

VOLUME 4

Airport to Botany Social Impact Assessment

December 2022

Version 1

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Glossary of Defined Terms and Acronyms

Acronym/Term	Description
AEE	Assessment of Effects on the Environment report
AUP:OP	Auckland Unitary Plan: Operative in Part
BID	Business Association District
BRT	Bus Rapid Transit
CVA	Cultural Values Assessments
HANA	High Aircraft Noise Area
IAIA	International Association for Impact Assessment
ONF	One Network Framework
N/A	Not Applicable
NIMT	North Island Main Trunk railway
NoR	Notice of Requirement
NoR 1	Notice of Requirement 1: Airport to Botany Bus Rapid Transit (Botany Town Centre to Rongomai Park)
NoR 2	Notice of Requirement 2: Airport to Botany Bus Rapid Transit (Rongomai Park to Puhinui Station, in the vicinity of Plunket Avenue)
NoR 3	Notice of Requirement 3: Airport to Botany Bus Rapid Transit (Puhinui Station, in the vicinity of Plunket Avenue to SH20/20B Interchange)
NoR 4a	Notice of Requirement 4a: Airport to Botany Bus Rapid Transit (SH20/20B Interchange to Orrs Road)
NoR 4b	Notice of Requirement 4b: Alteration to NZ Transport Agency Designation 6717 – State Highway 20B
MANA	Moderate Aircraft Noise Area
Programme partners	Te Ākitai Waiohū, Auckland Airport, Auckland Transport and Waka Kotahi
RCA	Road Controlling Authority
RMA	Resource Management Act 1991
RP	Regional Plan
RPS	Regional Policy Statement
RTN	Rapid Transit Network
SEA	Significant Ecological Area
SH1	State Highway 1
SH20	State Highway 20

Acronym/Term	Description
SH20B	State Highway 20B
SIA	Social Impact Assessment
SWGP	Southwest Gateway Programme
Te Tupu Ngātahi	Te Tupu Ngātahi Supporting Growth
Waka Kotahi	Waka Kotahi NZ Transport Agency

1 Introduction

This Social Impact Assessment (**SIA**) has been prepared to inform the Assessment of Environmental Effects (**AEE**) for the Notices of Requirement (**NoRs**) to protect the land required for the future development of the Airport to Botany Rapid Transit Project (the **Project**).

For the purposes of the SIA Report, the following definition of SIA, as provided by International Association for Impact Assessment (**IAIA**)¹ has been adopted:

Social Impact Assessment includes the processes of analysing, monitoring and managing the intended and unintended social consequences, both positive and negative, of planned interventions (policies, programs, plans, projects) and any social change processes invoked by those interventions. Its primary purpose is to bring about a more sustainable and equitable biophysical and human environment.

1.1 The Project

The overall Project is proposed to be an 18 km fast, high capacity, reliable, and frequent Bus Rapid Transit (**BRT**) connection with twelve stations. It is part of Auckland's wider Rapid Transit Network (**RTN**) connecting Auckland Airport and its employment areas with major urban centres including Manukau and Botany.

As set out in the AEE, this Report specifically relates to a portion of the overall Project (approximately 14.9 km) which extends from the Botany Town Centre in the vicinity of Leixle Lane to Orrs Road in the Puhinui peninsula, off SH20B. The Project primarily involves the upgrade and widening of existing transport corridors to provide for a dedicated BRT corridor and high-quality walking and cycling facilities.

Nine BRT stations are proposed as part of the Project. These stations are generally located at signalised intersections and will be staggered on either side of the intersection.

These stations are situated in the following locations:

- Smales Road;
- Accent Drive;
- Ormiston Road – Botany Junction Shopping Centre;
- Dawson Road;
- Diorella Drive;
- Ronwood Avenue (Manukau Central);
- Manukau Station;
- Puhinui Road/Lambie Drive; and
- Puhinui Station.

As part of the Project, two new structures are proposed:

- A BRT bridge crossing the North Island Main Trunk (NIMT) and connecting to the concourse level of the Puhinui Station; and

¹ <https://www.iaia.org/wiki-details.php?ID=23>

- A southbound ramp from SH20B to SH20.

Upgrades to existing structures are proposed at the:

- Bridge over Otara Creek (NoR 1);
- Bridge over SH1 (NoR 2);
- Bridge over NIMT (NoR 3); and
- Bridge over Waokauri Creek (NoR 4a).

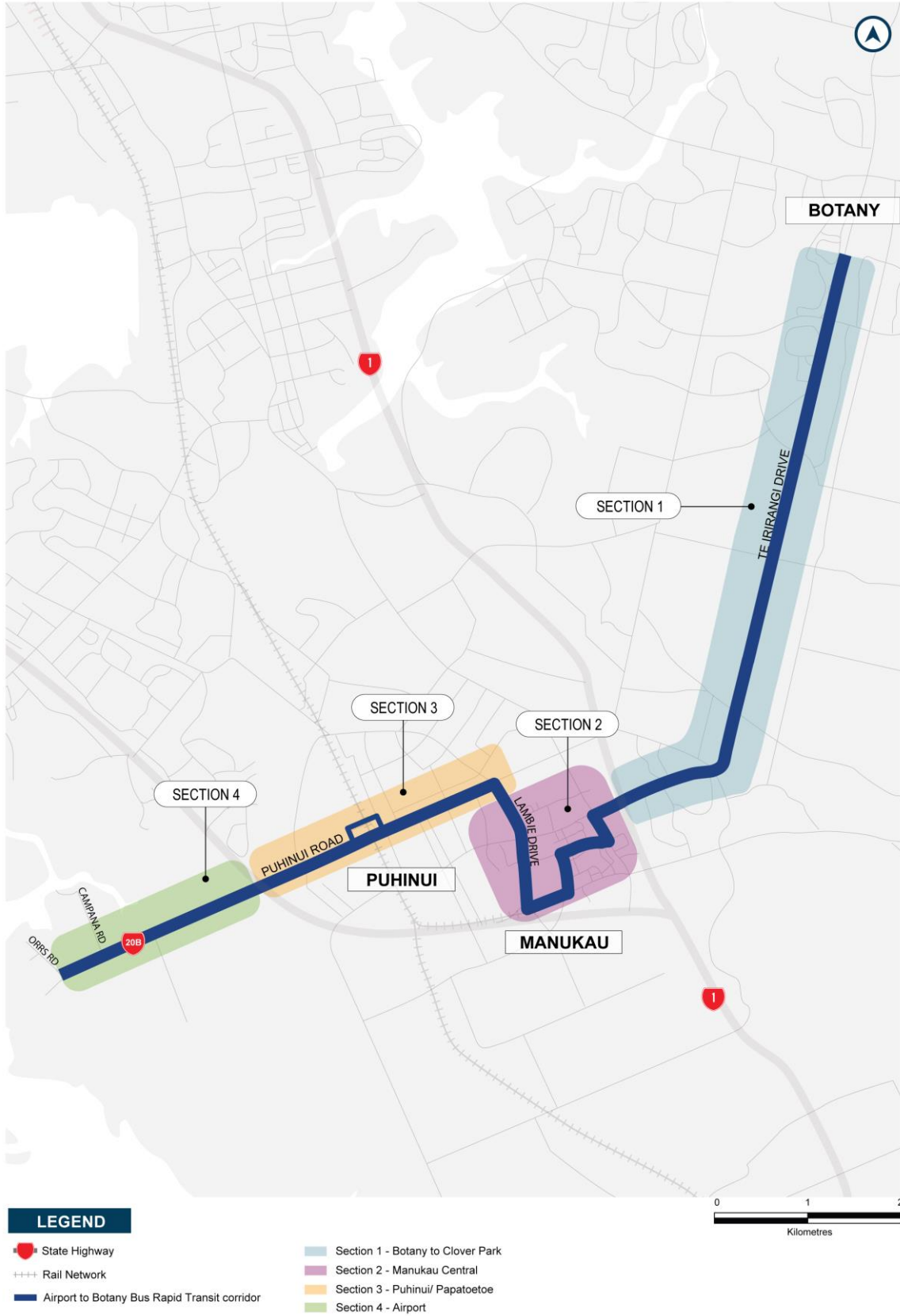


Figure 1: Overview of the Project showing SIA localities

It is noted that the sections of the Project shown in Figure 1 differ from the NoRs presented in the AEE. The SIA localities have been defined by community activity / use as further described in Section 3 of this SIA. The NoR boundaries have been defined based on different criteria.

1.2 Report structure

This report is structured as follows:

Table 1 Report structure

Sections	Section number
Introduction – provides an overview of the Project, the background and purpose of the SIA	Section 1
SIA Methodology - an overview of the SIA methodology and definition of social impacts	Section 2
Social Environment -- an overview of the existing social environment	Section 3
Social Baseline - an overview of the social area of influence and social indicators	Section 4
Review of Social Impacts of Rapid Transit Corridors – a review of other similar projects	Section 5
Potential Social Impacts and management strategies - a summary of likely social impacts and potential management strategies	Section 6
Conclusion	Section 7

2 Social impact assessment methodology

The process undertaken to complete this assessment is shown in Figure 2. Information sources for the review of other rapid transit projects and to understand the existing and planned future communities adjacent and nearby the Project are provided in **Appendix A** References, and **Appendix B** Summary of Engagement.

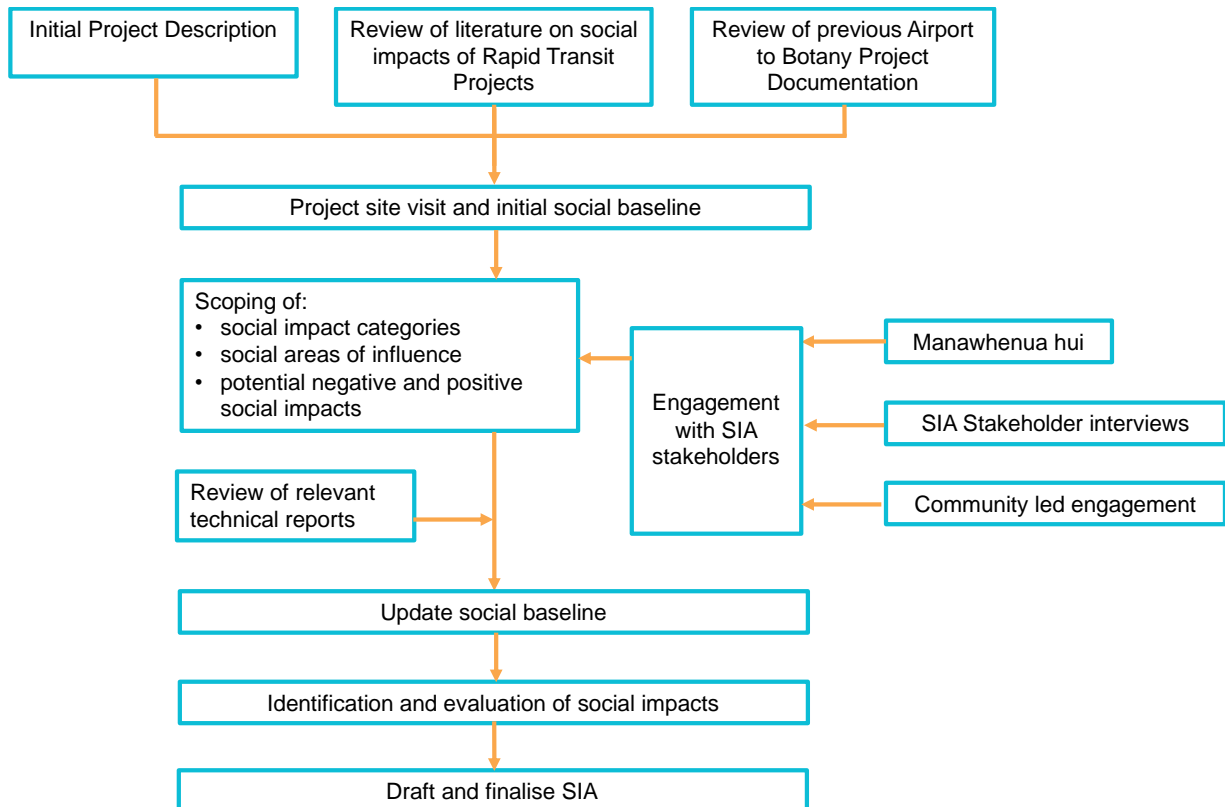


Figure 2: Summary of the social impact assessment methodology

2.1 Definition of social impacts

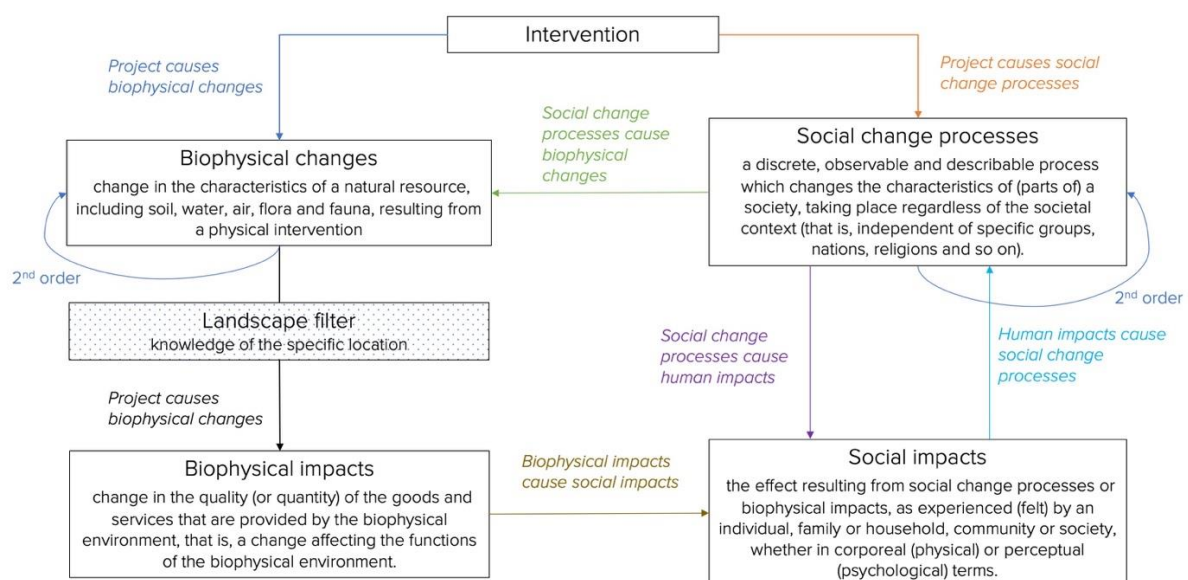
Based on the definition of Social Impact Assessment, the categories of likely impacts used in this report are:

- **Way of life** – including:
 - How people live, for example, how they get around and access to adequate housing;
 - How people work, for example, access to adequate employment;
 - How people play, for example, access to recreational activities;
 - How people access services and facilities; and
 - How people interact with one another on a daily basis.
- **Cultural impacts** – including shared beliefs, customs, values and stories, and connections to land, places and buildings (note Māori culture and values are considered separately in Cultural Values Assessments (CVA) undertaken by iwi);
- **Family and community impacts** – including its composition, cohesion, character, how it functions and sense of place;

- **Quality of the environment** – including access to and use of ecosystem services; public safety and security; access to and use of the natural and built environment, and its aesthetics value and/or amenity; the quality of the air and water people use; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation; their physical safety; and their access to and control over resources;
- **Decision making systems** – particularly the extent to which people can have a say in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose;
- **Health and wellbeing** – health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity. It includes psycho-social impacts such as solastalgia (a form of mental or existential distress caused by environmental change);
- **Personal and property rights** – including whether economic livelihoods are affected, and whether people experience personal disadvantage or have their civil liberties affected;
- **Fears and aspirations** – perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children;
- **Equity impacts** – distribution of impacts across the community and generations (intergenerational impacts); and
- **Socio-economic impacts** – including standard of living, level of affluence, economic prosperity and resilience, property values, employment, replacement costs of environmental functions and economic dependency.

2.2 Conceptual model of impact identification

Social impacts were identified using a conceptual model from Slootweg *et al* 2013. The Slootweg *et al* (2013) model shown in Figure 3 identifies the pathways by which environmental and social impacts may result from proposed projects.



Based on Slootweg et al 2013:78

Figure 3: Slootweg *et al* (2013) impact identification model

The social risk / opportunity methodology for the Project is based on the methodology outlined in Esteves *et al* (2017)². The work undertaken by Esteves *et al* builds on the IAIA's SIA Guidance and considers the concept of risk and differentiates social risk from business risk so it conforms with the United Nations Guiding Principles on Business and Human Rights. The methodology is based on a mining project in Canada (Esteves 2020 *pers comms*) and has been tailored to the Project and the social area of influence. This methodology includes drawing upon information from engagement for this Project and experience from other similar projects as part of determining the likelihood of impacts.

Further detail about the significance methodology is provided in **Appendix C** Significance Methodology.

2.3 Limitations and assumptions

2.3.1 Limitations

The limitations to this Report are as follows:

- Findings of this report are based on the information available at the time of writing the Report;
- At the time the Project is anticipated to proceed, the social environment will be expected to be different from when the social baseline was undertaken, therefore the social area of influence and potential social impacts may also change;
- While the potential future environment has been anticipated, as it cannot be determined with any degree of accuracy what that future environment will look like, the assessment is based on the existing environment, acknowledging it will have changed. No assessment has been made based on the future environment. A description of the potential future environment can however provide context to some of the potential social impacts;
- The following AEE technical reports were received in August and September 2022 and have been considered when assessing social impacts:
 - Construction Noise and Vibration Assessment;
 - Traffic Noise Assessment;
 - Landscape and Visual Assessment;
 - Built Heritage Assessment; and
 - Arboriculture Assessment.
- Activities undertaken during SIA engagement (**Appendix B**) are based on the available Project information at the time of the stakeholders' participation; and
- Not all stakeholders invited to participate in the SIA engagement accepted the invitation to participate or were able to participate due to existing commitments during the engagement timeframe (e.g. managing the impact of COVID 19 on their business and/or organisation).
- Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

2.3.2 Assumptions

The assumptions that have been made influencing this Report are as follows:

² Esteves, A. M., Factor, G., Vanclay, F., Götzmann, N. and Moreira, S. (2017) Adapting social impact assessment to address a project's human rights impacts and risks *Environmental Impact Assessment Review* 67 pp. 73-87

- Considerable growth and intensification of residential development is likely to occur before construction of the Project starts, particularly in areas with older housing such as Puhinui and Clover Park. This means the social environment as identified for this assessment will have changed at the time the Project is constructed. This is acknowledged as part of identifying potential social impacts with regards to the ability of the community to accommodate the change the Project will bring.
- The durations of construction for areas along the Project corridor is as per the information presented in Section 6.2 of the AEE.

2.4 Legislative context

This assessment is informed by an understanding of the statutory context in which the construction and operation of the Project will occur. This also assists in understanding the likely aspirations of the local, wider and regional communities in regard to what sort of changes they wish to see in their community in the future.

The Resource Management Act 1991

The Resource Management Act 1991 (**RMA**) requires the decision-making process to include consideration of the actual and potential effects of activities on the environment. The RMA interpretation of the environment in Part 1, Section 2 includes (**emphasis added**):

Environment includes –

- Ecosystems and their constituent parts, including people and communities; and*
- All natural and physical resources; and*
- Amenity values; and*
- The social, economic, aesthetic, and cultural conditions which affect the matters stated in paragraphs (a) to (c) or which are affected by those matters.***

This interpretation is central to considering the social impacts with respect to the environment. Other sections of the RMA integral to an assessment of social effects include Section 5 which defines the purpose of the RMA as ‘to promote the sustainable management of natural and physical resources’.

Sustainable management in the RMA means:

*“Managing the use, development and protection of natural and physical resources in a way, or at a rate, which enables people and communities to provide for **their social, economic and cultural wellbeing and for their health and safety...**”*

Section 7 Other Matters, states that:

“...all persons exercising functions and powers [under the RMA]... shall have particular regard to- [...]

*(c) the maintenance and enhancement of **amenity values.**”*

Schedule 4 (7) Matters that Must be Addressed by Assessment of Environmental Effects, states that an assessment of an activity’s effects on the environment must address the following:

“Any effect on those in the neighbourhood and, where relevant, the wider community, including any social, economic, or cultural effects.”

Regional and Local Planning Context

The Auckland Plan 2050 provides high level guidance on how issues such as population growth, transport and environmental degradation will be addressed. Key outcomes of the Auckland Plan that are relevant to this assessment are:

- Opportunity and prosperity: Auckland is prosperous with many opportunities and delivers a better standard of living for everyone;
- Transport and access: Aucklanders will be able to get where they want to go more easily, safely and sustainably; and
- Homes and places: Aucklanders live in secure, healthy and affordable homes, and have access to a range of inclusive public places.

National Policy Statement on Urban Development

The National Policy Statement on Urban Development (**NPS:UD**) enables higher density dwellings for sites adjacent to the BRT corridor. We anticipate that:

- Zoning within a walkable catchment of BRT stations along the corridor will enable at a minimum, apartment buildings of six storeys; and
- Beyond walkable catchments, residential zoning will provide for three dwellings up to three storeys in height (subject to meeting the relevant development standards).

3 Social environment

This section describes both the existing social environment and the potential future social environment in which the Project will likely be taking place. Understanding the social context is critical to identifying and assessing the potential social impacts of the Project. Due to the length of the Project and the changing environment in which the Project passes, the description of the social environment has been split into four sections as described in Table 2 and Figure 1. The descriptions of the existing social environment are presented for each of these areas.

