Empowered Communities that build capacity and capability to assist local communities to achieve their goal	●	▲	40%	86%	79%	90%	Community capacity and capability is being built through activities such as the Diversity Forum, digital inclusiveness programmes particularly for older residents, a shared garden initiative and a youth leadership programme. Community partners providing wellbeing and welfare services continued through online platforms during the 2020/2021 period of COVID-19 restrictions.
<b>We fund, enable and deliver arts and culture experiences that enhance identity and connect people</b>							
The percentage of arts and culture programmes, grants and activities that are community led	●	▲	35%	81%	75%	68%	The result is significantly above target. The continued upward trend for this measure shows that the local board particularly supports community-led activities and proves a positive result from a community that demonstrates resilience even in very challenging times. Extra placeshaping grants to support the community were allocated, and local contestable grants were also higher, especially noting the local board's financial response to the Papatoetoe tornado recovery fund for community-led emergency assistance. The low target of 35% was in response to the Emergency Budget 2020/2021 as at the time the target was set, the local board did not wish to risk unreasonable pressure on community members during COVID-19, and anticipated delivery of community-led activities may again be affected by possible lock-downs. This target is expected to be revised next year in line with the year-on-year trend.
<b>We fund, enable and deliver community events and experiences that enhance identity and connect people</b>							
The number of attendees at council-led community events	●	▼	2,200	700	2,200*	3,200	The Diversity Festival event scheduled this year was cancelled due to COVID-19 restrictions and the Movies in Parks event recorded attendance at lower than expected levels.
The percentage of attendees satisfied with a nominated local community event			70%	Not measured*	59%	40%	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.
<b>We provide art facilities, community centres and hire venues that enable Aucklanders to run locally responsive activities, promoting participation, inclusion and connection</b>							
The number of participants in activities at art facilities, community centres and hire venues	●	▲	276,000	293,418	242,129*	281,201	
The percentage of art facilities, community centres and hire venues network that is community led	●	▼	33%	25%	33%	40%	
<b>We provide library services and programmes that support Aucklanders with reading and literacy, and opportunities to participate in community and civic life</b>							
The number of internet sessions at libraries (unique sessions over public computing or public Wi-Fi networks)	●	▼	460,000	271,704*	315,389*	464,043	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. Libraries in this local board 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 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	●	▼	580,000	424,740*	496,170*	687,223	Library visits continued to decline due to changing customer behaviour and preference for online services. This was further affected by closures during COVID-19 lockdowns and the residual effect of initial outbreaks. Ōtara library was closed for 8 weeks for refurbishment and during that time internet sessions increased at Tupu library suggesting that customers continued to benefit from library services.
Percentage of customers satisfied with the quality of library service delivery	●	▲	85%	97%	94%	92%	The high level of satisfaction has been driven mainly by the high level of service delivered by staff which achieved 98% satisfaction, two percentage points above last year.
<b>We provide 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	●	▲	71%	73%	66%	72%	
The customers' Net Promoter Score for pool and leisure centres	●	▬	57	50*	50	31	Maintaining the 2021 actual result was reassuring, considering the delays in returning to staffing levels after this year's COVID-19 lockdowns. The staff, senior programmes and overall facilities all rated highly. Key improvement suggestions were reduction in opening hours immediately post COVID-19, which was affected by number of staff needed to offer the service safely.
<b>We provide safe and accessible parks, reserves, and beaches</b>							
The percentage of users who are satisfied with the overall quality of local parks	●	▼	70%	56%*	74%	69%	The impact of council's Emergency Budget meant that the level of investment in renovations to parks, and general capital works, was lower than previous levels. In addition, COVID-19 impacts and lockdowns meant reduced service standards.
The percentage of residents who visited a local park in the last 12 months	●	▲	76%	81%	66%	79%	
<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	●	▼	15.0%	26%	36.0%	29.0%	The result is above target and is made up of grants, programmes and activities from the empowered communities and arts and culture work programme lines. Activities include delivery of Ara Kotui, a funding agreement brokered with Community Builders Trust NZ to deliver a traditional Māori garden, and contestable grants via Creative Communities scheme that respond to Māori aspirations.