Table 2: Social environments for the Project

Extent	SIA communities	Rationale
Te Irirangi Drive from Botany Town Centre to SH1 Interchange	Section 1 – Botany to Clover Park	Urban environment, predominantly residential with some commercial
SH1 Interchange to Ihaka Place	Section 2 – Manukau Central	Highly commercial Manukau Central Limited residential, apart from a multi-story apartment building over 10 storeys high
Ihaka Place to SH20/20B Interchange	Section 3 – Puhinui / Papatoetoe	Urban environment, predominantly residential with a commercial focus between SH20 and Puhinui Station Puhinui Road is a single corridor with strong community connection and activity along the corridor either side of Puhinui Station (station, schools, suburban shops, etc.)
SH20/20B Interchange to Orrs Road	Section 4 – Airport	Currently rural in nature and a state highway environment. Future industrial area.

With the Project not currently anticipated to be operational for 15 years, meaning active property acquisition and construction activity is approximately 10 years away, the existing social environment can be expected to have changed. Understanding how the social environment might change is important for understanding what the potential social impacts might be. An outline of how these communities might also change over that period is also presented.

3.1 Section 1: Botany to Clover Park

This locality is primarily residential in nature with an area of commercial activity on the northern side within the East Tāmaki business area. Te Irirangi Drive for the most part is a four-lane road with a wide centre median with mature Washingtonia Palms. The section of road between Dawson Road and Ti Rakau Drive was built in the early 2000's with a wide median intended for future use as a Rapid Transit Corridor. There is limited access along this section and it currently has an 80 kph³ speed environment. Properties are accessed either at intersections or via one-lane slip-lanes. At the western end Te Irirangi Drive travels through the well-established Clover Park residential area and connects to SH1 with north-facing motorway ramps. It is a key corridor for commuting, freight and commercial activity providing a strong east-west connection across southern and eastern Auckland.

The Manukau Sports Bowl at the western end, and Rongomai Park are the main recreation and leisure destinations. The Manukau Sports Bowl is a regionally significant facility which caters to a

³ To be reduced to 60 kph in January 2023 (Auckland Transport Speed Limits Bylaw 2022).

number of sports and includes function rooms. Retail and commercial activity stretches along parts of the road with some large format retail including Mitre 10 Mega. There are a number of schools in the area, including Sancta Maria College (Year 7 to Year 13) and Redoubt Road Primary School which are in closest proximity to the corridor. South of the corridor there are the large residential areas of Flat Bush and Ormiston along with Barry Curtis Park. To the north of the corridor are the expansive business parks of East Tāmaki with a focus on technical, manufacturing, and industrial.



Figure 4: Rongomai Park and Sports Centre (Te Irirangi Drive)

The Metlifecare Retirement Village is near the eastern end of the Project area. There are several accommodation providers accessed via slip roads including:

- Botany Motor Inn uses Kellaway Drive;
- Academy at Botany Motor Inn uses Leixlep Lane; and
- Nesuto Newhaven Hotels uses Haven Drive.

There are several service stations and two medical centres along the route.



Figure 5: Entrance to Academy at Botany Motor Inn on Lenford Drive

This locality falls within both the Ōtara-Papatoetoe and Howick Local Board areas and comprises 13 census areas. In 2018 there were 29,250 people living in the locality and a median age of 32.7 years. In the western parts of the locality there is a higher proportion of Māori and Pacific people. There is a higher proportion of Asian people towards the eastern end.

At the western end (Clover Park, Rongomai, Ormiston and East Tāmaki) there are higher levels of deprivation with a deprivation score of 8. By contrast, the eastern end of Te Irirangi Drive has much lower levels of deprivation.

Kāinga Ora has a large landholding along the Project corridor of around 135 properties, with most of this being within the Clover Park area. The housing within the Clover Park area is dated. The Project Team has engaged with Kāinga Ora to discuss potential opportunities to coordinate and align the timeframes of the Project with their future development plans. There was general support for the Project, particularly related to the transport and access benefits provided through the Project.

Neighbourlytics™ data presented graphically in Figure 6 shows the level of activity in areas as a ‘heat map’. The Project corridor is shown as the pink/purple line in each of the heat maps. The greater the density of activity, the greater the area of shading in the heat map. Figure 6 shows activity in the area is clustered around the commercial areas.



Figure 6: Vitality of the Botany - Clover Park area

3.2 Section 2: Manukau Central

The Manukau Central area is a major commercial and retail centre for southern Auckland with a large Westfield shopping mall, the Supa Centa large format retail area, many government agencies and support services and numerous small commercial businesses. MIT, AUT and the University of Auckland all have campuses in Manukau Central providing tertiary education opportunities. The Manukau Transport Interchange integrates local and inter-regional bus services with rail services. Hayman Park and Rainbows End are popular entertainment and leisure destinations along with many gyms in the area. While commercial in nature there is increasing residential development in the area.

The area falls within the Ōtara-Papatoetoe Local Board area and in 2018 had a population of only 771 people. The average wage for this area was around \$37,600 which is the highest among all three localities. It also has the highest proportion of residents receiving some form of benefit (20%) with 10% of residents receiving superannuation. This supports the high median age for the area at 36.1 years. European and Asian are the dominant ethnicities with Pacific peoples and Māori only being 17% and 14% respectively. Residents are generally higher educated than in other areas with almost half of residents having a Level 4-6 Diploma or higher qualification. Given the proximity of the residential units to the tertiary education facilities, this could indicate a high number of students. Manukau Central has a high deprivation score of 8 which could be attributed to a higher number of people receiving benefits, including superannuation.

Neighbourlytics™ data presented graphically in Figure 7 and Figure 8 show the character and vitality of the area respectively. The Project corridor is shown as the pink/purple line in each of the maps.

Neighbourhood character is defined by the dominant reasons to visit, spend and stay. Each dot on the map is a business of importance to the community. Different coloured dots represent different categories as shown by the key.

The character of the Manukau Central area shown Figure 7 shows the area is characterised by business and services. The most common business and service category is retail followed by technical and industrial services⁴. This supports the area as a significant employment area.

⁴ Neighbourlytics Assessment, June 2022

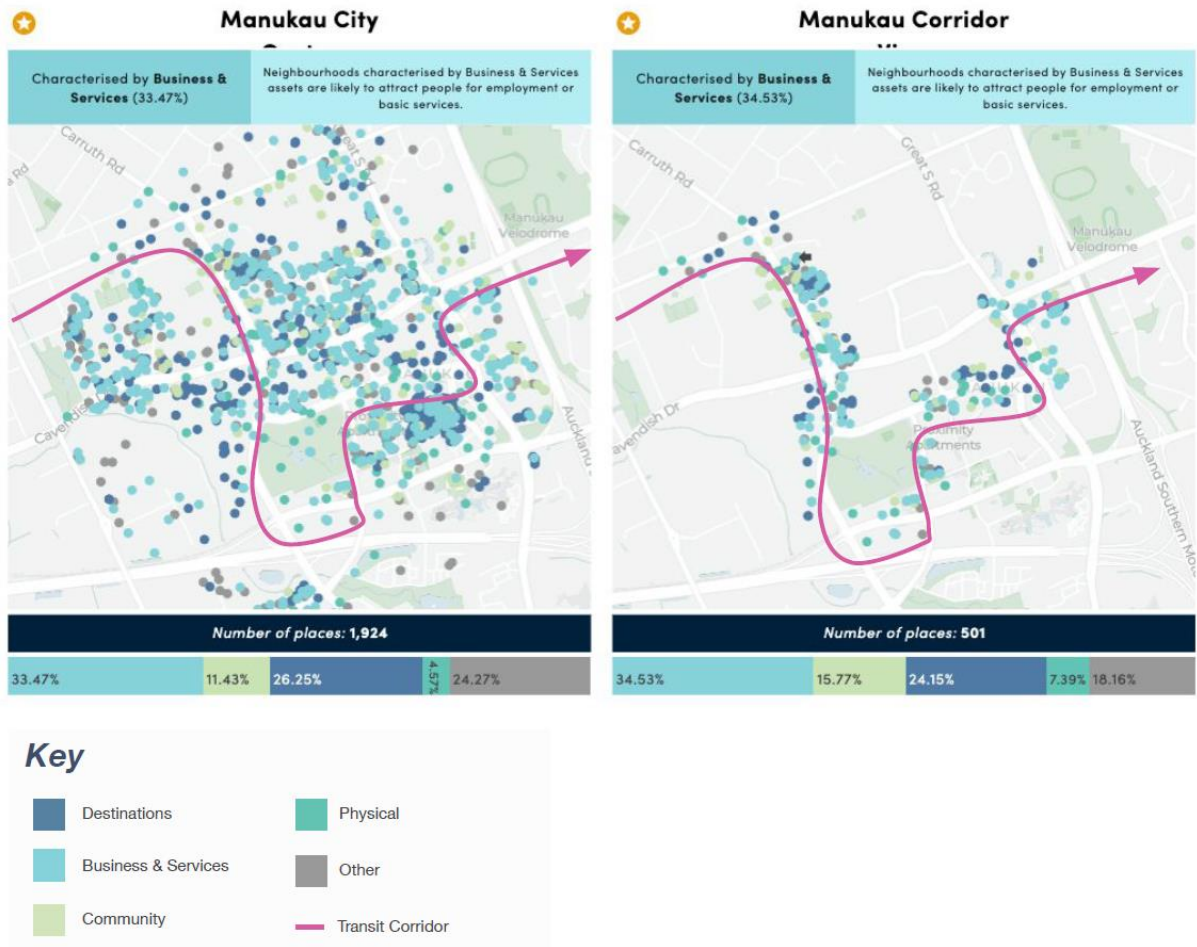


Figure 7: Character of Manukau City Centre

Neighbourlytics data has identified the most relevant places within the Manukau Central area, in order of relevance, as the Westfield Shopping Centre, Supa Centa, “Easy Auto”, PB Tech, Pak’n Save, K-Mart, Bunnings, McDonalds and Krispy Kreme. These places, with the exception of “Easy Auto” have a destination focus on retail and hospitality.

In Figure 8 the ‘heat map’ shows the greater the density of activity, the greater the area of shading in an area.

Spatial distribution types

- 

Dense
An even density of places indicates that the neighbourhood has an ample offer of things to do
- 

Anchor
Connected clusters of places encourages locals to explore the neighbourhood
- 

Corridor
A linear stretch of places encourages locals to move through the neighbourhood
- 

Hubs
Small clusters of places indicates a concentration of activity
- 

Sparse
An even spread of places indicates that there is limited legibility

 Transit Corridor

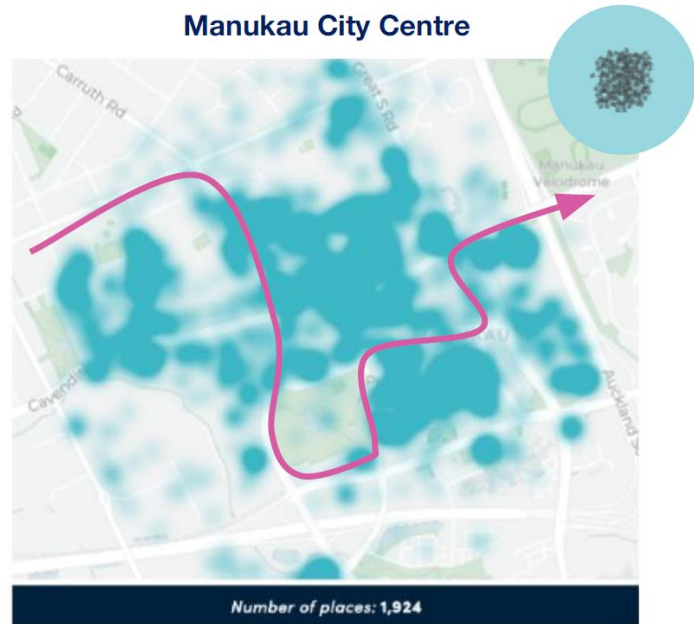


Figure 8: Vitality of Manukau City Centre

3.3 Section 3: Puhinui/Papatoetoe

Puhinui Road is situated in the Ōtara-Papatoetoe Local Board Area and spans through five census areas. It is primarily residential in nature with a mixture of commercial and residential between the Puhinui Station and the SH20/20B interchange. Most residential properties are privately owned with limited Kāinga Ora properties.

Within this area there are manufacturing, industrial, storage and logistics companies operating and distributing product from this area. East of the Puhinui Station the route is almost entirely residential. The area is impacted by the High and Moderate Aircraft Noise overlays (**HANA** and **MANA**), as outlined in Section 7 of the AEE. This does limit some of the activity anticipated in these areas and how development can occur, particularly in relation to noise mitigation. In particular the residential use within the HANA, which is south of Puhinui Road is generally older housing. There is some newer housing along Puhinui Road itself which is within the MANA.

Information from meetings with potentially affected landowners as part of landowner engagement indicates there are a number of residential properties with larger homes and several generations of the same family living at the property. Census data (refer Table 4 in **Appendix D**) does show 19% of houses have eight or more rooms and 8% of houses have five or more bedrooms.

Puhinui Road has several clusters of stores which are primarily focused on takeaways and food outlets including the Wyllie Road shops which include a Chinese Choice Takeaways, Mama's Desserts, and Yumilicious Lunchbar n café. The Mobil service station and Hari Superette are opposite and further down the road. Adjacent to Raymond Road there is a block of shops set back from Puhinui Road and includes Nice Spice Eatery, The Bottle O Puhinui, and the Puhinui Minimart. The Whanau Ora Community Clinic is also within this complex and Age Concern is adjacent.



Figure 9: Mobil Puhinui Road and Hari Superette

The Puhinui Train Station sits in the centre of this area creating a barrier on Puhinui Road and a ‘dog-leg’ in the road. Directly adjacent to the train station and accessed through the bus interchange area is the Te Kohanga Reo ki Puhinui. The Kingdom Hall of Jehovah’s Witnesses neighbours the train station/bus interchange on the western side.

On the eastern side of the Puhinui Train Station commercial activity is primarily focused on takeaways and food. Businesses include a bakery, butcher, takeaways, two dairies, a hair salon and a pawnbroker.



Figure 10: Puhinui Road business cluster (Puhinui Road opposite Ranfurly Avenue)

The Pukeko Preschool Papatoetoe is on the southern side of Puhinui Road opposite the Puhinui Road business cluster, with Puhinui School (Primary School) further east along Puhinui Road.

The Puhinui Medical Centre operates from a residential property near to the Puhinui Road business cluster.



Figure 11: Puhinui Medical Centre

Within the area the Mobil service station at 286 Puhinui Road and the suburban shopping area on Puhinui Road, opposite Ranfurly Road are two of the most relevant places for the community⁵. Figure 12 shows the vitality of the area as a heat map and shows the Mobil service station and the suburban shops as key activity areas along Puhinui Road. It is likely the Medical Centre is captured within the relevance of the Puhinui Road shops due to its proximity.

⁵ Neighbourlytics assessment, June 2022

Spatial distribution types

- 

Dense
An even density of places indicates that the neighbourhood has an ample offer of things to do
- 

Anchor
Connected clusters of places encourages locals to explore the neighbourhood
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A linear stretch of places encourages locals to move through the neighbourhood
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Small clusters of places indicates a concentration of activity
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Sparse
An even spread of places indicates that there is limited legibility



Figure 12: Vitality of the Puhinui/Papatoetoe area

This area has a young population with 12,786 people living in the area in 2018 and a median age of 29.5 years which is the lowest average across all the social environments.⁶ It is predominantly Asian with almost half of residents identifying as Asian. Indian is the dominant Asian ethnicity. Around a quarter of people are Pacific people, 17% European and just over 10% Māori.

Compared to Auckland as a whole, and all other localities it has one of the highest deprivation rates. The lowest income levels with the average wage \$28,700 and almost half of residents earning \$30,000 per year or less. Almost 10% of the residents are on some form of benefit and around 13% of residents receive a superannuation payment. The quality of housing in this locality is also low compared to other localities with half of households experiencing dampness in their homes.

Despite this, the community demonstrates strong connections and resilience such as that shown in response to a tornado which struck the area in late 2021.⁷ The community pulled together to help clean up the damage and support each other to recover. The event revealed community leaders like Sulendra Raju, a local builder who took a key role in the cleanup. The community has also been described by those living and working in the area as being resilient “to construction projects like these” primarily due to the demographic makeup of the community considered to come from countered where busy urban construction environments are ‘normal’. It is also acknowledged that some people living in the area will have experienced conflict and/or displacement in other countries and will not be as resilient.

⁶ 2018 Census data

⁷ June 2021 NZ Herald article “Papatoetoe tornado brought a South Auckland community together”

People from this area are more likely to use modes of transport like their personal vehicle or a company vehicle which equated to almost 80% of the vehicles commuting to work. Many workers are shift workers and/or work in areas where public transport is not a viable option for their family life.

3.4 Section 4: SH20/20B Interchange to Orrs Road

This area is dominated by a currently rural environment and SH20B as the “southern gateway” from Auckland International Airport connecting to Manukau and areas south of Auckland. In April 2021, the new transit lanes were completed on SH20B for the Airport Link service and a shared walking and cycling path was created along the southern side of the state highway. There are currently a handful of private residences primarily on the northern side associated with market gardening and grazing activity.

This section of the Project is located within the Ōtara-Papatoetoe Local Board area and is part of the large Manukau Central census area which also includes the Wiri Industrial area and Manukau Central. As a result, census data for this section of the Project includes residential as well as a large area of commercial and industrial land use. There are few residents within Section 4. In 2018 there were only 159 residents within the SLA1 area, shown in Figure 13, in 2018. Along the Project corridor there are only around 5-6 homes.

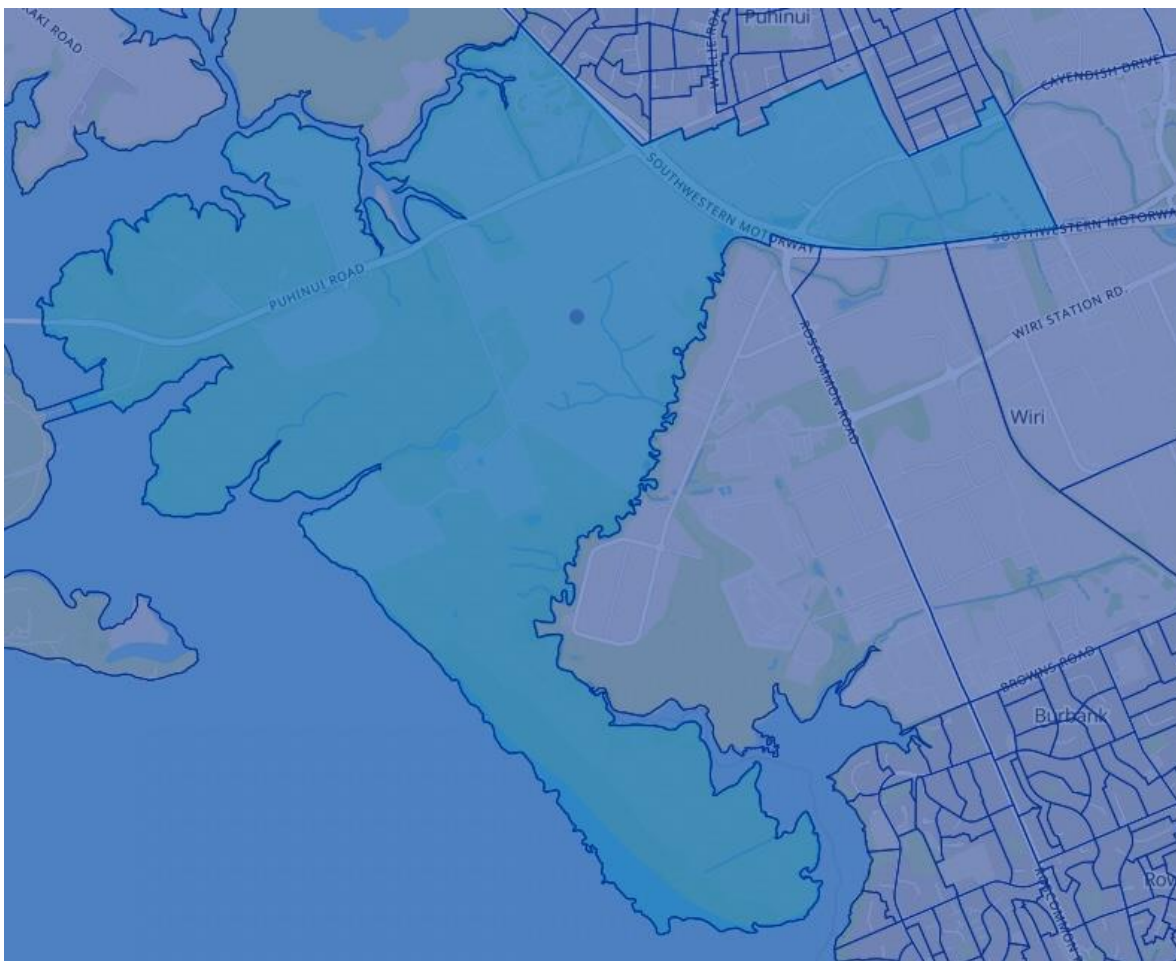


Figure 13: Boundary of SA1 area for the SH20/20B Interchange to Orrs Road locality

The 2020 Local Board Plan aims for this wider area to grow tourism and trade industry and maximise job opportunities for the community within the Auckland Airport precinct. The plan notes that the Airport and associated businesses create significant pressure on local roads.

Land use along SH20B is currently rural in nature with only a handful of commercial activities, primarily on the southern side. Manukau Memorial Gardens, a significant regional cemetery facility, providing chapel services, a viewing room and function lounge with a crematoria and burial plots occupies about a third of the land on the northern side of SH20B, including currently undeveloped areas. Market gardening and grazing occupy remaining land on the northern side.

The southern side, opposite Manukau Memorial Gardens is currently being used as a storage yard. Black Bridge large tree nursery is located adjacent to Prices Road, with direct access from SH20B.

Auckland Council's Colin Dale Park is a developing motorsports complex accessed off Prices Road which currently includes a BMX Club, motorsport track and the SuperThriller Jetsprint facility. It is anticipated this facility will continue to grow as a regional motorsports facility. The remaining land is Auckland Airport property, including a Park and Ride facility which is being constructed.



Figure 14: Manukau Memorial Gardens

3.5 Potential future social environment

A range of known public and private initiatives are planned along the 18 km overall Project corridor. These vary in scale from single property development to large scale transformation of an area, and include land use changes, housing and commercial development, enhancement of parks and green space, stormwater and transport infrastructure upgrades. This section provides an overview of some of these known plans and projects that will influence, and in some cases be a catalyst for change in the social environment over the next 10-15 years.

3.5.1 Eke Panuku

Auckland Council's urban development agency has provided information about their plans for the corridor through previous engagement with the Project. Their 'Transform Manukau' and 'Unlock Papatoetoe' programs include significant developments in those communities, and their land holdings along the route and near stations provide opportunities for the Project to enhance social outcomes through considered land use.

3.5.2 Auckland Council

Plan Change 78 to the Auckland Unitary Plan: Operative in part (**AUP:OP**) identifies areas for potential intensification which, if approved, will result in increased growth and density of housing as indicated in Figure 15. Further discussion about this is included in Section 7.5 of the AEE.

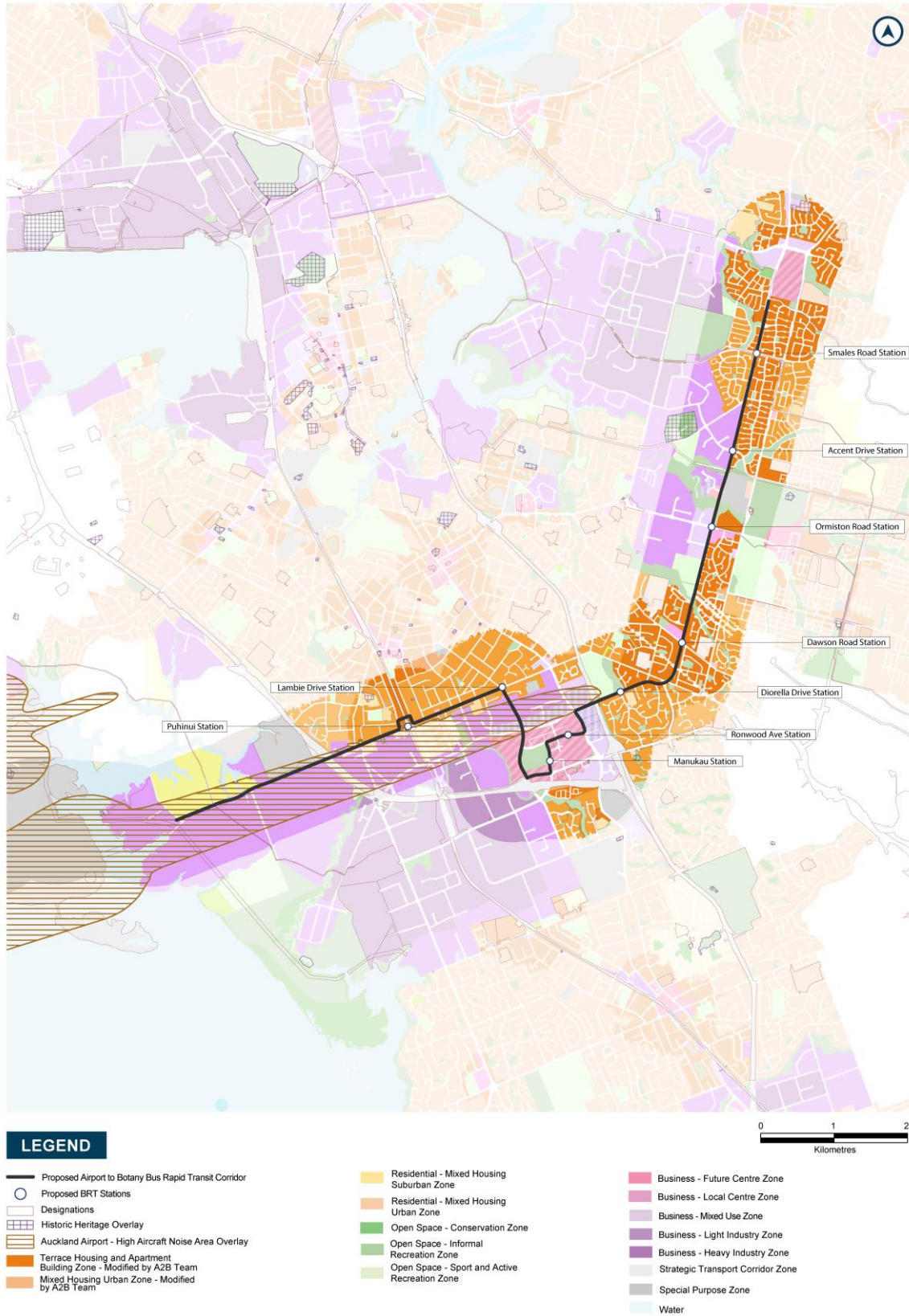


Figure 15: Indication of potential future intensification

3.5.3 Kāinga Ora-Homes and Communities

Central government’s social housing agency, Kāinga Ora owns significant property along the corridor and in surrounding areas with significant developments planned in Manukau Central and Papatoetoe.

3.5.4 Local Boards

Local Boards have funding to develop and deliver initiatives in their communities as well as supporting those of Council. The Project area spans the Howick and Ōtara-Papatoetoe Local Boards both of whom, significantly for this Project, prioritise and support development of green spaces for walking and cycling within their Local Board Plans.

3.5.5 Auckland Transport

As the regional transport authority and project partner, interfaces with Auckland Transport are many and complex. This baseline focuses on Auckland Transport Future Connect which prioritises transport improvements at four key sections along the corridor, (Airport to Manukau, whole of Manukau Central, Te Irirangi/Ormiston intersection, and Te Irirangi/Ti Rakau intersection) within a 10 year timeframe, affecting significant transport and traffic changes before construction commences.

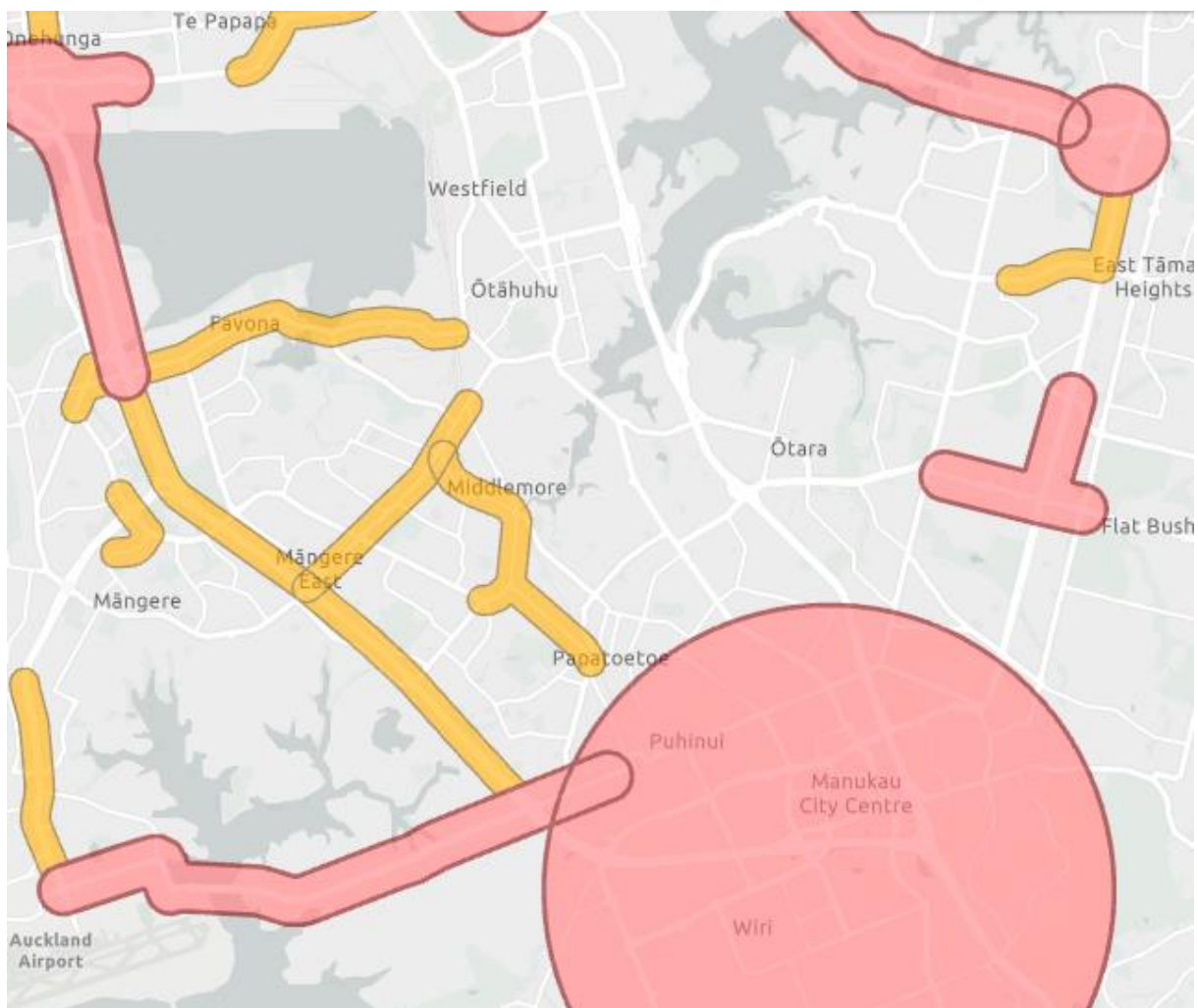


Figure 16: Auckland Transport Future Connect Focus areas for first 10 years

3.5.6 Manawhenua

As set out in the AEE, the Project traverses a significant cultural landscape which has been established through regular hui and site visits with Manawhenua and Cultural Values Assessments (CVA) prepared for the previous phases of the Project. The impacts on cultural landscape are not assessed or included in this Report. It is recognised that these matters will be addressed through ongoing partnership with Manawhenua in the future phases of the Project including detailed design.

Notwithstanding this, where appropriate, this baseline considers outputs from previous engagement with Manawhenua including projects they are involved with, and approaches for the Project to consider. It is noted that Manawhenua and the Ōtara-Papatoetoe Local Board are working together with respect to Puhinui Reserve – a green space with vital walking and cycling connection is proposed as part of the Project.

3.5.7 Auckland Airport

With significant land holdings that include expansive commercial and industrial developments, the Airport is more than just an anchor destination for the Project. Auckland International Airport has a \$300 million transport hub underway which will place public transport connections within the terminals, including connections for the Project and future light rail. The HANA and MANA overlays impact much of the Project corridor at the western end as noted within the description of the existing environment. These overlays will also impact future development in areas, especially the Puhinui / Papatoetoe locality. Section 7 of the AEE also refers to these Aircraft Noise Area Overlays.

3.5.8 Private property owners

The corridor runs adjacent to and will serve private commercial and town centre developments, notably Ormiston Town Centre and Botany Town Centres, both of which have proposed BRT stations. Engagement with these property owners is not in scope for this baseline.

3.6 Potential change within Social Impact Assessment communities

This section looks at the likely combined outcomes of the players and plans described above for each of the five communities to paint a picture of how each community may change over the next 15 years – the timeframe to construction. It is noted that this section is provided as additional context in which to understand the social impacts which have been assessed based on the existing environment. While all areas are likely to undergo significant change, the pace and exact nature of that change cannot be determined. An assessment of social impacts based on the potential future change as described below would therefore lack any robustness.

3.6.1 Botany to Clover Park section: Rongomai Park to SH1 Interchange

Largely residential, the section of Te Irirangi Drive from Rongomai Park to the SH1 is also home to the Manukau Velodrome and Sports Bowl and the Rongomai Park sports clubrooms and fields. There is a petrol station, laundromat, and liquor store at the intersection with Dawson Road. The stretch of Te Irirangi Drive between Rongomai Park and Ti Rakau Drive is largely residential with two commercial centres along the way and Botany Town Centre at the eastern end.

- Higher density development:

The AUP:OP provides for more intense residential development along the corridor, notably around the Ormiston Road intersection which is enabled for terrace housing and apartment buildings, and business mixed use within the Florence Carter Precinct adjoining Te Irirangi Road. Provision is made for development of the Ormiston Town Centre through a Business – Metropolitan Centre zoning.

Significant social housing assets owned by Kāinga Ora in Clover Park are set for redevelopment and intensification under the change to the AUP:OP and the upzoning to the Residential – Mixed Housing Urban Zone. The plan also zones land around the Dawson Road intersection (Penion Drive) for development of terrace housing and apartment buildings with a local business centre zoning at that intersection. Publicly owned properties along the western side of the corridor could be redeveloped as residential or commercial. Higher residential density is enabled to a lesser extent (Mixed Housing Urban) along the rest of Te Irirangi Drive on both sides.

- Manukau Sports Bowl redevelopment:

Eke Panuku has extensive redevelopment plans for the Manukau Sports Bowl and Velodrome. With upgraded and additional sporting facilities as well as walking tracks, playgrounds, and spaces for leisure and events, the sports bowl will become a popular destination for organised sports, community events and leisure with family and friends.

- Green corridors enabled for Smales Station:

Walking and cycling paths are likely to be created through redevelopment of local green spaces Greenmount Reserve and Kellaway Reserve providing local access to Smales Station. It is anticipated Eke Panuku and Auckland Council will upgrade the reserves for community leisure and play, drawing more visitors to the area.

3.6.2 Manukau Central section: SH1 Interchange to Ihaka Place

Largely commercial, this section includes the retail, government, legal/financial services and hospitality businesses of Manukau Central with expansive commercial and industrial areas along the corridor to the east and west. The AUP:OP has zoned Manukau Central as a Business – Metropolitan Centre Zone, with areas of Business – General Business Zone and Business – Light Industrial Zone to the north and west respectively.

- More people calling Manukau Home:

A multi-agency commitment to substantially increase the resident population of Manukau Central will be realised with residential developments from Kāinga Ora including a 16-level building with around 123 apartments proposed on Osterley Way, terrace housing development underway around Barrowcliffe Place and terraced housing and apartment buildings newly enabled by the AUP:OP along the Puhinui Stream through Wiri.

- The commercial and cultural heart of southern Auckland:

Significant commercial developments are planned by Eke Panuku, utilising Auckland Council owned properties on Davies Avenue and Manukau Station Road for 10-12 level office

buildings. Coupled with a mixed-use development planned at the Westfield carpark and a five-level building west of MIT, hundreds of new jobs will be located within an easy walk of Manukau Train Station.

Eke Panuku’s planned community hub – Te Papa Manukau – along with a new Metro School will bring even more people into Manukau Central.

- A transport hub for city-wide journeys accessible by local walking and cycling networks:

Putney Way will be redeveloped as the new main street of Manukau Central, connecting the existing train station to a revitalised Manukau Plaza and community centre in Osterley Way. Running adjacent, Davies Avenue will offer priority to walking and cycling, enabling local access to the bus interchange and train station, and connecting into local cycleways created during the upgrade of Hayman Park, and the green corridor of Puhinui Stream linking Papatoetoe through to Wiri.

Safer walking and cycling and public transport (bus) improvements delivered by Auckland Transport and the Ōtara Papatoetoe Local Board provide car-free local and city-wide journeys.

3.6.3 Puhinui section: Ihaka Place to SH20/20B Interchange

Puhinui Road from Lambie Drive/Ihaka Place to the SH20/20B Interchange is largely residential with two blocks of neighbourhood retail and services on Puhinui Road and commercial and retail on Lambie Drive. Two blocks north of the corridor (approximately 1 km) is Papatoetoe Town Centre, a busy commercial, industrial, and community hub, and the corridor detours around the newly redeveloped Puhinui Train Station which provides the primary public transport link to the Airport for Aucklanders via the southern and eastern train lines.

- Papatoetoe – a humming town centre:

Significant urban development is in the pipeline for Papatoetoe town centre. The Eke Panuku plan ‘Unlock Papatoetoe’ aims to create a community hub through town hall and community centre improvements and enhancing open space to provide greater access and connectivity to the recreation centre and stadium.

- Higher density living around train stations:

The application of the Residential – Terraced Housing and Apartment Buildings zone that covers the town centre and existing Papatoetoe Train Station, then stretching south towards Puhinui Station will see housing intensification and population growth in this area with many more residents in walking distance of Papatoetoe and/or Puhinui Station.

- More jobs, more shops, more services around Puhinui Station:

Substantial commercial land use opportunities lie in public land holdings around Puhinui Station – largely with Eke Panuku, plus a few properties held by Auckland Council, and some residential properties owned by Kāinga Ora along Puhinui Road and within one block of the corridor.

- Lambie Drive Station:

Eke Panuku has land holdings around the future Lambie Drive Station at the intersection with Puhinui and Carruth Roads, offering the opportunity for jobs and businesses to be clustered around the station.

- A regenerated Puhinui Stream is the cradle of the local walking and cycling network:

In addition to the regeneration of Puhinui Stream, planned upgrades to Puhinui Domain, and stormwater upgrades (Eke Panuku, Auckland Transport, Manawhenua and the Ōtara-Papatoetoe Local Board) provide a green corridor to accommodate a local walking and cycling network linking residents in Papatoetoe with key destinations including Papatoetoe Town Centre, Papatoetoe Station, Puhinui Station, and Manukau Station further along. The Ōtara-Papatoetoe Local Board Plan prioritises funding and development of walking and cycling routes in their local paths plan.

3.6.4 Airport section: SH20/20B Interchange to Orrs Road

Land here is owned by Auckland Council, the Airport and privately owned properties all of which have a light industrial zoning for the most part. A small area of land on the northern side near Orrs Road has a Future Urban Zone which is planned for industrial use, under the HANA overlay. There are significant industrial/commercial growth plans along this section of road with new developments in progress to the south of the corridor. Council noise regulations apply through HANA and MANA overlays.

- Public transport and cycle connections are prioritised while maintaining movement of vehicles and freight:
 - The Waka Kotahi One Network Framework (**ONF**) is a tool to help establish transport network function, performance measures, operating gaps and potential interventions for each road and street type. Waka Kotahi is currently completing the modal classification of its network, with this stage due to be completed in March 2023;
 - Auckland Transport Future Connect assigns Puhinui Road from the Airport to SH20 as a major route for cycling and micro mobility, as an RTN corridor, and as a strategic arterial for general traffic. The significance of this section as a goods movement corridor is reflected in the level 1A freight classification – highest strategic value to freight; and
 - The 15 years to construction timeframe will see change along this corridor with the development of industrial land, particularly on the southern side. Increased traffic volumes can be expected from this development, along with ongoing development and expansion of the Manukau Memorial Gardens and activity in the Airport precinct including cycleway extensions and improvements, and development of public transport facilities or services connected with the \$300 million Airport Transport Hub.

4 Social baseline

The social baseline has two parts:

- A description of the Project’s social area of influence; and
- Quantitative and qualitative descriptions of indicators relevant to each potential social impact (refer to **Appendix D** for details).

4.1 Social areas of influence

4.1.1 Different social groups likely to be affected

Based on an understanding of the Project, the existing social environment, desktop research, social groups most likely to be affected by the Project are considered to be:

- Landowners of potentially affected properties;
- Leaseholders, tenants and other occupiers of potentially affected properties;
- Business owners and operators;
- People employed in local businesses;
- Near neighbours;
- People living and working in the area;
- Surrounding local communities – Botany, Ormiston, Clover Park, Manukau, Papatoetoe, Puhinui;
- People who purchase goods and services from the area;
- People who use community facilities and open space areas within the area;
- People travelling through the area, including commercial road users;
- People in Local Board areas, especially Ōtara-Papatoetoe and Howick; and
- People in the wider Auckland Region.

4.1.2 Places of social value or importance

Places of social value or importance are the built and natural features located on or near the Project site or the surrounding area that have been identified as having social value or importance.

Based on the description of the existing environment and a review of literature including local government planning documents, the built and natural features located near the Project area or surrounding area that have been identified as having social value or importance are listed and described in Table 3 and also shown in Figure 17.