## Local Environmental Management

Reducing the extent of illegal dumping of waste and issues around the disposal of recycle waste was highlighted with four Neat Streets events, allowing locals to successfully repair or reuse some items.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	How did we perform
<b>We manage Auckland's natural environment</b>							
The proportion of local programmes that deliver intended environmental actions and/or outcomes	●	▼	80%	83%	91%	92%	We successfully delivered five of six environmental projects that have contributed to local board's environmental outcomes described in the local board plan. Part of the budget for the Ōtara-Papatoetoe EnviroSchools programme is being carried forward for maara kai action in quarter one, due to availability of teachers and tutors.

## Local Planning and Development

The Manukau Sports Bowl is a significant and strategically positioned site that is under-utilised and not meeting its potential to support local community sport and recreation needs. The council has an opportunity, through the Transform Manukau

programme, to enhance and develop the park. The board has had ongoing conversations/hui with staff and mana whenua to determine the sport and recreation opportunities for inclusion in the master plan, as well as developing the vision and objectives for the Manukau Sports Bowl. We are very close to finalising the criteria, vision, and objectives for the near future.

	Results against target	Year-on-year change	2021 Target	2021 Result	2020	2019	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%	The Business Associations within the Ōtara-Papatoetoe Local Board area complied with their BID Policy obligations.

## He whakamārama mō ā mātou mahi whakahaere

### Our performance explained

#### Local community services

We continued our successful library programmes including language weeks, Diwali and Lunar New Year programmes, and digital literacy and sustainability programmes. We were honoured to be gifted 18 names from mana whenua for our Te Kete Rukuruku programme, returning te reo Māori names to parks and reserves and opened our first bi-lingual park, Waenganui / Allenby Park

#### Local Environmental Management

Local community groups such as the Ecological Volunteers programme and Ōtara Waterways and Lake Trust continued their enormous task to restore and maintain streams to reduce waste and waterway flooding, and to promote riparian vegetation to attract native species. The numbers of volunteers and the planting of thousands of plants is an impressive achievement. Alongside the mahi of our tamariki through the Sustainable Communities with Ōtara-Papatoetoe Enviroschools, the future of our natural environment is in capable hands.

#### Local Planning and Development

The local board continued to support the Auckland Chamber of Commerce delivery of the Young Enterprise Scheme (YES), the year-long real experience programme for year 12 and 13 students. Along with many and varied business skills, the programme helps create a culture of innovation and entrepreneurship amongst Auckland’s young people, enabling them to become future leaders in their community.

#### COVID-19 impact on our community

The board supported local groups through advice and a larger grants programme. Local board members mobilised alongside the community and worked with groups to prepare and deliver food to affected locals.

Cooper Park opening ▼



## Te āhuatanga ā-rohe Local flavour

### Ngāti Ōtara Park Multi-sport Centre opening turns a dream into reality

The local community saw their dream of more than two decades turn into reality as its Ngāti Ōtara Park Multi-sport Centre opened doors earlier this year.

Ōtara Scorpions Rugby League Club chairman Willie Maea says the community had been waiting for this moment for a long time.

“Plans had been in the pipeline for decades. The Scorpions and the seven other sports clubs based at the facility now have a purpose-built premises to suit their sports and how they operate. It’s new and deserving of the clubs that call Ngāti Ōtara Park home.”

Home to a range of sports, the brand new facility offers local talent world-class sporting space with modern training equipment.

The park is connected to Ōtara town centre, the Manukau Institute of Technology and the residential end of Ōtara Road – making it an ideal community hub.

Maea says alongside the sports facilities, the centre is now self-sufficient, with a range of in-house amenities, including a laundromat for sports kit and, for wider community use, a first-aid room and an in-house café/ bar.

“We needed to be innovative in our thinking to ensure we can maintain and sustain the complex in the long run.”

The on-site Whānau Ora Medical Clinic provides health services to the community, and Pacific Homecare holds its Fia Ola programmes for older residents at the complex.

The multiple doors and entrances to clubrooms have a special significance.

“They symbolise that the facility welcomes one and all as a haven for them and somewhere that is safe, fun and where help and support can be found.”