Table 3: Socially significant built and natural features

Type of facility or place	Feature	Significance	For whom
Botany – Clover Park			
Education	Redoubt North School	A combination of a preschool and elementary school. A quarter of attendees are Māori and half have Pacific heritage, with Samoan being the largest group.	Families in the Clover Park area with school aged children

Type of facility or place	Feature	Significance	For whom
Education	Chapel Downs Primary School	A primary school that incorporates Te Reo into formal class settings.	Families in the Clover Park area with school aged children
Education	Tangaroa College Haumia Way, Ōtara	Secondary School for years 9 – 13 with just over 1000 students, with around 80% Pacific people.	Families in the Clover Park, East Tāmaki area with secondary school aged children
Education	Sancta Maria College	Co-ed Catholic School providing education to around 1000 students from years 7 – 13.	Families in the Flat Bush, Dannemora and wider area with secondary school aged children
Education	Little Learners Childcare	Childcare facility located in the Botany South area.	Families in the Botany South and Dannemora area with pre-school aged children
Health and Medical	Dannemora Medical Centre and Pharmacy	Local medical centre and a pharmacy for the Dannemora and East Tāmaki Heights area.	Residents in the East Tāmaki Heights and Dannemora areas
Health and Medical	Metlifecare - Dannemora Gardens	Retirement village with a variety of services for residents.	Residents of the village
Health and Medical	Botany South Medical Centre	Providing medical services to the Botany and Dannemora communities.	Residents in the Botany South and Dannemora areas
Manukau Central			
Education	MIT Manukau	Manukau campus for the Manukau Institute of Technology providing tertiary education.	Residents of southern Auckland
Education	AUT South Campus	Southern campus for AUT providing tertiary education.	Residents of southern Auckland
Health and Medical	Turuki Healthcare	A local medical centre that is located in the central area of Manukau.	Residents primarily from the Manukau area
Local Community Facility	Greyhound Conference & Function Centre	Part of the Manukau Sports bowl. A greyhound racing track and conference/event facilities.	Greyhound racing community across Auckland. Organisations within and outside of southern Auckland having events
Local Community Facility	Business Manukau	The Business Association District (BID) serving the needs of all businesses in the Manukau area. Includes most businesses potentially affected by the Project.	Business owners and operators in the Manukau BID area
Local Community Facility	Manukau Library	Local library within Manukau Central providing access to computers, internet access, printing and copying and books.	Residents and visitors to Manukau

Type of facility or place	Feature	Significance	For whom
Local Community Facility	Manukau Tennis, Sports and Community Centre	Part of the Manukau Sports bowl complex at the northern end. Part of Tennis Auckland providing tennis coaching and facilities in southern Auckland. Has three different outdoor areas and two meeting rooms, all are available for hire.	Residents of southern Auckland, and visitors who hire facilities
Recreation / Open Space	Hayman Park	Suburban open space park with a large playground, natural play space, toilets, skate park, basketball court, picnic tables and seating.	Those living within or near to, and those working within the Manukau Central area
Recreation / Open Space	Manukau Sports Bowl	Developed for the Commonwealth Games in the 1980's, it currently caters for cycling, tennis and soccer and cultural gatherings like Polyfest. Currently within the planning states of a redevelopment proposal. Eke Panuku, the Local Board and Council are working to prepare a plan for redevelopment of the whole sports bowl area.	Residents of southern Auckland and visitors from other areas attending events
Government	Inland Revenue Manukau	Provides services to the local Manukau community.	Residents of the Manukau and wider southern Auckland community
Government	Ministry of Social Development	Provides employment, income support and superannuation services to the local Manukau area.	Residents of the Manukau and wider southern Auckland community
Government	Careers New Zealand	Provides support to the local Manukau community to finding job opportunities.	Those within the Manukau area and wider southern Auckland seeking support in gaining or changing employment
Government	Ministry of Pacific Peoples	Northern Region Office of the Ministry providing voices to the Pacific communities.	Pacific people from Auckland, Northland, Waikato and Bay of Plenty
Government	Work and Income	Social support services for people in the Manukau area relating to employment and income support.	Residents and employers in the Manukau area
Government	Manukau Public Defence Service	Independent criminal law practice providing advice and representation to defendants who have legal aid in criminal cases. Also oversee the duty lawyer services in the Manukau courts.	People within the Manukau area who require legal aid in relating to criminal proceedings
Community services	The Cause Collective	A Pacific social change agency working in the South Auckland area.	Pacific people of southern Auckland

Type of facility or place	Feature	Significance	For whom
Emergency Services	Papatoetoe Fire Station	A 24/7 crewed station responding to Fires, Medical emergencies, Motor vehicle accidents, Search and rescue, Civil Defence and natural disaster responses.	Southern Auckland community
Puhinui / Papatoetoe			
Education	Puhinui School	Primary school for around 600 years 1 – 6 children.	Families in the Puhinui area with school aged children
Education	Te Kōhanga Reo ki Puhinui	Pre-school facility near the Puhinui Train Station.	Predominantly Māori families from the Puhinui area with pre-school aged children
Education	Pukeko Preschool Papatoetoe	Pre-school facility.	Families in the Puhinui area with pre-school aged children
Health and Medical	Puhinui Medical Centre	Medical centre with two GP's providing general practitioner services.	Residents in the Puhinui area
Place of Worship	Kingdom Hall of Jehovah's Witnesses	Spiritual place of worship.	Parishioners and visitors primarily from the Puhinui and Papatoetoe area
Transport Interchange	Puhinui Station	Major bus and train interchange providing connections to the Airport. Also the primary stop for those travelling by train from the south and wanting to access Manukau Central.	People from across Auckland and beyond, some traveling to the Airport
SH20/SH20B Interchange – Orrs Road			
Cultural or spiritual	Manukau Memorial Gardens	Regional cemetery providing chapel services a viewing room, function lounge, crematoria and burial plots.	People across the Auckland area visiting burial plots or participating in funerals, memorials and associated activities
Recreation / Open Space	Colin Dale Park	Regional motorsports facility including a motorsports track, jetboat course, BMX track and horse trail.	People across the Auckland area and beyond participating in motorsport

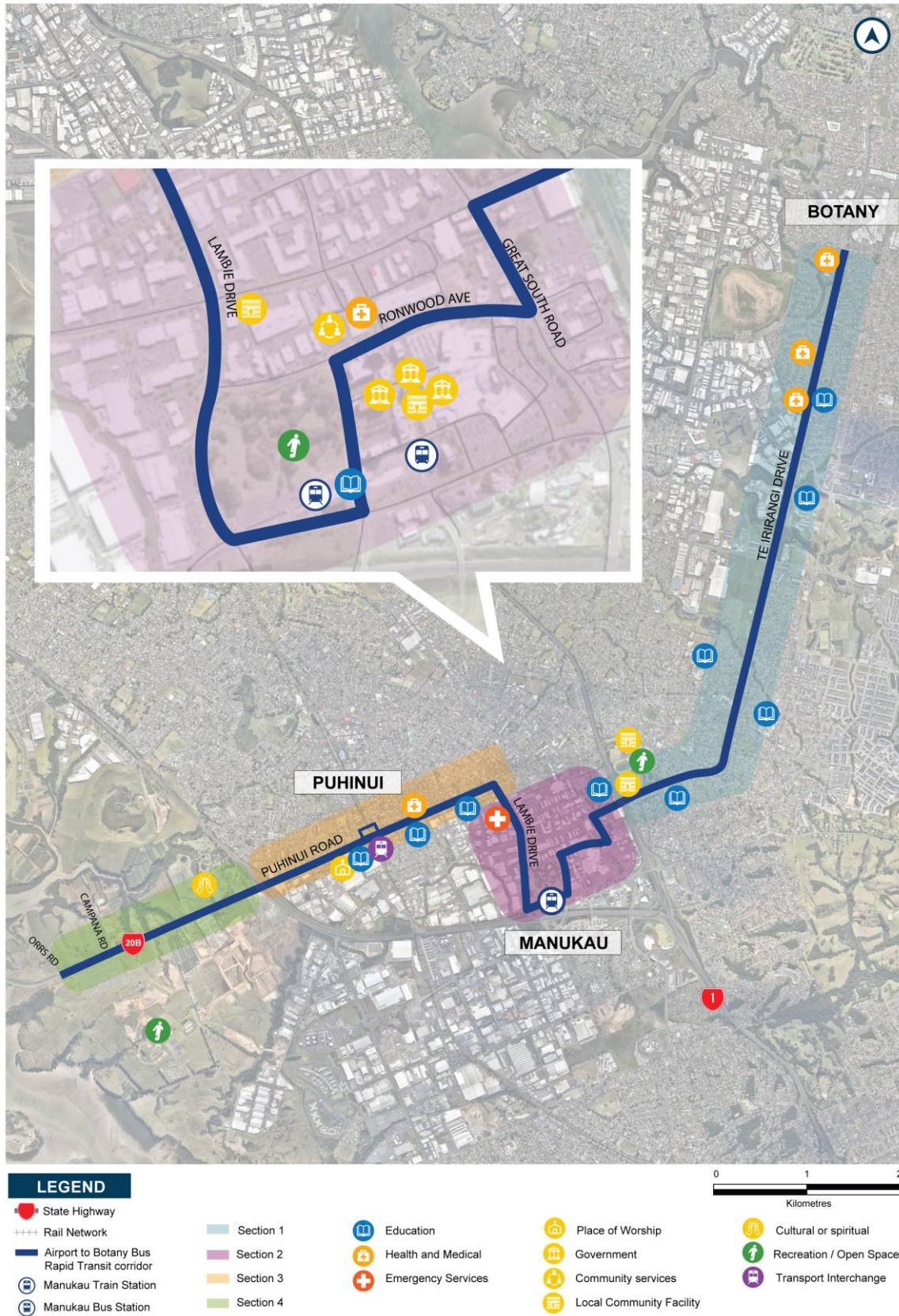


Figure 17: Map showing places of social value or importance

4.1.3 Geographical social areas of influence

The social areas of influence for the project have been defined as the areas shown in Figure 18 and noted as follows:

- Localities, being areas generally within a 400-500 m radius of the Project; and
- Local Board areas of Ōtara-Papatoetoe and Howick as the local board areas the project traverses.

These social areas of influence have been determined by considering the different social groups likely to be affected, the places of value or importance and social trends or change. While the Project will have a differential distribution of social impacts (positive and/or negative) on the wider Auckland Region it has not been included as a specific social area of influence for the identification and assessment of social impacts. Data for the Auckland Region is shown for some indicators for data comparison only.



Figure 18: Geographical social areas of influence for the Project

4.2 Indicators for social impacts and baseline information

The choice of indicators for each social impact was based on stakeholder engagement, known available data and where possible, the ability for data collection to potentially be repeated in a timely and cost-effective way. Indicators are shown below in Table 4.

Table 4: Social Indicators

Impact area	Social Indicators	Comment
Way of life	Travel to work	One of the primary objectives of the project is to increase accessibility of high quality rapid public transport to populations in south and eastern Auckland.
Family and community impacts	Urban life	Urban life is the everyday activity that goes in within and between buildings in a city and includes data on behaviour and activity.
Quality of the environment	Urban life	Urban life is the everyday activity that goes in within and between buildings in a city and includes data on behaviour and activity. An increase in urban life activity can indicate an improved urban environment.
Health and wellbeing	Physical and mental health	Improved footpaths and cycleways as part of the Project provide for more active lifestyles which could impact people's physical and mental health.
Equity	Deprivation from the Index of Multiple Deprivation	With the project providing opportunities for increased access to education and employment in particular and an improved more vibrant urban environment in Manukau Central in particular it could be expected that this has a positive impact on deprivation indicators included in the Index of Multiple Deprivation.
Socio-economic impacts	<ul style="list-style-type: none"> • Income; • Education; and • Employment status. 	Increased access to education and employment opportunities are anticipated as a result of the Project.

Data for the social baseline was collected from the following sources:

- SIA engagement (refer to **Appendix B**);
- Desk based research (references provided in **Appendix A**); and
- Professional experience of the SIA practitioner.

This section is a summary of the baseline information for each social impact area. **Appendix D** outlines the indicators and includes more detailed baseline data for indicators with quantitative data sets.

Way of life

In 2018, the vast majority of residents identified that their main method of transport to work was traveling by private vehicle. Despite this, the use of private or company vehicles for journeys to work

was lower than the Auckland Region for all localities except the Botany to Clover Park locality which has poor public transport accessibility.

Social housing is located across the Auckland Region, with the Ōtara-Papatoetoe Local Board area having the second highest number of social housing in Auckland. Despite this, demand for social housing is considerably higher than supply and has been increasing.

Cultural impacts

Cultural impacts include shared beliefs, customs, values and stories, and connections to land, places and buildings.

Impacts to culture can be influenced by ethnicity which can drive beliefs and attitudes. Along the Project corridor, there are a higher proportion of people who identify as being of Pacific or Māori descent compared to the Auckland Region. Additionally, residents who identified as Asian increased from the 2013 Census to the 2018 census by around 10% which is substantially higher than the Auckland Region.

With regard to Manawhenua, it is noted in the AEE that the Project traverses a significant cultural landscape which has been established through regular hui and site visits with Manawhenua and Cultural Values Assessments (**CVA**) prepared for the previous phases of the Project. The impacts on cultural landscape are not assessed or included in this Report. It is recognised that these matters will be addressed through ongoing partnership with Manawhenua in the future phases of the Project including detailed design.

Family and community impacts

Family and community impacts, including its composition, cohesion, character, how it functions, and sense of place can be measured considering the age of the population, insights into housing and measures of neighbourhood character, vitality, variety and relevance.

Along the Project corridor, there is a significant proportion of people who have been in their homes for four years or less. The Puhinui/Papatoetoe area also experienced a considerable number of bond lodgements in the past year. This data could indicate considerable building activity in the area enabling more people to move into areas, or a more mobile population.

Lifestyle data analysed through the Neighbourlytics™ report noted the character, variety, vitality, and relevance of the various neighbourhoods the Project traverses. The Project corridor is primarily characterised as being “Business and Service” orientated indicating residents have a strong relationship to their local area as a result of the services provided. Variety along the Project area is diverse with highly dominant retail destinations. Vitality showed strong networks of activity in Manukau Central. As acknowledged earlier, the area will change over time and it is expected there will be an increased vibrancy in some areas.

The age of residents along the transit corridor is lower than the Auckland Region. There are younger populations in the Puhinui/Papatoetoe and the Clover Park to Botany localities compared to the Manukau Central locality which has a low overall population. This could be indicative of a tertiary student and locally employed demographic.

Quality of the environment

Quality of the environment includes access to and use of ecosystem services; public safety and security; access to and use of the natural and built environment, and its aesthetics value and/or amenity; the quality of the air and water people use; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation; their physical safety; and their access to and control over resources.

Crime in Auckland over the last year has decreased in some areas like sexual assault and abductions but it has increased in other areas like burglaries and theft. Manukau Central is rated highly compared to other areas along the locality.

Decision making systems

Decision making systems relates to the extent to which people can have a say in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose.

The ability to have a say in decisions during this current phase of the project is limited to potentially affected landowners in relation to the potential impacts on their property, and other stakeholders in relation to their specific interests, such as other government agencies the project interacts with (Eke Panuku and Kāinga Ora) and Manawhenua.

Since 2019 when engagement was undertaken during the business case stage when decisions in relation to the route of the Project were made some people have moved away from the area and new people have moved in. This in turn has led to a lack of knowledge about the Project for many and a feeling they have been excluded from the ability to influence decision making *“I don’t know about this project and now you tell me the decision is made already.”*

Health and wellbeing

Health and wellbeing indicators measure physical, mental, social and spiritual wellbeing, as well as disease and disability. It also includes psycho-social impacts such as solastalgia (a form of mental or existential distress caused by environmental change).

Deprivation along the corridor was relatively high in areas like the Puhinui/Papatoetoe locality and the Manukau Central locality. Areas like Clover Park and surrounding SA2s experienced similar experiences to the Puhinui/Papatoetoe locality and the Manukau Central locality whereas Dannemora onwards towards Botany experienced lower levels of deprivation.

As noted in the NZ Health Survey, Māori and Pacific adults are 1.6 and 1.4 times as likely to experience psychological distress compared to non-Māori and non-Pacific adults. With a higher Māori and Pacific peoples population across the corridor compared to the Auckland Region, psychological impacts of the Project could be greater.

Personal and property rights

Personal and property rights, including whether economic livelihoods are affected, and whether people experience personal disadvantage or have their civil liberties affected can be measures qualitatively.

Stakeholder feedback has identified impacts associated with feelings of loss of autonomy of decision making about future of land, specifically for landowners affected by the designation.

Fears and aspirations

People's perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children can only be measured in a qualitative manner.

Engagement feedback identified there is uncertainty for business owners in planning for the long term, particularly for commercial landowners who may only be affected by a partial land requirement. This could impact the ability to retain and/or secure ongoing or future tenancies prior to the land being acquired.

Equity impacts

Equity impacts relate to the distribution of impacts across the community and generations (intergenerational impacts). How people could be impacted is based on where they live and work and their relationship with the Project now and in the future.

People who live, work and run businesses closest to the Project are more likely to experience negative social impacts. People who might potentially work for or be a supplier to the Project in the future are likely to receive the benefits. In addition, those who are more deprived tend to be more vulnerable than those from less deprived communities.

Deprivation scoring identified that residents who live in areas like Puhinui, Manukau Central and Clover Park were more deprived than residents who lived in the Botany area.

Within all Project localities, the percentage of residents without access to a motor vehicle has been slowly decreasing. The percentage of residents without access to telecommunication has decreased overall. Areas who have higher percentages of residents receiving social services may not have access to some form of telecommunications.

Socio-economic impacts

Socio-economic impacts include the standard of living, level of affluence, economic prosperity and resilience, property values, employment, replacement costs of environmental functions and economic dependency

Income within the localities were within the middle-class income bracket. It is noted that income one of a number of measures determining deprivation. Other factors such as employment, housing, crime, health access and education all influence deprivation scores.

Education is a vital pathway that shows the ability for residents to have flexibility in job opportunities. Residents from Manukau Central locality had higher qualifications than other areas that are of similar deprivation levels.

5 Review of social impacts of rapid transit projects

5.1 Social impacts in other rapid transit projects

This section provides the findings of a high-level review of publicly available information on comparable rapid transit projects to test and justify the magnitude and likelihood of social impacts included in this assessment. A description of each of the projects is below and Table 5 notes the impacts (positive and negative) identified during the review of published information about each project and a further description of impacts by social impact area is provided. Rail, including light rail, has been used as a comparison as that is generally the type of RTN projects which have published research relating to experienced social impacts. While bus rapid transit line construction usually is less intensive and shorter construction periods than light rail, research has determined that the impacts on businesses would be similar⁸.

It is possible that the projects reviewed below generated additional social impacts, both positive and negative, that have not been reported on publicly and are therefore not part of this review. A summary of impacts from each project is presented in Table 5.

California High-Speed Rail, California, USA⁹

The California High-Speed Rail project is estimated to cost \$105 billion (USD) and is managed through the California High-Speed Rail Authority. The intent is to connect six of the largest 10 cities in the state of California between Sacramento and San Diego with 1,287 km of high-speed rail. The project is currently underway.

City Rail Link – Aotea Station, Auckland, New Zealand¹⁰

The City Rail Link (CRL) is a \$4.4 billion (NZD) project and the largest infrastructure project New Zealand has ever built. It is being led by City Rail Link Ltd and funded jointly by the Crown and Auckland Council. City Rail Link Ltd will handover CRL to Auckland Transport to run the services when completed.

The CRL will provide a 3.45 km twin-tunnel underground rail link up to 42 m below the Auckland City Centre. CRL will include the transformation of Waitematā Station (Britomart) into a two-way through-station that better connects the city's rail network. CRL will at least double Auckland's rail capacity when fully operational. The project is currently under construction and planned to be completed in late 2024 however, the impact of the Covid-19 pandemic may impact on the completion time.

Brisbane Cross River Rail, Australia¹¹

Cross River Rail is a 10.2 km rail line which includes 5.9 km of twin tunnels under the Brisbane River and CBD. It also includes several new stations and upgrades to existing stations. It is funded via a

⁸ Business Impact Mitigations for Transit Projects Prepared for the Oakland Sustainable Neighborhoods Initiative November, 2013 accessed at https://www.policylink.org/sites/default/files/FINAL%20PolicyLink%20Business%20Impact%20Mitigation%20Strategies_0.pdf

⁹ <https://hsr.ca.gov/>

¹⁰ <https://www.cityraillink.co.nz/>

¹¹ <https://crossriverrail.qld.gov.au/>

capital contribution of \$5.4 billion (AUD) and 1.5 billion secured through a Public Private Partnership. Construction commenced in 2019 and the first services are expected to be in operation in 2025.

Sydney Light Rail, Australia

Sydney light Rail (SLR) incorporates two light rail construction projects, the Inner West Light Rail CBD extension (which was opened in 2014) and the CBD and South East Light Rail (completed in 2020). Together these create a 12 km route with 19 stops. SLR was a Transport for New South Wales, government programme. The total cost exceeded \$3.1 billion (AUD).

City to Gungahlin Light Rail, Canberra, Australia

This is a 12 km light rail route connecting the northern area of Gungahlin to Canberra's city centre. It's the first phase of a planned city-wide light rail network. Construction commenced July 2016 and light rail started operating in April 2019. There are 13 stops along the route with services every six minutes during peak periods and every 10-15 minutes at other times.

In September 2018 the ACT Government undertook an assessment of the impact of all ACT Government led construction activities on local business in the Gungahlin Town Centre and in May 2020 published the Benefits Realisation Snapshot for Major Projects Canberra.

Paramatta Light Rail, Australia¹²

Paramatta Light Rail is estimated to be a \$2.4 billion (AUD) project. It includes construction of 20+ km of light rail linking key parts of Western Sydney. It is being led by Transport for New South Wales and is being delivered in two stages - Westmead to Carlingford; and Paramatta CBD to Sydney Olympic Park. Construction of Westmead to Carlingford is underway and is expected to be completed in Dec 2023. Funding has been secured for Paramatta CBD to Sydney Olympic Park.