Ōtara-Papatoetoe Local Board chair Apulu Reece Autagavaia said that it was a big moment for the community.



“We’re proud to have enabled its delivery. Providing quality sporting services in the community will help retain the sporting talent of Ōtara and the wider South Auckland area.

“The previous building was dark, old and no longer fit for purpose. It feels incredible to be able to provide a beautiful, brand new building to the community we can all enjoy and be proud of.”

Parks, Arts, Community and Events (PACE) Committee chair and Manukau Ward Councillor Alf Filipaina has been a strong advocate for the complex and secured the funding for the build.

“Everyone involved has worked hard to make this happen. Working with the local board has been crucial. This facility is truly something we all can be proud of.”

His colleague Councillor Efeso Collins says sport is one of the foundations of the South Auckland community.

“We are home to so much sporting talent and this facility gives codes such as rugby league, kilikiti, and netball a place to call home.

“Hundreds of gifted athletes have honed their sporting prowess at this ground and today sets the scene for our people to thrive even more.”

# 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
<b>Sources of operating funding:</b>				
General rates, UAGCs, rates penalties		15,671	15,671	13,628
Targeted rates		1,620	1,690	1,610
Subsidies and grants for operating purposes		774	844	1,085
Fees and charges	1	1,455	2,015	2,639
Local authorities fuel tax, fines, infringement fees and other receipts		375	332	290
<b>Total operating funding</b>		<b>19,896</b>	<b>20,552</b>	<b>19,252</b>
<b>Applications of operating funding:</b>				
Payments to staff and suppliers	2	16,372	17,480	15,533
Finance costs		1,049	1,044	1,375
Internal charges and overheads applied		1,850	1,850	2,104
Other operating funding applications		0	0	0
<b>Total applications of operating funding</b>		<b>19,271</b>	<b>20,374</b>	<b>19,012</b>
<b>Surplus (deficit) of operating funding</b>		<b>625</b>	<b>178</b>	<b>240</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	3	8,558	7,640	15,234
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>8,558</b>	<b>7,640</b>	<b>15,234</b>
<b>Application of capital funding:</b>				
Capital expenditure:				
- to meet additional demand		1,724	185	2,405
- to improve the level of service		2,081	3,746	6,949
- to replace existing assets		5,378	3,887	6,120
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
<b>Total applications of capital funding</b>	4	<b>9,183</b>	<b>7,818</b>	<b>15,474</b>
<b>Surplus (deficit) of capital funding</b>		<b>(625)</b>	<b>(178)</b>	<b>(240)</b>
<b>Funding balance</b>		<b>0</b>	<b>0</b>	<b>0</b>

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

- Fees and charges were below plan due to lower than expected recreation activity revenue derived from the Allan Brewster Leisure Centre which underwent renovations. Ōtara Leisure Centre revenue and Early Childhood Education Centre fees and charges were also below plan mainly due to the COVID-19 lockdown and a slow recovery following.
- Payments to staff and suppliers were below plan primarily due to low staff levels as a result of facility closures related to COVID-19 and the associated lockdowns. Further, restructures and tight recruitment controls resulted in a number of vacancies. Finally, 21 out of the total of 74 community facilities were closed during the August 2020 COVID-19 lockdown. This resulted in reductions in scheduled maintenance and utilities, as well as decreased outsourced works and services like active recreation, fitness, swimming and early childhood education programmes.
- Capital expenditure was higher than planned, and funding from fees and charges was significantly lower than planned. This resulted in a funding shortfall, which was partly met by lower payments to staff and suppliers than planned. The overall funding shortfall meant that more debt funding was required than was planned.
- Capital expenditure was above plan due to:
  - the asset renewals capital programme and Toetoe-roa / Cooper Park project being brought forward from 2021/2022 and completed ahead of plan as a result of reprioritisation.
  - external funding from Auckland Transport was approved for the delivery of the Rongomai Walkway and the Ōtara Hub Canopy projects. The projects have been started in 2020/2021 and are expected to be completed in 2021/2022, with the funding also to be received in 2021/2022.
  - the completion of Ngāti Ōtara Park development which was brought forward to 2020/2021 from 2021/2022.

Cooper Park opening ►



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