Table 5: Summary of social impacts in comparable Rapid Transit Projects

Social Impacts (Positive and negative)	Rapid Transit Projects						
	California High Speed Rail	CRL – Aotea Station	Brisbane Cross River Rail	Sydney Light Rail	Sydney Metro West	City to Gungahlin Light Rail	Paramatta Light Rail
Project Phase: Planning							
Community dissatisfaction	✓		✓				
Project Phase: Construction							
Noise and vibration (hours of activity, excessive, etc.)	✓	✓	✓	✓	✓	✓	✓
Business disruption, incl visibility, wayfinding, timing of deliveries, utilities shutdowns	✓	✓	✓	✓	✓	✓	✓

¹² <https://www.parramattalightrail.nsw.gov.au/>

Social Impacts (Positive and negative)	Rapid Transit Projects						
	California High Speed Rail	CRL – Aotea Station	Brisbane Cross River Rail	Sydney Light Rail	Sydney Metro West	City to Gungahlin Light Rail	Paramatta Light Rail
Businesses loss in revenue	✓	✓		✓		✓	✓
Access and parking, incl blocking loading zones, lack of loading zones, traffic layout changes		✓				✓	✓
Active parking management strategies, including onsite parking for construction workers to mitigate public parking shortages			✓				
Amenity (litter, cleanliness, lighting, worker behaviour – smoking near businesses)		✓					✓
Communication – poor comms to businesses, not enough notice, accuracy of info		✓				✓	
Good communication with community	✓	✓	✓				
Air quality (dust, and congestion)		✓				✓	✓
Safety (pedestrian access and trip hazards, lighting, antisocial workforce behaviour)			✓				
Stress – mental health and wellbeing	✓						✓
Worker health and safety incidents							✓
Property acquisition	✓		✓				
Increased traffic congestion			✓				✓
Business support during construction	✓		✓	✓		✓	✓
Increased employment	✓		✓	✓		✓	

Social Impacts (Positive and negative)	Rapid Transit Projects						
	California High Speed Rail	CRL – Aotea Station	Brisbane Cross River Rail	Sydney Light Rail	Sydney Metro West	City to Gungahlin Light Rail	Paramatta Light Rail
Increased education and skills development opportunities for the communities				✓			
Disruption to way of life and daily living routines.	✓			✓			✓
Loss in local employment (inc. due to business relocation or acquisition)	✓						✓
Changes to social cohesion and community composition due to loss of community meeting spaces and social services.	✓	✓					✓
Reduction in shoppers in retail areas in proximity to construction activity						✓	
Project Phase: Operation							
Permanent loss of heritage buildings / places of significance to affected communities	<i>Not complete</i>	<i>Not complete</i>	<i>Not complete</i>		<i>Not complete</i>		✓
Increased access to employment, education and community facilities				✓			✓
Boosted local business activity and visitation						✓	✓
Provision of local employment during project development, delivery and/or operation						✓	
Catalyst for other investment in the area – resulting in desired intensification and population growth						✓	

Social Impacts (Positive and negative)	Rapid Transit Projects						
	California High Speed Rail	CRL – Aotea Station	Brisbane Cross River Rail	Sydney Light Rail	Sydney Metro West	City to Gungahlin Light Rail	Paramatta Light Rail
Increased amenity in areas						✓	

5.2 Positive impacts of rapid transit corridors

There are a number of studies into the benefits of light rail as a form of rapid transit. The Tourism and Transport Forum of Australia (2010) researched a number of international light rail projects and the Paramatta Light Rail Business Impact Assessment (HillPDA Consulting, 2017) included an extensive literature review of international light rail projects. As noted above, while bus rapid transit line construction usually is less intensive and shorter construction periods than light rail, research has determined that the impacts on businesses would be similar¹³.

This research found significant benefits including:

- Increased connectivity and interaction between communities as a result of increased accessibility.
- Improvements in liveability and amenity of adjacent areas through increased transport choice and investment activity.
- Positive physical and mental health and wellbeing outcomes.
- Contributions towards reducing congestion and therefore vehicle emissions.
- Increased productivity through greater urban mobility and transport choice.
- Changes in urban travel behaviour through mode shift.
- Further details on other positive impacts identified in the studies is outlined below.

Economic development and productivity

Improvements to public transport can provide economic benefits to businesses. This is particularly evident in metropolitan areas where cost savings and productivity gains tend to be higher than in other areas. An increase in the use of public transport along with it as a catalyst for, or support to, more efficient and intensive land use, can result in savings and efficiency gains for businesses, including congestion reduction, road and parking cost savings and consumer savings. HillPDA notes *“these economic savings and efficiency benefits filter through the economy as savings to consumers, businesses and governments, making a city and region more productive, attractive to investment and competitive.”*

Productivity gains can be realised by making labour markets more accessible as more people have access to better transport choices enabling greater participation in employment activity.

Urban renewal and development

¹³ Business Impact Mitigations for Transit Projects Prepared for the Oakland Sustainable Neighborhoods Initiative November, 2013 accessed at https://www.policylink.org/sites/default/files/FINAL%20PolicyLink%20Business%20Impact%20Mitigation%20Strategies_0.pdf

Light rail can also help strengthen development in existing neighbourhoods, rejuvenate declining areas and attract new clusters of development and businesses around stations/stops. Research indicates these benefits are more evident in areas with existing poor levels of public transport.

There are also significant benefits to be gained where the light rail system is planned with complementary land use policies. When stops/stations are in areas where the existing surrounding land uses and policies are conducive to high-density development, they can also have positive impacts to business development and quality of life. It can also stimulate local investment activity including urban renewal and residential and commercial projects. Some areas that have developed light rail routes have experienced an increase in retail activity in areas adjacent to the light rail line, the development of new residential and commercial areas, and increased employment nodes.

It is noted that since the completion of the City to Gungahlin Light Rail Project a number of new commercial complexes have been developed in neighbouring suburbs. In addition, the population in Gungahlin itself grew substantially, increasing the local customer base in Gungahlin Town Centre, which is anticipated to, in the future, contributing to changing behaviours and consumer trends in the area.

Land values

As a relatively permanent investment along a fixed corridor, light rail can influence land uses and increase nearby property values. Research has shown there is a strong positive connection between light rail and land values, even in the planning (or pre-construction) phase of projects. Increased land values for businesses can incentivise redevelopment while maximise returns for investment property owners. Increased redevelopment can revitalise an area increasing its amenity and popularity with potential consumers and employees.

Studies show that plans for light rail can increase land values and discourage low-density development that does not make effective use of the identified stops/stations and land values increase approximately three years after plans for the project are announced or one year prior to construction (assume whichever is earlier).

Table 6: Increase in value of properties in proximity to light rail¹⁴

Project	Property type	Distance from station	Increase in value
Metrolink	House	30m	32%
Santa Clara Valley Transport Authority (VTA)	Apartment	400m	45%
Santa Clara Valley Transport Authority (VTA)	Office	400m	120%
Dallas Area Rapid Transit (DART)	Retail	400m	30%

¹⁴ From the Tourism and Transport Forum of Australia (2010)

5.3 Potentially relevant negative social impacts by impact area

Way of life

- Changes to daily living routines as communities and neighbourhoods were disrupted through construction. It is noted that once projects became operational, previously disconnected areas gained improved connection to key regional employment hubs, creating greater employment opportunities. Additionally, the construction project, as well as later operational stages, attracted an increased amount of people to the area, resulting in boosted local business activity and visitation in some cases.
- Local residents and businesses were subjected to reduced amenity and health outcomes due to construction noise, dust and vibration impacts, as well as loss in local open space and community facilities. Construction also caused negative visual impacts due to the establishment of hoarding and changed wayfinding.
- Increased traffic congestion resulted in road blockages, truck and heavy vehicle movements and cumulative impacts associated with other construction of nearby projects. Reduction in parking availability also occurred due to changed road conditions and demand for parking from the construction workforce.
- Loss in revenue for local businesses directly affected by construction as road blockages or disruptive construction may redirect regular businesses customers.
- Loss of local employment/ livelihood due to acquisition of local businesses or businesses voluntarily relocating to avoid significant construction impacts.
- Workers' safety can be compromised due to poor safety policy and monitoring, as seen in the Crossrail project where there was one fatality and two severe workplace incidents occurred.
- Changes to pedestrian and vehicular accessibility to local town centres, including commercial and residential land use. Changes to local road access and through-routes.

Family and community

- Loss of valued public spaces such as parks, churches and community centres due to property acquisition or temporary construction of commercial accommodation, as seen in the Brisbane Cross River Rail project, whereby five community properties were acquired and in the California High Speed Railway where a number of community / social services facilities were demolished.
- Changes to community character and sense of place due to loss or modification to valued landscape, parks, gardens, local businesses and social infrastructure, along with places of particular local cultural or historic significance. This was particularly evident in the Brisbane Crossrail project, as historic buildings including several Victorian Buildings and the Astoria Theatre were demolished. A significant number of buildings were demolished including a heritage listed hotel.
- Changes to the social cohesion and community composition due to temporary or permanent loss of community meeting spaces and social services. Disruption to social relationships and connections to community through impacts to schools, sporting clubs, community groups and neighbour connections and trust.
- Reduced amenity due to noise, dust and vibration impacts and establishment of construction sites.
- Loss of business serving smaller communities.

Fears and aspirations

- Community fears towards social dislocation caused by acquisition as community members with strong ties leave the area, affecting local schools, sporting clubs, and regular social events.
- Concern around changes to hours of works, increases in noise, and community safety.

Socio-economic

- Loss of employment and livelihood as a result of property acquisition or business disruption.

5.4 Responses and mitigation measures by other projects that could be relevant

Early engagement

- Early community consultation was a common activity across the reviewed projects to provide community members with input on construction effects, record complaints and inform and involve the community throughout the detailed design and construction. This was intended to help mitigate community concerns and fears, as well as to work with the community to mitigate negative construction impacts. Nearly all projects included clear and timely communication with communities about construction plans and processes which is essential to mitigate community fears and manage expectations. Engagement strategies included means for community members to express concerns, including through direct contact hotlines etc.
- Various plans were created to ensure the construction impacts were mitigated as best possible, including creating a detailed traffic management plan for different precincts for lengthy projects. Examples of these management measures include operating the majority of truck movements outside of peak periods, designating construction haulage routes away from local street networks and identifying ways of moving excavated material away from construction work sites and onto arterial roads as quickly and efficiently as possible.

Co-design of mitigation measures

- A number of the reviewed projects undertook engagement to co-design mitigation measures to address social impacts of the projects, and respond to community concerns:
- Brisbane Cross River Rail engaged with local community groups throughout the project in the design of public art or rehabilitation of open space areas which may assist in strengthening community bonds.
- Community reference groups were created across the majority of projects including California High Speed Rail and Auckland City Rail Link. It is likely that these groups were involved in informing the project team on the development of social mitigation measures to respond to community concerns.

Ensuring access to community infrastructure

- To mitigate shortages in public parking availability due to parking demands from construction workers, Brisbane Cross River Rail provided workers across all sites with on-site parking.
- Close consultation with the Network Utility Operator was carried out in the Auckland CRL to minimise and reduce all possible disruption potential to local residents and businesses. All residents were also shown images of how the construction would look prior to the commencement of works to allow the community to understand how accessibility would be affected.

Maintaining community character

- Changes to the local community character and sense of place are a significant impact to communities. The Brisbane Cross River Rail involved local community groups through the project such as design in the public art or rehabilitation of open spaces areas in an attempt to strengthening community bonds.

Support to affected owners and occupiers

- The Paramatta Light Rail and Brisbane Cross River Rail projects are implementing a range of mitigation measures aimed to provide the community with greater certainty, expectations and information about the project. This includes early community engagement and easily contactable members of the project team 24/7, appointing a social worker to assist with households moving, providing a central point of contact for affected households, consulting with the community on how the design will align with the concept design, and approaching relocation on a case-by-case basis.

Proactive management of disruption to businesses

A number of projects developed a business assistance programme which varied in what it included. The Sydney Light Rail approach was noted as ‘unprecedented’ in a post project review, despite also being ‘too little too late’. Paramatta Light Rail has also developed a multi-faceted approach to manage the impacts of construction on businesses. Brisbane’s Cross River Rail connects small—medium businesses to Queensland State Government support and resources which can assist them in becoming suppliers to infrastructure projects.

Paramatta Light Rail has implemented a number of activities to support businesses, with the work to develop the ‘package’ of business support initiatives being developed in conjunction with businesses prior to construction commencing. Several Business Advisors, with skills in sectors relevant to the local businesses, have been appointed to support businesses along with the development of a number of plans and strategies. There is a close working relationship with the business community through a formalised Business Reference Group which as well as being a forum to share information, is also used to develop initiatives to assist small businesses.

The City to Gungahlin project implemented an ACT Government funded Light Rail Business Link programme which was independently delivered and included initiatives to help businesses be ‘project ready’, both to take advantage of the local business participation opportunities the project presented, and to also help manage the impacts of construction activity on businesses. During construction and as a launch for operation place based activities were delivered including street parties to celebrate the completion of various stages of the project and re-opening of areas closed during construction.

Some businesses in proximity to specific areas of construction for the City to Gungahlin project when interviewed once the line was open noted if they had they been given the option of closing for the construction period in a structured and agreed way, working with landlords, etc) they would have considered it. There was an underlying assumption that this may have enabled some of the work to be expedited.

Place activation and campaigns to encourage activity in business areas affected by construction works feature in a number of projects. Campaigns include some that are financially supported by the project via giveaways, prizes, vouchers, etc.

Placemaking

Integrated into a number of projects is development outside of the project area in and around focus areas for neighbourhoods, both residential and commercial. Brisbane Cross River Rail has five Precinct Plans, one for each of the new station precincts. Working with other stakeholders in the development of the plans, these placemaking developments are intended to integrate the stations into the area and enhance amenity providing spaces that help connect people, communities and businesses. It is hoped these new spaces provide urban renewal opportunities that unlock new economic growth through private sector investments that strengthen the local economy and increase employment opportunities. The approach to development of these placemaking strategies is being driven by overseas research and review of other successful placemaking projects.

Education, employment and training

Projects currently in construction, including Brisbane Cross River Rail, Paramatta Light Rail and the California High Speed rail all have on their project websites advertised employment opportunities with both the Project organisation as well as their main construction contractors.

Brisbane Cross River Rail has an Experience Centre which offers excursion opportunities for Queensland School students with interactive, digital visualisation technologies, STEAM and HASS learning resources, cultural heritage content, project progress information, and geological artefacts. They also work directly with education providers to develop bespoke learning opportunities. A “Passport to the Future” programme has also been developed based on the Australian school curriculum and is available for schools to use.

6 Potential social impacts and management strategies

A summary of the potential social impacts (positive and negative) is provided below for the planning, construction and operation stages with a full assessment of impacts provided in **Appendix E**.

Potential social impacts of the Project are based on data from the following sources:

- SIA Engagement;
- Desk based research (references provided in **Appendix A**); and
- Professional experience of the SIA practitioner.

6.1 Potential impacts of doing nothing

As well as considering the potential impacts of the Project, it is important to consider the potential impacts of the Project not proceeding.

- Longer journey times reducing family or leisure time, especially travelling to the Airport employment precinct;
- Increased stress associated with car travel in congestion;
- Increased possibility of road crashes;
- Detrimental impact on the environment due to increased air and noise pollution;
- Household budget impacts as a result of high fuel costs impacting on disposable incomes and lack of viable transport alternatives;
- Reduced growth in land values due to access difficulties;
- Loss of appeal for different localities as desirable places to live, work or visit; and
- Reduced competitiveness compared to other areas (e.g. Botany) with the Eastern Busway.

6.2 Planning: Potential social impacts

6.2.1 Positive

Positive social impacts during the planning phase relate primarily to people's fears and aspirations and positive impacts on personal and property rights.

Designation of land for the Project can provide confidence in future investment in the area as well as the area of impact of the Project. Some businesses and landowners may then be able to undertake their own planning for their future enabling them to realise aspirations. It also signals future investment in the transport network which can support more intensive development. In some areas that could trigger development. Efficient transport networks are vital for the success of centres and neighbourhoods as they provide safe, accessible and sustainable travel choices that connect communities and encourage a shift from private vehicles to public and active transport.

6.2.2 Negative

There will be changes to people's way of life. As properties are acquired for the Project people may move away from the area, and businesses will close and potentially be lost to the area if alternative sites cannot be found. Within the Puhinui/Papatoetoe area a number of businesses important to the community will potentially be lost, including:

- Mobil Puhinui Road;
- Hari Superette;
- Puhinui Superette; and
- Pukeko Preschool Papatoetoe.

While there will be temporary impacts to businesses in other sections of the corridor, structures (i.e. buildings) are not affected therefore businesses are not 'lost'. There will be impacts to some existing on-street parking for some businesses.

A loss of some businesses within the area will mean changes to some routines and convenience for some residents due to the acquisition of properties containing several local businesses. They will then need to access those same goods and services from other businesses, potentially from other areas.

Impacts to residential properties are greatest within the Clover Park and Puhinui Road areas. Approximately 100 current Kāinga Ora properties are impacted in the Clover Park area. The project team has engaged with Kāinga Ora to discuss potential opportunities to coordinate and align the timeframes of the Project with their future development plans. There was general support for the Project, particularly related to the transport and access benefits provided through the Project. Notwithstanding this, social change will occur in the area as these homes are removed and Kāinga Ora implements their own redevelopment plans in the wider area on their remaining property holdings. Social change will occur in the Puhinui/Papatoetoe area as well as properties are acquired, affected businesses close, and people move from the area.

Impacts on residential properties in the Puhinui road area are along the southern side of the corridor, at the boundary between the HANA and MANA overlays. Because of the location of the HANA and MANA more intensive residential development within the existing residential areas on the southern side of Puhinui Road is less likely. Those residential properties directly behind properties fronting Puhinui Road are likely to, over time, redevelop as commercial use being wholly impacted by the HANA.

The environment will change during this time. As properties are acquired, which could occur anytime in the years leading up to construction, some properties might remain vacant and/or buildings empty. Vacant buildings in particular can attract anti-social behaviour which can adversely affect people's perceptions of personal safety. There is currently anti-social behaviour associated with the vacant "Gardner's Cottage" on Puhinui Road which many in the community would like to see removed.

People's health and wellbeing will potentially be affected with potential for increases in stress and anxiety for landowners and occupiers, business owners and operators and those employed by directly affected businesses. Because the planning phase for the Project is long (around 10-12 years) and includes the period just prior to construction when properties are acquired it can result in considerable stress and anxiety related to uncertainty for many in the community. For those within the community that are not directly affected, including businesses, not knowing or understanding what to expect during construction can create anxiety. For businesses in particular it can be expected there will be high levels of stress and anxiety in the period of active property acquisition as it signals that construction is close and they may not at that stage have an understanding of what construction might mean for them.

There may also be increased stress and anxiety for landowners, both commercial and residential during active acquisition as they are uncertain whether they can remain within the community or have to leave.

Because of the period of 10 – 12 years before directly affected properties need to be purchased, property owners and occupiers, including business owners and operators, are encouraged to remain on the properties. Having a designation on a property does place some restrictions on how the property can be used, particularly in relation to changes or improvements. This could feel to some landowners as an impact on their personal and property rights. This feeling might also be present during the active acquisition stage, especially should some properties have to be compulsorily acquired. Many people have strong emotional ties to properties and the thought of losing all or part of their property in the future can result in considerable mental anguish with feelings of loss of autonomy over their own properties and an uncertain future.

Conversely, for some the certainty can be positive, knowing they can plan for the future.

As businesses close and leave the area it will also result in a loss of employment and livelihood for people working within those businesses, unless the businesses are able to relocate and retain their existing staff.

6.3 Planning: Recommended management strategies

Given the expected time between the completion of this assessment and the time at which the Project is anticipated to proceed the community will undoubtedly have changed. People will have moved out of the area, new people will have moved in, businesses will have changed, more intensive residential development is likely to have occurred in some places. It is therefore suggested that closer to the time of detailed design and active property acquisition it will be important to review the current social baseline, review the proposed management strategies and develop more detailed social impact management strategies that address social impacts in what is likely to be a different social environment.

Strategies to manage social impacts (positive and negative) during the planning phase include:

- Community and Stakeholder Engagement Strategy;
- Development Response Plan; and
- Community Health and Wellbeing Strategy.

Community and Stakeholder Engagement Strategy

Engagement with stakeholders and community is an important component to managing and monitoring the potential social impacts and opportunities of the Project. During times of change, effective communication and engagement with communities enhances their understanding and builds resilience. Awareness of changes that might arise as a result of the Project can also reduce fear and uncertainty.

A Communication and Engagement plan is also essential to understand the different groups that will interact with the Project and to establish how and when they will be engaged, and by whom.

Ongoing engagement should continue during the planning stage of the Project to continue to maintain and build relationships with the community and provide an opportunity for those new to the area to find out about the project. Access to information for directly affected landowners about how they can continue to use their properties prior to active acquisition might help reassure and reduce anxiety for some.

It is recommended a Community and Stakeholder Engagement Strategy be developed for the project and include strategies that focus on:

- Maintaining the current good relationships between Auckland Transport and Waka Kotahi and the community, particularly directly affected landowners;
- Establishing contact with community members and landowners and community stakeholders as new issues arise;
- Disseminating information to, and having discussions with, the community and stakeholders on issues raised;
- Identifying and responding to issues and concerns of directly affected landowners, the community and all stakeholders;
- Addressing specific concerns of the community and various stakeholders on an ongoing basis;
- Preparing relevant documents for review by government agencies and other stakeholders;
- How the business community is going to be engaged during the active acquisition phase to understand businesses and help get them ready for construction.

The Strategy should be developed in consultation with stakeholders and community groups and organisations and identify appropriate methods to ensure people are informed about the Project, its timeframes, potential impacts and where they can find more information. It should also include methods to facilitate the ongoing involvement of stakeholders and community groups and organisations in the development of potential mitigation strategies.

During the ongoing planning phase of the Project it is recommended information about the Project should be available for the community, in particular affected landowners. The existing Project webpage on the Auckland Transport website could be an appropriate means for this. It is recommended it is regularly updated and include information for landowners as well as business owners and operators.

Development Response Plan

Development Response is the coordinated planning and implementation of tools to mitigate the impacts of large-scale development and cumulative impact of construction activity on people, in particular businesses. The Development Response Plan is prepared during the planning stage prior to construction and implemented just prior to and during construction. It is agile and evolves during implementation to respond to what is happening at the time.

Development Response Frameworks have been applied in several projects in Auckland and in Queenstown. While applied within urban commercial environments, many of the strategies can be applied in residential areas as well, especially those related to communications, site management, and way finding.

The frameworks start with great communications and engagement and operations planning, and bring together in a coordinated way specific strategies such as business advisory services, wayfinding, cleanliness, noise monitoring, placemaking, pedestrian access and improvements to building frontages. This can also include partnerships with local businesses, schools and community groups in the design of public art and use of space during construction.

Auckland Council has a Development Response Framework and Auckland Transport is developing their own approach at present. It is expected that by the time the Project proceeds to detailed design

and active property acquisition a few years prior to construction, that Auckland Transport will have a well developed and tested approach to Development Response the Project can build upon.

Based on research undertaken there are key features of successful strategies for the management impacts of infrastructure construction on businesses. As part of preparing a Development Response Plan for the Project in accordance with Auckland Transport's Development Response Framework (in the period 18 months to two years prior to construction, i.e. in the pre-implementation phase), the following should be taken into consideration:

- Appropriate assistance package

An assistance package is important to support businesses affected by projects both to help them manage impacts of construction and to help them maximise the opportunities the projects present. The more successful packages are administered by a committee/steering group comprised of members of the business community as well as the Project Team.

- Outreach in advance / early planning

Early engagement is required, 18 months – 2 years before construction activity starts. Planning well in advance can help ensure the right support can be provided at the right time in the project lifecycle. Early planning would include analysis of businesses to establish a baseline, early business engagement and early landlord engagement in order to work collaboratively in preparing the Development Response Plan. Business Associations are key to this activity and the Project should also work collaboratively with them and other stakeholders including community groups and organisations in both development and implementation of the Development Response Plan to ensure appropriate mitigation measures relevant to the community. A co-design approach to this could be considered.

- Easy access / constant communications / agility

Provide early information and make it easy to access. Businesses will then know what to expect and when and have easy seamless access to information. Consistent and timely information is also important. Businesses can also advise which forms of communication are preferred. The business support programme, including the assistance package needs to be agile and able to make changes quickly to improve the experience for businesses. Easy access to information and constant communications can assist with this.

- Business technical assistance

Provide proactive assistance to businesses to help them take advantage of other assistance programmes that are put in place, as well as strengthen the business overall to prepare them for long-term changes ahead.

- Strong advocacy

Advocacy from the business community and other community-based organisations and community development organisations on behalf of the business community who look to them for support enables the Project to work with a range of organisations to provide consistent information and support to businesses. Those organisations can also then develop information for businesses.

- Leadership and commitment

Auckland Transport as the Requiring Authority will support the development of appropriate strategies and commit to resourcing the development and implementation, including funding. Suitably qualified and experienced engagement and stakeholder management personnel will be engaged 18 months to two years prior to construction to develop, implement and monitor the Development Response Plan.

- Coordination

In some areas of the Project there could be other construction activity underway, especially within the Manukau Central associated with development plans of Eke Panuku and Westfield, and Kainga Ora development in the Clover Park area. A coordinated response, joined with other projects in the same area or nearby will provide single points of contact and consistent and coordinated information about all projects to businesses.

- Health and wellbeing

Recognise the impacts on the health and wellbeing of business owners and operators and establish appropriate support, including access to confidential and independent support services.

Community Health and Wellbeing Strategy

A community health and wellbeing strategy can increase resilience and reduce anxiety and frustration during the period between designations being in place and construction starting. It can include a specific focus for landowners and occupiers and business owners and operators of land which is designated.

The strategy can include initiatives that ensure those directly affected by the Project know where and how to access information about the Project and who to go to in order to get the information they need. It can also include partnerships with support agencies, potentially local, to provide confidential and independent support to those that need it.

Property Management Strategy

A Property Management Strategy will outline the processes for managing properties that are acquired and vacated prior to construction to reduce the potential for anti-social behaviour. This could include maintaining residential and commercial tenancies or removing buildings and enabling the land to be used by the community or others for another temporary purpose that maintains activity on the site, such as a community garden or pocket-park.

Social Outcomes Strategy

As part of the pre-implementation phase of the project undertake further stakeholder engagement and apply strategic thinking in the development of a Strategy to develop tangible actions which can be applied and embedded throughout the Project so that it is planned, designed, constructed and managed in a way that delivers broader Social Outcomes through project planning, procurement, construction and operation. The Strategy should reflect the social, economic, cultural and environmental sustainability needs of people living, working, learning and playing along the local area of the project and ensure their needs are incorporated into project planning, design, delivery and operation.

Consider the following in development of the strategy:

- Opportunities to generate shared economic opportunity for South Aucklanders and targeted groups including:
 - Ways in which to support, incubate and provide contracting/supply chain opportunities for target businesses during procurement, construction and after completion; and
 - Developing targets for local, Māori and Pasifika owned and diverse supplier businesses (such as social enterprises, women-owned businesses, disability enterprises etc) to provide goods, services and works either directly or indirectly (as subcontractors) to support the Project.
- Strategies to increase access to education and workforce skills development pathways for people within affected communities, including those experiencing disadvantage. This could include:
 - Partnering with local tertiary institutions to understand the skills that are required to deliver the Project and support relevant courses and qualifications to support this;
 - Engaging with primary and secondary schools in the affected communities throughout the project to educate them on the broad range of further education and quality employment opportunities in their areas (and opportunities that are sustainable after the completion of the Project); and
 - Partnering with relevant community organisations to provide pastoral care to local people to support work readiness, cultural awareness training and other support measures.

6.4 Construction: Potential social impacts

As noted in Section 6.2 of the AEE, construction of the Project will likely involve disruption to the surrounding existing road network and property accesses. Additional traffic will be generated from general staff and workforce for the Project as well as construction specific traffic such as traffic movements for material delivery and movement within construction areas. Construction areas will also be located along the areas for varying durations, associated with construction duration as indicated in Section 6.2 of the AEE.

6.4.1 Positive

The most significant positive impact of the Project during construction is the employment opportunities for people from within the local community, wider southern Auckland area and beyond. There are opportunities for training and education pathways to be identified during the planning stage of the Project to enable people to gain relevant qualifications and training to enable them to gain employment in the Project. Local education providers have the opportunity to review their curriculums and provide education and training opportunities that would align with project needs.

Construction to some is exciting and is the realisation of their aspirations associated with investment and positive transformation of areas. It can result in excitement and anticipation of improved public transport across the Project area and particularly to and from Manukau Central as a major metropolitan centre.

With construction activity there are generally more people in the area. This can result in an increase in people's perception of personal safety as a result of less anti-social behaviour due to the presence of construction activity.

Some businesses can also benefit from construction activity becoming suppliers to the project or benefiting from increased business activity as a result of the construction workforce, particularly cafés and food businesses.

6.4.2 Negative

Construction activity can impact people's way of life as a result of changes to access routes for both road users and pedestrians and cyclists. Streets that don't usually have a lot of activity may be used as temporary detours which could affect both the amenity of those streets, but also the ability for those residents/businesses to undertake their usual activities.

Access to existing public transport services such as bus stops and the Puhinui and Manukau train stations is likely to be affected. Parking will be affected and access to some businesses or facilities that are important to the community will be affected. This will be particularly evident in Manukau Central where there is on street parking. Bus lanes and/or no stopping lines exist along most of the Project route in other localities.

With limited or no physical barriers within the corridor along Puhinui Road there is currently an ability for pedestrians and cyclists to informally cross the corridor at almost any point. Construction activity will create a barrier to this, increasing severance. While there are already 'barriers' across the rest of the corridor, these are able to be traversed by pedestrians enabling informal crossing of the corridor along the rest of the Project. There are already a number of formal crossing points along the corridor generally at traffic signal-controlled intersections which tend to be in proximity to places people visit such as businesses. There are also signal controlled mid-point crossings in proximity to the Puhinui School and suburban shopping area on Puhinui road.

There will be a sense of disruption to the daily lives of people living and working in proximity of the Project, especially as construction activity affects routes people usually take and the ways in which they access many activities. This will be experienced by those who work for or visit businesses or places that cater to those with disabilities and may also be more prevalent in areas where people access social services, such as Manukau Central. People accessing social services tend to be those more vulnerable and might therefore feel the impacts more than others.

Construction activity changes the environment and as well as changing the way people move around an area, it can also change sightlines and restrict access to some areas. This can result in a decrease in business activity in areas as people find it more difficult to access business or are less aware they are continuing to operate and are accessible. Decreased business activity could result in a loss of employment for some and/or closure of some businesses.

People living and working in areas can feel less safe, especially at night. Changes to access and sightlines as a result of hoardings, etc. can reduce access to and the visibility of businesses leading to a potential loss of business for some.

Noise, dust and vibration can also reduce the amenity of an area, especially community facilities and open spaces and can also affect structures through movement. Depending on construction activity and the time of day and day of week it is undertaken, it can also affect the ability of people to sleep in their homes, particularly those that are shift workers. Construction of the southbound ramp from SH20B to SH20 in particular may reduce the amenity in some areas of the Manukau Memorial Gardens, and construction activity on Davies Avenue and Lambie Drive may reduce the amenity of Hayman Park. Construction of the Puhinui BRT ramp is expected to impact the amenity for

neighbouring residents with potential impacts on privacy as a result of workers working at heights. Those neighbouring residents on the eastern side of the train station and south of the ramp in particular are likely to experience a loss of privacy and shading with the structure being built on their northern boundary.

With significant other developments planned in many areas there is potential for cumulative impacts in some areas.

6.5 Construction: Recommended management strategies

Development Response

Implementation, monitoring, reporting on, and updating the Development Response Plan.

Community and Stakeholder Engagement Strategy

Implementation, monitoring, reporting on, and updating the Community and Stakeholder Engagement Strategy.

Good neighbour policy

Alongside other Project policies developed by the contractor, a Good Neighbour Policy will focus on the role of the workforce as guests in the community and how the Project can support communities to thrive around the construction sites, and to minimise disruption to people's daily lives. The Policy can be developed using the Waka Kotahi Being Good Neighbours Guide.

Respite and Relocation Policy

Stakeholders, particularly business stakeholders have suggested construction activity could be undertaken at different times, outside of normal business hours to potentially reduce impacts. In some areas this would require consideration for 'sensitive receivers' such as education providers, healthcare facilities and residents (including shift workers). In order to enable that flexibility for construction hours while mitigating the potential impacts it is recommended a Respite and Relocation Policy be developed. Respite to residents could be provided by way of temporary relocation. For example, while noise standards during construction could be met, a shift worker could be relocated temporarily to enable them to sleep undisturbed.

Prior to construction (excluding preparatory works), prepare and implement a Respite and Relocation Policy to be offered to residents whose amenity is significantly affected by construction activities (e.g. out of hours works or sustained loss of amenity during the day for residences with special circumstances such as shift workers) or who are subject to loss of access. The Respite and Relocation Policy will only apply during the period in which residents are (or are likely to be) affected.

The Policy should contain:

- The criteria that must be met for relocation to be offered to affected residents;
- Consideration of special circumstances such as language or cultural need, special needs related to health conditions or home businesses; and
- The type and duration of out-of-hours work covered by the policy.

Other mitigations

Implementation of recommendations in the following technical reports:

- Landscape and Visual;
- Construction Noise and Vibration;
- Built Heritage;
- Ecology; and
- Urban Design Evaluation.

6.6 Operation: Potential social impacts

6.6.1 Positive

Following completion of the Project, the operation of the BRT and the walking and cycling facilities will result in long term inter-generational impacts with increased connectivity for people without vehicles or with limited access to vehicles improving access to employment, education, recreation and services. It will also improve equity increasing access for people with no, limited or poor access to transport before the Project, including students, from areas with higher deprivation rates.

As noted in *Appendix D of the AEE: Urban Design Evaluation*, the route and function of the Project can deliver a positive contribution to the sense of belonging and participation, as well as community resilience by supporting direct access to existing local, neighbourhood and town centres and open spaces.

The Project prioritises public transport and active modes to provide direct access to both housing and employment areas at Botany, East Tāmaki, Clover Park, Manukau City Centre, Papatoetoe, Wiri and the Airport. The combination of the core corridor functions and alignment to key destinations will maximise the benefits of modal shift and provide a positive contribution to the vibrancy and activation of the varied urban environments along the corridor. Improved pedestrian facilities and new cycling facilities will provide an opportunity to improve health and wellbeing with increased access to active transport modes leading to healthier lifestyles.

As noted in Section 9.3 of the AEE, overall, the Project will provide a much safer transport system which significantly reduces the number of deaths and serious injuries (**DSIs**) and results in positive effects for all road users. The proposed segregated walking and cycling facilities and dedicated and controlled pedestrian and cyclist crossings will also improve safety for vulnerable road users, including young people, older people and those with disabilities.

For some, the Project may provide long term employment for people who have been employed in the construction and developed skills and experience enabling them to gain other employment within infrastructure and construction.

Design elements of the project associated with cultural values and aspirations may also increase people's connection to the land.

6.6.2 Negative

There will be permanent changes to access for some properties along the route as a result of a physical barrier along the entire length of the project preventing right-turn movements from properties. There is likely to also be increased community severance as a result of the BRT corridor. There will be fewer, but formal (and safer), pedestrian crossing points. The Urban Design Evaluation notes that

to enable equitable local connectivity and cross corridor access to commercial centres and areas of high density, especially in areas where no severance exists, further consideration during the detailed design stage should be undertaken to determine the most appropriate crossing points along the corridor.

6.7 Operation: Recommended management strategies

Maintenance of RTN stations.

6.8 Significant social impacts

In accordance with the methodology in **Appendix C**, social risk/opportunity ratings were assigned to each of the identified social impacts based on the assessed significance (gravity, extent, vulnerability and remediability/opportunity) and likelihood. The ratings were assigned to allow for prioritisation of the identified social impacts for mitigation and management. It should be noted that ranking a social impact as high or extreme indicates that due consideration should be given to opportunities to apply mitigation (for negative impacts) or enhancement measures (for positive impacts).

The key social impacts that were assessed as the highest priority (all negative and positive impacts with a priority 1 or 2 rating) are outlined in detail in **Appendix E** Impact Assessment.

In almost all cases, the mitigation measures recommended reduce the priority rating. There are impacts that remain priority 1 or 2, which are generally negative impacts associated with loss of homes and businesses and associated employment, sense of community and psychological impacts. Significant positive social impacts are related to increased employment opportunities.

7 Conclusion

Both positive and negative social impacts will be experienced whether the Project proceeds or not. The social impacts experienced will depend on location, relationship to the Project (e.g. as a directly impacted landowner or business operator, near neighbour, employee, wider community member, etc.), and the mitigation applied.

The areas through which the Project traverses are anticipated to experience significant change in the period between designation and construction, as a result of existing and approved development, planned development and intensification expected as a result of anticipated changes to the AUP:OP. The communities along the Project route will need to understand and adapt to this change before this Project commences construction.

The environment in which this Social Impact Assessment has been undertaken is therefore expected to be very different to the environment which will exist at the time of construction. A review and update to baseline data, along with stakeholder engagement to understand the community as it exists at the time mitigations are developed prior to procurement and construction will be an important step in ensuring recommended mitigations are relevant and therefore more effective at the time.

Appendix A

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Appendix A – Reference List

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Appendix B

Summary of Engagement

Appendix B – Summary of engagement

SIA Engagement

Information from engagement used in the SIA has been drawn from interviews with Social Impact Assessment stakeholders, community led engagement, information from engagement in 2022 and a review of information from consultations undertaken in earlier phases of the Project.

Interviews with SIA Stakeholders

Interviews were undertaken with a cross section of people/organisations likely to be impacted by the Project. Not all stakeholders were able to participate in the SIA or were able to complete the Social Impact Assessment process. Table 1 sets out the interviews held with stakeholders. The Project was explained at the start of each meeting and discussion was held to ensure an understanding of the Project by stakeholders. An Information and Consent form was provided to stakeholders as part of the interview process.

Table 1: Interviews with SIA stakeholders

SIA Stakeholder Group	Social Impact Assessment stakeholder
Business	Business Manukau; Wiri Business Association; Business East Tamaki; and Scentre Group (Westfield Manukau).
Education	Manukau Institute of Technology; AUT; and Puhinui School.
Elected Members	Howick Local Board; Ōtara-Papatoetoe Local Board; Manurewa Local Board; Māngere-Otahuhu Local Board; and Papakura Local Board.
Health Providers	Puhinui Medical Centre
Infrastructure Projects	Puhinui Train Station Construction Project Manager
Private Property Owners	Mr Ali Shakir; and Shop owner, Puhinui Road

1.1 Community led engagement

The purpose of community led engagement was to empower people who are usually harder to reach or under-represented to lead engagement about the Project in a way they were comfortable at a peer to peer level. This approach also goes some way towards removing actual or perceived power imbalance between the ‘authorities’ (in this case the Requiring Authorities: Auckland Transport and NZ Transport Agency Waka Kotahi) and communities who often face inequities.

Information from this engagement provided inputs into the social baseline and enabled a better understanding of the potential social impacts and opportunities of the Project.

We identified advocacy groups, social enterprises, and other groups representing community interests and business and community networks and contacted them. Not all organisations contacted were able to, or agreed to participate.

After an initial phone introduction we provided information about the project and describing what a Social Impact Assessment is, how it works and why we're doing it, and invited them to participate, either as facilitators to gather feedback for their communities, or on behalf of their communities. Project information was provided to each organisation along with a voluntary survey. The voluntary survey was selected as it provided a structured question format for those who wanted it, while others could use it as a guide. It also enabled flexibility and an ability for groups to navigate restrictions on engagement due to COVID-19 and provide the surveys to individuals.

The groups who facilitated engagement from their communities were:

- The Chinese New Settlers Trust;
- Fiji Gimit Association;
- The Cause Collective;
- University of the 3rd Age Ormiston; and
- Flat Bush Residents and Ratepayers group.

Engagement undertaken by these groups provided inputs from a wide demographic within both the project locality and the wider area including:

- Chinese community in Botany Downs, Botany Junction, Flat Bush, Dannemora and Ormiston with a focus on older people and youth;
- The Fijian Indian community in Flat Bush, Ormiston, Clover Park and the Airport Precinct;
- The Pasifika community in Otara, Clover Park, Wiri, Flat Bush, Manukau City Centre and Ormiston, age groups 18-49; and
- Residents in the Flat Bush and Ormiston area.



Figure 1: Members of the Chinese community discussing the project following a presentation

Social Impact Assessment engagement interview notes

Puhinui Medical Centre

The Puhinui Medical Centre has around 1,500 people registered, of which around 80% are from the local area. It is a family-owned business that has been in the Puhinui Community for 25 years with 22 of those being on the existing site, which is owned by the operators of the Medical Centre. They provide GP services with two GPs at present. Within the next 10-15 years it is anticipated one of the existing GP's will retire. At this stage there are no plans to expand the Medical Centre, however the site they have does enable this to occur.

Access to the Medical Centre will be impacted with the removal of the ability for right turning movements in and out of the property, however this is considered by the Medical Centre to be minor impact. Experience during construction of the existing bus lanes meant that many people visiting the Medical Centre were confused about how to access it and traffic management personnel were required to help people enter and exit the site. It was suggested implementing a left in – left out arrangement from day one of construction for this Project (ie the permanent solution) would reduce confusion for those visiting the Medical Centre.

During construction of the existing bus lanes the Medical Centre did provide initial medical response services a couple of times when there was a Health and Safety incident on site. This was not a formal arrangement and was just because of proximity. It is anticipated they would likely do the same for this project (noting this is informal and ad hoc).

Early and ongoing regular communication with the Medical Centre is important to ensure they are aware well in advance what construction activity is proposed and when so they can also communicate to patients.

Puhinui School

Puhinui School provides a space for around 670 students with an estimated increase expected to hit 850 by 2030. The school is currently working with the Ministry of Education to develop two additional six classroom two buildings over the next 5+ years in preparation of this increase. They have a wide range of students with many coming from migrant families who have just moved to the area. The school enforces a strict zoning in the area which means students are predominantly from the local area with exceptions for a few families who were enrolled with the school but later moved to another area.

Students are either walked to school or driven to school by their parents which means that peak congestion hours for the schools are between 8:30am-8:50am and 2:30pm-3:10pm.

The impacts that the school will face are in relation to the traffic disruptions during construction. Parents already have issues with the current drop-off allocations which will be elevated during construction. The school is actively working to reduce parents from dropping their children off at school in unsafe areas. Past experiences with construction was when the lights were being installed on Puhinui Road outside the front of the school. The school felt that this project gave excellent communication and kept the school informed throughout the construction process which was done in an efficient manner as there was extra manpower provided to complete this project in a timely manner.

The school would like to see a conversation between the Ministry of Education and the Project to see what the options for adding in a drop-off zone either outside the front of the school or down Grayson Avenue. Adding in other safety measures like railing and speed reduction zones to ensure the students wellbeing is something that the school sees as achievable by the Project.

Westfield Manukau

Westfield Manukau is one of the large centres that occupy the Manukau city centre. The centre has around 100 stores with a diverse range of retail stores and service providers.

The mall has currently got a master plan in place which include a more accessible space for Public Transport and the MIT at the entry point of the Friendship House, introducing an outdoor beverage and leisure precinct along Ronwood Avenue and Osterley Way and expanding the building footprint in the carpark area that faces Great South Road to allow for more retail spaces and/or commercial activities.

The impacts the mall will face will be surrounding construction. If construction was done in stages to reduce the impacts of the entry points and surrounding businesses. Providing adequate signage in the areas where construction is happening to show customers that there are other entry points to the centre is vital. Westfield would also like to mention that construction should be concluded and minimal construction materials left on site from the end of October to the end of December as this is businesses busiest sales periods.

The mall is aware that McDonalds is heavily reliant on Leyton Avenue for their customers which would mean that during construction, their will have restricted access for customers.

Westfield Manukau sees an opportunity for a bus stop to be placed along Ronwood Avenue which can be connected to the Public Transport hub which is already in the process of being designed. They

are also interested to see if this project will consider putting coverage along Putney Way and Amersham Way to add to the urban design and social connectivity.

Manukau Institute of Technology (MIT)

There are two campuses in Manukau which are located above the train station and at Tech Park. The campuses provide a range of courses like Nursing, Business, Finance and a trade training facility (Tech Park). Currently, their roles are down due to Covid-19 and the increased need in the workforce except for Nursing and Tech Park. Generally, students come from Isthmus and south but a decent portion of students come from outside of this area.

The school is aware the Project will have several impacts including the potential land removal of sites like parking spaces from the Tech Park site which will cause issues due to these parking spaces being a minimum requirement for their resource consent. The school is pleased for the better access to public transport for students will have but there are concerns about some non-student commuters may attempt to take advantage of the facility's parking for linkage as this has been a previous issue.

With increasing development and improvements to the transport network in Manukau, the potential for ongoing improvements to integration with the airport, such as off-airport check-in facilities in Manukau was also raised as something which could be explored by others at a later date.

Business Manukau

Business Manukau provides services to over 1,700 members with around 900 of them being business owners. Members are predominantly retail but a small portion of businesses are commercial and industrial related. They span from a wide area which goes from Plunket Avenue all the way through the Wiri BID.

Business Manukau is concerned about the construction period especially around the pre-Christmas period. They are also concerned about the bus rapid transit corridor down the centre of the road – would prefer to have the lane on the edge. Providing the construction in stages that are developed to work with the affected businesses is essential. Spaces like the Great North Road section only have a motel which could open room for night construction to complete this section faster. Business Manukau sees positive impacts in term of more job opportunities once this project has been implemented.

Business Manukau sees an opportunity to integrate native tree species like the Pōhutukawa or native Hibiscus to be planted in spaces like Te Irirangi Drive where current trees will be removed for this project.

Two workshops were held with the Business Association to discuss potential social impacts during construction and mitigation measures. Mitigation measures proposed, including the preparation and implementation of a Development Response Plan were received positively. Working closely with the Business Association early in the development of mitigation strategies will be very important.

Wiri Business Association

The Wiri Business Association is relatively new to the Wiri area and were still in the process of understanding and building relationships with the businesses within the area. As the area is predominantly industrial businesses, it is uncertain what the impacts will be for the businesses that will be affected. The community has said that they rely on private vehicles more than they want to.

Providing connectivity into growing and emerging areas is something that will become vital for the businesses in this the Wiri area.

There may be opportunities for local businesses to participate in the Project during construction as suppliers. These opportunities can be explored further at the appropriate time.

The potential mitigation strategies including a Development Response Plan (including an appropriate financial assistance package for businesses) and working with the Business Association to supporting it in developing information for your members were provided to the Wiri Business Association.

Feedback on this approach was:

“I think these are excellent suggestions below and am pleased that thinking is going into the impacts of these types of works ahead of major projects.”

Mr Ali Shakir

Mr Shakir is a potentially directly affected resident with a home at the eastern end of the Project.

The current environment

Demographics of the area include Asian, Arab, Indian, Māori and pakeha. Many immigrants who have moved from countries, many having experienced traumatic events and be experiencing post trauma stress. We are also coming out of a pandemic so there is a lot of stress on people already.

Background

Ali has experienced three wars. Threats to life forced him and his family to leave their home in Baghdad. He lived with his parents and is responsible for protecting them.

Left behind their home and life and in 2008 came to NZ to find peace and respect for family life. Has learned from the Māori world view and cares about everything.

While in NZ continued to negotiate sale of property in Baghdad which was very challenging and finally successful. Once that was complete spent 3 years trying to find the right property which was also challenging with high property prices. Finally found ‘home’ and expected to be settled there with his mother for the rest of his life.

A qualified architect, now through his writing shares stories of experiences of minorities in Iraq. Has authored the chapter “Gardenias” in the book “Ko Aotearoa Tatou/We Are New Zealand: An Anthology” written post the Christchurch terror attack.

Lives in the home he has next door to the Botany Town Centre so he doesn’t need a car, can walk everywhere.

Impacts

The memories of trauma suffered never go away. Receiving the letter about the Project brought all those memories back and resulted in significant anxiety. It has impacted sleep and he has stopped writing.

The first letter was a but vague and jargon filled so was unsure what it meant. Between the first and second letter he was not provided with an opportunity to influence the decision and was told by a Project team member to not do anything – then it was too late.

“What have we done wrong”

Would like to see alternative design such as a tunnel to avoid the property impact. A tunnel would protect the community.

Stress and anxiety for people as a result of this project could result in people losing their lives.

Additional Information

The following information has been added by Mr Shakir following a review of the above notes.

- Misinformation

“As an impacted property owner, I was misinformed by [project team member]. I called the Supporting Growth Team the next day I found their letter in our mailbox on July 11. [They] said the project was a work in progress and that only parts of our garden or driveway could be acquired. The house will not be demolished. [They] also discouraged me from seeking legal advice, taking to the press or calling Botay MP’s office. I could have used the two months that followed for explaining our situation to the officials in charge at AT, but was deprived the opportunity. On September 5th, I received an email from [them] telling me the whole property will be confiscated. It’d been confirmed.”

- Forcefulness

“It would have been fair—and made perfect sense too—had they bothered to contact us prior to making their decision and used our input to plan accordingly. That’s how growth projects are being carried out in the countries that care about their citizens. That’s how we Kiwis deserve to be treated.”

- Inconsideration

“Not relying on statistics or in-depth studies. Do we know how many of the impacted households are first- or second-generation migrants, refugees or survivors of wars who might have been forcefully evicted from their houses in their motherlands? Couldn’t a second displacement be detrimental to their mental health? Is AT willing to take responsibility for possible unfortunate consequences, including life-threatening ones?”

- Disregard for housing shortage

“In a city that’s been suffering for years under a flagrant housing shortage, consecutive governments have been working hard (often unsuccessfully) to provide decent housing for Aucklanders, the project wants to demolish hundreds of the city’s rarest and probably most precious commodities: healthy, modern and well-built houses to make the ride from the airport a few minutes shorter and adding cycleways that will hardly be used.”

- Financially damaging

“I was told that hundreds of letters were sent, assuring impacted property owners that compensations will be provided although works are not likely to begin before 10-15 years, and the money will only be paid shortly before that. Meanwhile, Notices of Requirements (aka designations) are going to be lodged before the end of this year. They will appear on our LIM reports, causing the values of our properties in the market to plummet, making them nearly unsellable and un-loanable.”

- Anti-community and asocial

“The project is indifferent to the ramifications of dismantling a versatile, vibrant and coherent community. I have a bachelor’s degree in architecture, but it doesn’t take an architect to tell that this type of urban design is suitable for new cities that are being planned and built from scratch. There is no sense in bulldozing massive roads through longstanding neighbourhoods like Botany in a densely populated city like Auckland. The route will act like an ugly separation wall that slices up Botany and not pay any attention to the importance of incorporating human scale in urban planning and designs.”

- Discouraging public interaction and activism

“Almost every person I’ve talked with so far told me that my chances of stopping the designations from being submitted, or revoking them after they are lodged are slim, close to non-existent. While I appreciate honesty, I cannot justify this intimidating and frustrating approach. We are living in a 21st century democracy and all voices should be heard and taken into account.”

Ali has written about the negative impact of the project on his and his family's wellbeing. His article was published in the New Zealand Herald newspaper and online on September 23, entitled "Sacrifice for Auckland". He asked that a reference to the article be added to his notes.

<https://www.nzherald.co.nz/nz/ali-shakir-taking-our-sanctuary-and-security-for-the-airport-to-botany-rapid-transit-project/7BLEJ3N6LDRGMQKAGQBD5CMB3A/>

Suburban shop owner, Puhinui Road

The suburban shop owner is one of three owners of the block of shops between 153 and 169 Puhinui Road. He also operates his own business from one of the shops. They have owned the properties and run the business since 2018. Much of their business is from ‘passing trade’ from people working in the area or driving through the area. There are approximately eight on-street carparks outside the shops. Current construction work underway outside the shops, presumably associated with recently installed bus lanes and a pedestrian crossing point is being managed to maintain on-street parking for the shops. It is also apparent that the on-street parking is being maintained with the bus lanes stopping before the carparks then starting again after the shops. Buses will have to merge into the traffic lane at this point.

It was evident during the meeting held on site that the on-street parking was well utilised with people coming and going relatively frequently entering a range of shops within the block.

Of significant concern to the property owner is the potential loss of on-street parking and the associated impacts on both his own business and other businesses within the block of shops. As a landlord he is also concerned about the long term viability of his tenants businesses should on-street parking be removed. He has been speaking to the other two property owners who have expressed the same concerns to him.

Information from other engagement

Meetings have also been held by other members of the Project team. Table 2 lists those stakeholders where meetings have been held and information that has informed the SIA has been used.

Table 2: Meetings with Project stakeholders

SIA Stakeholder Group	Social Impact Assessment stakeholder
Business	Mobil; Z Energy; Brixton Investments Group; Supa Centa; Mitre 10 Mega; Westfield Manukau; and Pekin Holdings
Government Agencies	Eke Panuku; and Kāinga Ora
Education	Manukau Institute of Technology; AUT; and Puhinui School
Potentially affected landowners	Approximately 85 of the 475 landowners

Summary of impacts identified through engagement

The impacts identified through engagement included potential impacts on water, quality of the living environment, visual amenity, access, housing, community services, culture, the local economy, employment and community cohesion. Table 3 presents positive and negative impacts and opportunities in each of the social impact areas.

Table 3: Potential impacts (positive and negative) and mitigation measures from engagement

Impact area	Positive	Negative	Opportunities or mitigation identified
<p>Way of life, including:</p> <ul style="list-style-type: none"> • how people live, for example, how they get around and access to adequate housing • how people work, for example, access to adequate employment • how people play, for example, access to recreational activities and • how people interact with one another on a daily basis. 	<p>Enhanced opportunities for connectivity from the Westfield mall to Hayman Park</p> <p>Connection into the wider RTN network increasing PT access to other parts of Auckland.</p> <p>Frequent and all hours access to jobs meaning people don't have to keep using their cars, especially for those households with only one car.</p>	<p>Adding more 'busyness' to the existing public transit area.</p> <p>Increased pressure on long-term parking around the Manukau Station and businesses as people seek to Park and Ride</p> <p>Roads could look confusing with different lanes, could make it harder to get around.</p> <p>Restrictions on movement (right turns) can impact the normal routes for people</p> <p>Parents are already causing conflict around not enough parking. Construction will mean that longer than usual wait times should be expected outside the Puhinui School.</p>	<p>Full and open communication strategy so businesses are able to prepare and advise customers ahead of time about changes</p> <p>Requests traffic control person in front of the medical centre during construction (Puhinui Medical Centre)</p> <p>Improved access to the Manukau Memorial Gardens. The Memorial Gardens are a very important place for ethnic communities who go there regularly to pray and be with loved ones. Having public transport that goes to/from the Gardens is important.</p> <p>With good passenger transport business could review working hours - Instead of the typical start at 9 am finish at 5 pm job, the operating time for businesses could change to better suit some families and ease congestion on roads.</p>
<p>Cultural impacts – including shared beliefs, customs, values and stories, and connections to land, places and buildings</p>	<p>Opportunity to integrate values or cultural values that sit alongside ISCA tool. Iwi/Mana Whenua decision.</p> <p>Early engagement with iwi can define resourcing needs and the process of engagement.</p>		<p>Integrate a Mātauranga Māori framework approach which can assist in determining success eg. 'Take Hono, Take Mauri', iwi models such as 'Tai Tumu, Tai Pari, Tai Ao' (to plant, grow, foster, bloom-Waikato-Tainui) or 'Te Whare Tapa Whā' model for wellbeing.</p> <p>Develop a Māori baseline for all projects and how can we improve and measure success. Can be utilised in all reporting.</p>
<p>Family and community its cohesion, stability, character, access services and facilities</p>		<p>Increased community severance, especially in residential areas</p>	

Impact area	Positive	Negative	Opportunities or mitigation identified
		<p>Potential land take could compromise educational facilities and therefore an ability to provide quality training and education opportunities to students</p> <p>Will mean buying people’s homes, where will they go?</p>	
<p>Quality of the environment – including access to and use of ecosystem services; public safety and security; access to and use of the natural and built environment, and its aesthetics value and/or amenity; the quality of the air and water people use; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation; their physical safety; and their access to and control over resources</p>		<p>Potential health and safety concerns regarding the route including ability to cross the roads were raised. (Ōtara-Papatoetoe Local Board)</p> <p>Protecting water quality is important.</p> <p>Will it be safe to use at night?</p>	
<p>Decision making systems – particularly the extent to which people can have a say in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose</p>		<p>Lack of knowledge about the project and an ability to influence decision making as new people have moved into the area since previous project stages and engagement at that time. “I don’t know about this project and now you tell me the decision is made already’</p>	
<p>Health and wellbeing - health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity. It includes psycho-social impacts such as solastalgia (a form of mental or existential distress caused by environmental change)</p>	<p>Increased walking and cycling</p>	<p>Mental distress and potentially life-threatening impact on some property owners</p>	
<p>Personal and property rights, including whether economic livelihoods are affected, and whether people experience personal disadvantage or have their civil liberties affected</p>		<p>Loss of businesses from within the Manukau City Centre area – loss of commercial tenants and need to reconfigure sites.</p>	

Impact area	Positive	Negative	Opportunities or mitigation identified
		<p>Impact on business owners/operators in the Manukau City Centre where properties leased are required for the Project.</p> <p>Loss of businesses in the Puhinui area, including complete loss of livelihoods for some small business owners and operators where property is required for the Project.</p> <p>Loss of land due to designations that are being put in place. This will affect the ITC facilities in the building and the foul water storage facilities located in the area. Consideration needs to be made into how much land is being taken from which sites and whether it is being targeted towards larger companies like AUT who can support the designations at a smaller loss (AUT).</p>	
<p>Fears and aspirations - perceptions about their safety, their fears about the future of their community, and their aspirations for their future and the future of their children.</p>		<p>Uncertainty for business owners to plan for the long term. Timeframes for communication needs to be more regular during planning as the designating of land is for 15 years can cause uncertainty for businesses, especially where only partial land is required</p>	<p>Significant opportunity to integrate the Ronwood Ave Station into development of Westfield Manukau</p>
<p>Socio-economic impacts – including standard of living, level of affluence, economic prosperity and resilience, property values, employment, replacement costs of environmental functions and economic dependency</p>	<p>Will make it easier for people to access Manukau Central and Westfield Manukau</p>	<p>Cost of project will be very high and will end up a cost on all of us through increased cost of living</p> <p>Loss of employment for those working for businesses on sites where land is required for the project</p>	<p>Set employment and business participation targets for Māori outcomes on the project e.g. Porirua housing projects 180 jobs for Māori.</p>
<p>Equity impacts – distribution of impacts across the community and generations (intergenerational impacts)</p>		<p>There are potential Auckland Council zoning changes and other impacts on the community that may result in higher</p>	

Impact area	Positive	Negative	Opportunities or mitigation identified
		<p>rates. Communities need to be consulted on this so the changes do not just happen to them. It is expected that the environment will change over the years and there will be more intensive development around the stations and a lot of change experienced in area (Ōtara-Papatoetoe Local Board)</p>	

Appendix C

Significance methodology

Appendix C – Significance methodology

Introduction

The social risk/opportunity methodology for the Airport to Botany Project is based on the methodology outlined in Esteves *et al* (2017)¹. The work undertaken by Esteves *et al* builds on the IAIA's SIA Guidance and considers the concept of risk and differentiates social risk from business risk so it conforms with the United Nations Guiding Principles on Business and Human Rights. The methodology is based on a mining project in Canada and has been tailored to the Airport to Botany Project and the social area of influence. This methodology has been adapted and applied previously in New Zealand in determining potential social impacts of options for wastewater treatment as part of a Multi-Criteria Assessment of Options.

Adaptation of the methodology

The methodology has been tailored for this project in the following ways:

- Introduction of another level of 'gravity' to specifically acknowledge those within the proposed designation area for the Project;
- Introduction of another level of 'extent' to specifically acknowledge those within the proposed designation area for the Project; and
- Vulnerability has been tailored to the Project. Access criteria within the New Zealand Index of Multiple Deprivation (2018)² was selected as the measure of vulnerable as it is directly attributable to the project. Impacts on Employment, Income, Crime, Housing, Health and Education cannot solely be attributed to the Project. The access criteria is defined by the New Zealand Index of Multiple Deprivation (2018) as being:

“Distance to the three nearest:

- GP's or Accident and Medical centres;
- Supermarket;
- Service Stations;
- Primary or Intermediate Schools; and
- Early Childhood Education Centres.”

Methodology

The overall significance methodology has four steps:

1. Determine significance (significance and consequence);
2. Estimate likelihood;
3. Calculate social risk/opportunity rating; and
4. Prioritise.

¹ Esteves, A. M., Factor, G., Vanclay, F., Götzmann, N. and Moreira, S. (2017) Adapting social impact assessment to address a project's human rights impacts and risks *Environmental Impact Assessment Review* 67 pp. 73-87

² Criteria within the New Zealand Index of Multiple Deprivation (2018) can be access at <https://imdmapp.auckland.ac.nz/download/>

Step 1 - Determine significance

After social impacts have been identified, the first step is to determine significance. This involves classifying each impact on the basis of significance criteria as set out in [Table 1](#).

Table 1: Significance criteria

Criteria	Description of Level		Level
	Negative impacts	Positive impacts ³	
Gravity	Impact could or will cause death or adverse health effects that could lead to significant reduction of life/or longevity; and or continued exposure is generally likely to lead to long term illness or disability	n/a	G1
	Complete loss of access to: <ul style="list-style-type: none"> Basic life necessities (including education, livelihoods, employment, housing etc.); and/or Cultural, economic, natural or social infrastructure/assets that have been identified as highly valued by identified groups or subject matter experts in assessment; and/or Ecosystem services identified in the SIA assessment process as priority to livelihoods, health (including wellbeing and social networks), safety or culture. 	Access to new: <ul style="list-style-type: none"> Basic life necessities (including education, livelihoods, employment, housing etc.); and/or Cultural, economic, natural or social infrastructure/assets that have been identified as highly valued by identified groups or subject matter experts in the assessment; and/or Ecosystem services identified in the SIA assessment process as priority to livelihoods, health (including wellbeing and social networks), safety or culture. 	G2
	Reduced access to: <ul style="list-style-type: none"> Basic life necessities (including education, livelihoods, employment, housing etc.); and/or Cultural, economic, natural or social infrastructure/assets that have been identified as highly valued by identified groups or subject matter experts in assessment; and/or Ecosystem services identified in the SIA assessment process as priority to livelihoods, health (including wellbeing), safety or culture. 	Increased access to <ul style="list-style-type: none"> Basic life necessities (including education, livelihoods, employment, housing etc.); and/or Cultural, economic, natural or social infrastructure/assets that have been identified as highly valued by identified groups or subject matter experts in the assessment; and/or Ecosystem services identified in the SIA assessment process as priority to livelihoods, health (including wellbeing), safety or culture. 	G3
	All other impacts	All other impacts	G4
	Region, being a widespread geographic area comprising multiple Local Board areas and beyond	Region, being a widespread geographic area comprising multiple Local Board areas and beyond	E1

³ Esteves *et al* does not include descriptions for positive social impacts, benefits or opportunities. These have been developed based on the descriptions in the negative impact column.

Criteria	Description of Level		Level
	Negative impacts	Positive impacts ³	
Extent ⁴	Suburb, being areas likely to experience impacts through their populations along the route – beyond the locality.	Suburb, being areas likely to experience impacts through their populations along the route – beyond the locality.	E2
	Locality, considered as a 400m catchment around the project, and individual properties within the locality	Locality, considered as a 400m catchment around the project, and individual properties within the locality	E3
	Within the project corridor	Within the project corridor	E4
Vulnerability ⁵	Negative impact on access criteria within the NZ Index of Multiple Deprivation 2018 being distance to three nearest: <ul style="list-style-type: none"> • GP's or Accident and Medical centres; • Supermarket; • Service Stations; • Primary or Intermediate Schools; and • Early Childhood Education Centres. 	Positive impact on access criteria within the NZ Index of Multiple Deprivation 2018	V1
	No impact on access criteria within the NZ Index of Multiple Deprivation 2018	No impact on access criteria within the NZ Index of Multiple Deprivation 2018	V2
Ability to remediate or accomplish	Difficult to remediate	Easy to accomplish	R1
	Moderate to remediate	Moderate to accomplish	R2
	Easy to remediate	Difficult to accomplish	R3

Once the gravity, extent, vulnerability and ability to remediate or accomplish the impact has been determined, the consequence category is identified using [Table 2](#).

Table 2: Consequence category

Consequence category	Specification of conditions for assigning consequence category
Significant ⁶	G1 (regardless of any other criteria) or
	G2 and V1 and R1 or R2 (regardless of extent)
Major	G2 and V1 and R3 (regardless of extent) or
	G2 and V2 and E1/E2 and R1/R2
Moderate	G2 and V2 and E3 (regardless of ability to remediate or accomplish) or

⁴ Refer to the social areas of influence in Section 5 of the SIA.

⁵ For this project, the access criteria within the New Zealand Index of Multiple Deprivation (2018) has been used to determine vulnerability. The access criteria are the only criteria the Project can directly attribute and measure impact on. Impacts on Employment, Income, Crime, Housing, Health and Education cannot solely be attributed to the Project.

⁶ Esteves *et al* used the term severe, we have replaced it with significant so the category can be applied to both positive and negative social impacts and aligns with the category of insignificant.

Consequence category	Specification of conditions for assigning consequence category
	G3 and V1 (regardless of extent and ability to remediate or accomplish) or G3 and E1/E2 and R1/R2 (regardless of vulnerability)
Minor	G3 and E1/E2 and V2 and R3 G3 and E3 and R2 (regardless of vulnerability)
Insignificant	G3 and E3 and R3

Step 2 - Estimate likelihood

The next step is estimating the likelihood of each social impact occurring using the scale set out in Table 3.

Table 3: Likelihood category

Category	Identified by SIA stakeholders		Experienced in other similar projects ⁸		Identified elsewhere ⁹
Almost Certain	✓	+	✓	+	✓
Likely	✓	or	✓	+	✓
Possible	✗		✓	+	✓
Unlikely	✓		✗		✗
Rare	✗		✗		✓

Step 3 - Social Risk/opportunity rating

A social risk/opportunity rating for positive and negative social impacts has been developed based on Esteves *et al* (2017) are set out in Table 4 and Table 5 respectively.

Table 4: Social impact rating (negative impacts)

			Consequence level				
			1	2	3	4	5
			Insignificant	Minor	Moderate	Major	Significant
Likelihood level	A	Almost Certain	A1	A2	A3	A4	A5
	B	Likely	B1	B2	B3	B4	B5
	C	Possible	C1	C2	C3	C4	C5
	D	Unlikely	D1	D2	D3	D4	D5
	E	Rare	E1	E2	E3	E4	E5
Social risk rating							

⁷ Identified by SIA stakeholders during engagement for the SIA.

⁸ Determined by literature review of publicly available information for other similar projects in NZ and overseas.

⁹ Peer reviewed journal articles or SIA practitioner experience.

		Consequence level					
		1	2	3	4	5	
		Insignificant	Minor	Moderate	Major	Significant	
	Low		Moderate		High		Extreme

Table 5: Social opportunity rating (positive impacts)

			Consequence level					
			1	2	3	4	5	
			Insignificant	Minor	Moderate	Major	Significant	
Likelihood level	A	Almost Certain	A1	A2	A3	A4	A5	
	B	Likely	B1	B2	B3	B4	B5	
	C	Possible	C1	C2	C3	C4	C5	
	D	Unlikely	D1	D2	D3	D4	D5	
	E	Rare	E1	E2	E3	E4	E5	
Social risk rating								
		Low		Moderate		High		Extreme

Step 4 - Prioritisation

Once social impacts have been allocated a social risk/opportunity rating, the next step is to prioritise the social risks for action as per the hierarchy set out in [Table 6](#).

Table 6: Social risk hierarchy for action

Priority	Definition
1	All social impacts with a high or extreme risk
2	All other social impacts with significant or major consequences, irrespective of likelihood
3	All remaining social impacts with a moderate risk
4	All remaining low risk social impacts are monitored to ensure they do not escalate

Additional information included in the assessment

In addition to the above criteria against which the potential impacts are scored, the following additional information is provided in the assessment:

- Affected group, generally defined as those in Section 5 SIA;
- Extent, based on those described in Section 5 of the SIA; and

- Duration, which is as described in Section 6.2 of the AEE. Note that this can vary in some areas as the durations of construction vary across areas and specific locations. More information about this is provided in Section 6.2 of the AEE.

Appendix D

Indicators of social impacts and baseline data

Appendix D – Indicators

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1 Introduction

Baseline data for social impacts provides a benchmark for social impacts to be measured against in the future. For a project with a long period of time between the time the Social Impact Assessment is undertaken and the time of implementation considerable change can be expected to have occurred within the communities. A smaller select number of social indicators is also presented to enable this change to be measured and considered as part of developing detailed mitigation and management strategies at an appropriate time in the future when the project is closer to implementation. They also enable post-project evaluation to be undertaken to understand the actual impacts of the project.

2 Indicators of Social Impacts

The indicators shown in Table 1 are suggested as relevant for this Project. Data sources and baseline data is presented in Section 3. Not all impact areas have social indicators and some social indicators use data presented as a baseline for other impact areas.

Table 1: Social Indicators

Impact area	Social Indicators	Comment
Way of life	Travel to work	One of the primary objectives of the project is to increase accessibility of high quality rapid public transport to populations in south and eastern Auckland.
Family and community impacts	Urban life	Urban life is the everyday activity that goes in within and between buildings in a city and includes data on behaviour and activity.
Quality of the environment	Urban life	Urban life is the everyday activity that goes in within and between buildings in a city and includes data on behaviour and activity. An increase in urban life activity can indicate an improved urban environment.
Health and wellbeing	Physical and mental health	Improved footpaths and cycleways as part of the Project provide for more active lifestyles which could impact people's physical and mental health.
Equity	Deprivation from the Index of Multiple Deprivation	With the project providing opportunities for increased access to education and employment in particular and an improved more vibrant urban environment in the Manukau City Centre in particular it could be expected that this has a positive impact on deprivation indicators included in the Index of Multiple Deprivation.
Socio-economic impacts	Income Education Employment status	Increased access to education and employment opportunities are anticipated as a result of the project.

3 Baseline data

Baseline data is either quantitative or qualitative or a combination, depending on the social impact. Where possible, the most direct datasets for social impacts have been selected and where this has not been possible, proxy indicators have been selected. Data for each impact has been sourced from desktop research and primary data collection.

Quantitative datasets for areas of social impact have been identified as shown in

which also shows which data sources are used along with the limitations within the data sources. Qualitative data from SIA and Project engagement has been used for those social impact areas not included in Table 2 and this is presented in Appendix B (Summary of Engagement). Data is presented for each of the social areas of influence identified in Section 6.1 of the SIA. Data from the 2018 Census is used for each of the localities as outlined in the table. Data at a SLA2 level has been used where this generally fits. SLA1 data has been used by exception where SLA2 data is too large a data set to be meaningful for the area.

Table 2: Social areas of influence and data sets for localities

SIA Locality	Census 2018 areas	Local Board area
Clover Park to Botany	SLA2 areas: <ul style="list-style-type: none"> • Clover Park South; • Clover Park North; • Rongomai East; • Botany Junction; • Chapel Downs; • Ormiston North; • Dannemora South; • Dannemora North; • Redcastle; • Botany South; and • Huntington Park. 	Ōtara-Papatoetoe Local Board Howick Local Board
Puhinui / Papatoetoe	SLA2 areas: <ul style="list-style-type: none"> • Papatoetoe South West; • Puhinui East; • Puhinui South; and • Puhinui North. SLA1 area 7008682	Ōtara-Papatoetoe Local Board
Manukau City Centre	The Manukau SLA2 area includes the Orrs Road to SH20 area so the following SLA1 areas have been used: <ul style="list-style-type: none"> • 7008786; • 7008785; and • 7008784. 	Ōtara-Papatoetoe Local Board
Airport - Orrs Road to SH20	SLA1 area 7008321 The SLA2 area in which this locality fits also includes the higher populated Manukau City Centre area so data from the SLA2 area is not reflective of this locality. While the SLA1 area extends outside of this locality, it generally only includes parts of the Wiri industrial/commercial area near Puhinui Road.	Ōtara-Papatoetoe Local Board

Table 3: Qualitative data sources and data limitations

Data	Source	Comments and limitations
<p>Way of life – including:</p> <ul style="list-style-type: none"> • how people live, for example, how they get around and access to adequate housing • how people work, for example, access to adequate employment • how people play, for example, access to recreational activities • How people access services and facilities, and • how people interact with one another on a daily basis. 		
Travel to work	Census 2018, Statistics New Zealand	One of the primary objectives of the project is to increase accessibility of high quality rapid public transport to populations in south and eastern Auckland.
Social housing	Social housing data from Kainga Ora accessed at https://kaingaora.govt.nz/publications/housing-statistics/ Social housing register https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/statistics/housing/housing-register.html#DownloadthelatestnumbersfortheHousingRegister3	The amount of social housing in an area and the wait times for social housing can provide an indication of access to adequate housing, acknowledging that this Project requires the removal of a number of residential homes.
<p>Cultural impacts – including shared beliefs, customs, values and stories, and connections to land, places and buildings (note Māori culture and values are considered separately in Cultural Values Assessments undertaken by iwi)</p>		
Ethnicity	Census 2018, Statistics New Zealand	This data does not classify or count separately the groups making up the cultural groups “Pacific” or “Asian”. Both groups include a range of different cultures and ethnicities with different needs in terms of equity.
<p>Family and community impacts – including its composition, cohesion, character, how it functions and sense of place</p>		
Housing and community cohesion	Rental bond data for the period 01 Nov 2021 and 30 Apr 2022 accessed at https://www.tenancy.govt.nz/rent-bond-and-bills/market-rent/ Census 2018, Statistics New Zealand	Bond information can provide an indication of the permanency or cohesion of a community and provide an indication of how mobile or transient it might be. The market rent tool shows bond information for properties where bonds have been lodged in the time period. Data is for

Data	Source	Comments and limitations
		private bonds only. Data is for the SA2-2019 area definitions from Statistics NZ.
Urban Life	Urban Life data from Neighbourlytics (commissioned report) which includes: <ul style="list-style-type: none"> • Character • Variety • Vitality • Relevance • Rhythm - day/night and weekday/weekend 	Urban life is the everyday activity that goes in within and between buildings in a city and includes data on behaviour and activity. Data is collected for a 1km catchment around a point as a 'walkable' catchment. Data is from publicly available third party sources reflective of behaviour and lifestyle and can include map based information, business and community pages, event pages, ratings and reviews.
Age	Census 2018, Statistics New Zealand	Data collected from the individual section of the 2013 census. Median age for each CAU used, as well as grouped age brackets (e.g. under 15, over 65). Medians for CAUs may not reflect smaller specific areas with the CAU.
Quality of the environment – including access to and use of ecosystem services; public safety and security; access to and use of the natural and built environment, and its aesthetics value and/or amenity; the quality of the air and water people use; the level of hazard or risk, dust and noise they are exposed to; the adequacy of sanitation; their physical safety; and their access to and control over resources		
Crime	https://www.police.govt.nz/crime-snapshot https://www.police.govt.nz/about-us/publications-statistics/data-and-statistics/policedatanz/victimisation-time-and-place	Crime statistics can provide an indication of public safety and security. Victimisation time and place data is displayed at a SLA2 level with a sliding colour scale showing indicating the number of victims. Data is for the period 1/8/2021 to 31/7/2022.
Health and wellbeing - health is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity. It includes psycho-social impacts such as solastalgia (a form of mental or existential distress caused by environmental change)		
Physical health	Index of Multiple Deprivation (Exeter et al. 2018) for Health accessed at https://imdmapp.auckland.ac.nz/download/	Health deprivation score based on: Standardised Mortality Ratio; Hospitalisations related to selected infectious diseases; Hospitalisations related to selected respiratory diseases; Emergency admissions to hospital; People registered as having selected cancers.

Data	Source	Comments and limitations
Mental health	Index of Multiple Deprivation (Exeter et al. 2018) accessed at https://imdmapp.auckland.ac.nz/download/ New Zealand Health Survey 2020/21 accessed at https://www.health.govt.nz/publication/annual-update-key-results-2020-21-new-zealand-health-survey	Mental health statistics are not available at the geographic level required for this piece of work. However, rates of deprivation serve as one indicator of rates of mental health issues compared to the wider New Zealand population. This information can be inferred, to some degree, from the New Zealand Health Survey (2019) and the Index of Multiple Deprivation, which correlates higher levels of mental health problems with higher rates of deprivation.
Disability	New Zealand Health Survey 2020/21 accessed at https://www.health.govt.nz/publication/annual-update-key-results-2020-21-new-zealand-health-survey	Disability rates, and prevalence of disability for particular groups is not given at a geographic level suitable for this work. However, both the New Zealand Health Survey (2020/21) and the New Zealand Disability Survey (2013) give indications of disability rates within particular demographic groups, including Māori, Pasifika, Asian, and those living in areas with high levels of socio-economic deprivation
Equity impacts – distribution of impacts across the community and generations (intergenerational impacts)		
Deprivation	Index of Multiple Deprivation (2018) accessed at https://imdmapp.auckland.ac.nz/download/ and https://imdmapp.auckland.ac.nz/viewdata/NZIMD2018_Single_animation_w_logos/atlas.html Access to a vehicle, Census 2018, Statistics New Zealand	The Index of Multiple Deprivation (2018) uses its own geographic boundaries to deliver deprivation scores for New Zealand. The IMD18 comprises 29 indicators grouped into seven domains of deprivation: Employment, Income, Crime, Housing, Health, Education and Access to services. Access to vehicles can be an indicator of transport disadvantage, especially in areas that do not have high proportions of high density living.
Socio-economic impacts – including standard of living, level of affluence, economic prosperity and resilience, property values, employment, replacement costs of environmental functions and economic dependency		
Income	Census 2018, Statistics New Zealand	
Education	Census 2018, Statistics New Zealand	
Employment Status	Census 2018, Statistics New Zealand	

3.1 Way of life

Travel to work

A significant portion of those who travel to work use some form of private or company vehicle to travel to work. Higher rates of walking/jogging to work for those in the Manukau Central locality indicates many people live and work in the same area. Across all localities, there is less use of public transport compared to the Auckland region with the exception of trains within the Manukau City locality where train use is higher than the Auckland average.

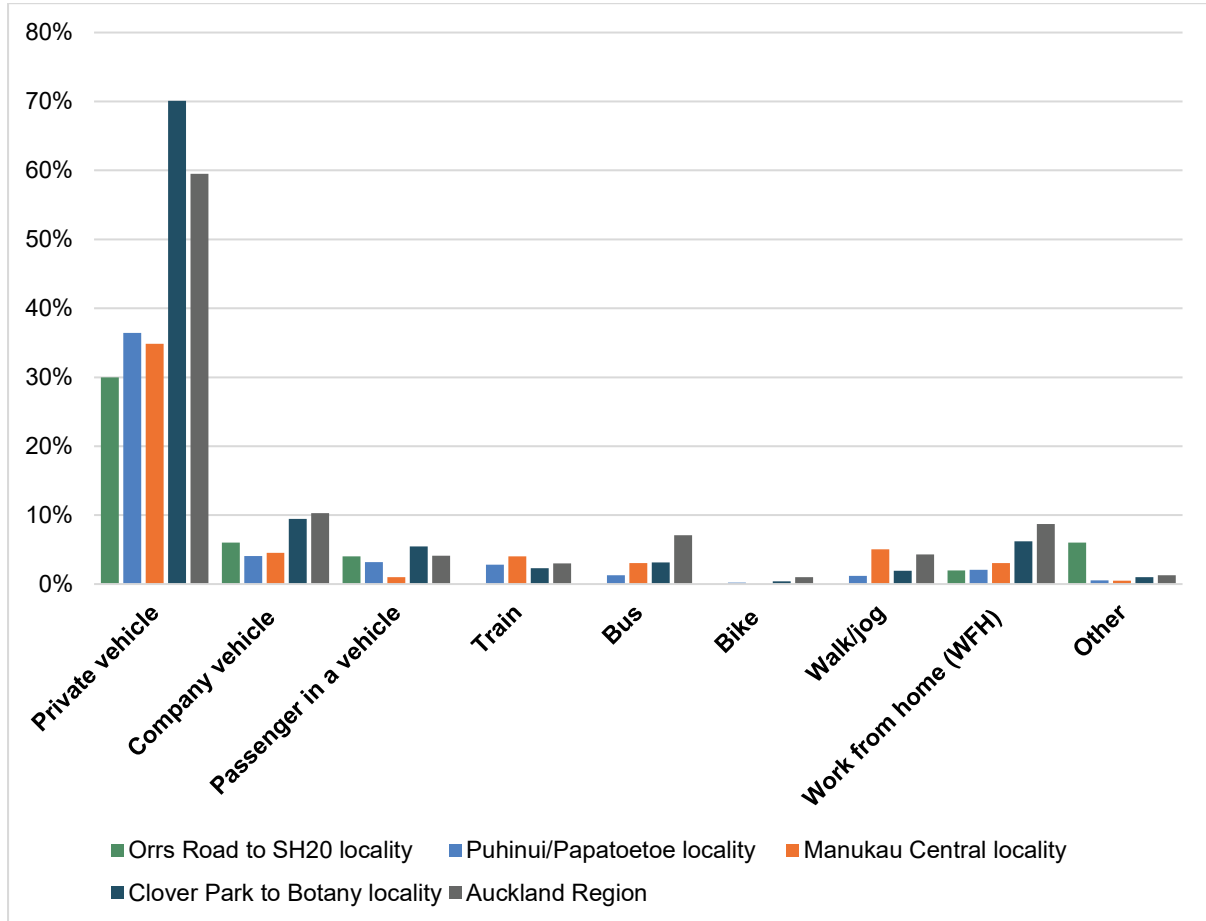


Figure 1: Method of travel to work

Note ferry’s are not shown as a mode as it is not a readily available form of transport for the majority of people in the vicinity of the Project.

Social housing

The demand for social housing in the Ōtara-Papatoetoe and Howick Local Board areas has been steadily increasing with minor fluctuations in demand since March 2021. The demand for social housing in the Ōtara-Papatoetoe Local Board areas is significantly higher than in the Howick Local Board area.

As shown in Figure 2, there has been a strong increase in the need for social housing especially in the Ōtara-Papatoetoe Local Board area. Table 4 shows that the demand for social housing compared to the supply is high in both Local Board areas.

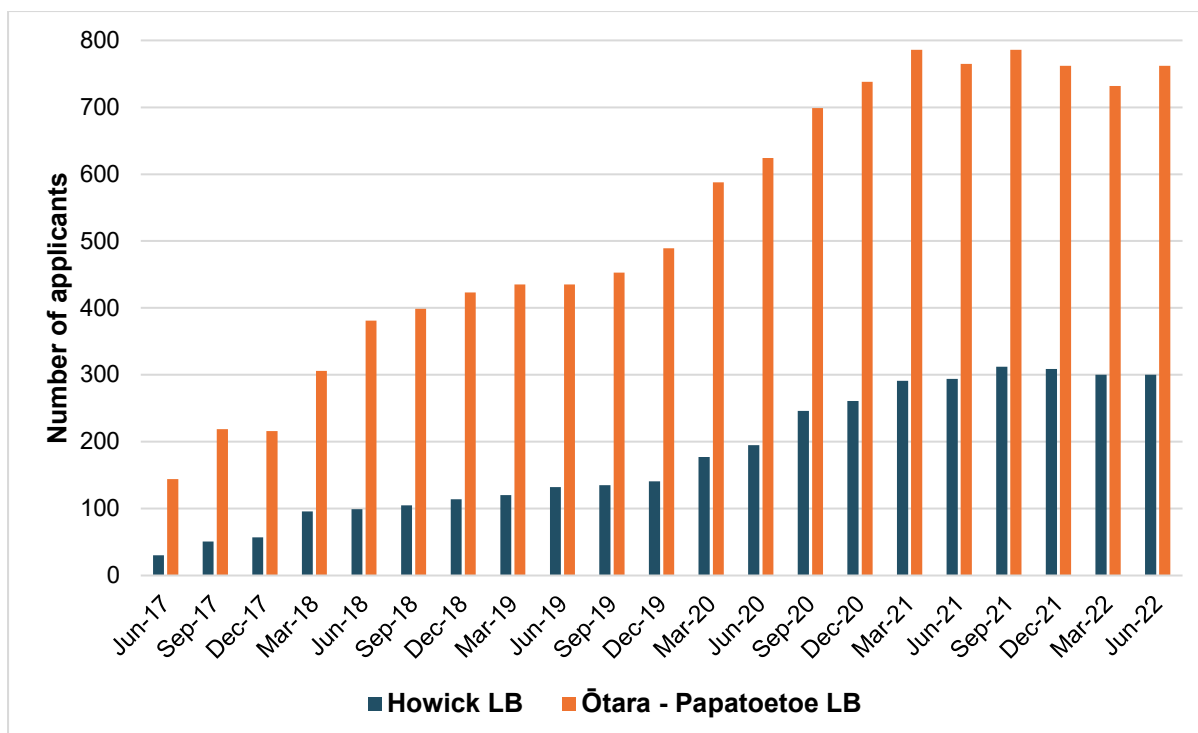


Figure 2: Demand for social housing June 2017 to June 2022

Around 12% of Kainga Ora properties in Auckland are in the Ōtara-Papatoetoe Local Board area. This is second only to Māngere-Ōtāhuhu which has the highest proportion of Kainga Ora housing with 15% of properties. As at 30 June 2022 only 2% of those properties were vacant and only 1% were ready to let.

Table 4: Vacant Kāinga Ora Rental Properties by Auckland Council Local Board as at 30 June 2022

Local Board	Total Units	Total Vacant	Ready to Let	% Total Units in LB area	% Total Vacant in LB area	% Ready to let in LB area
Howick	706	14	12	2%	2%	2%
Kaipatiki	966	41	8	3%	4%	1%
Māngere-Ōtāhuhu	4,621	68	5	15%	1%	0%
Manurewa	3,413	72	16	11%	2%	0%
Maungakiekie-Tāmaki	2,310	151	25	8%	7%	1%
Ōrākei	758	43	0	3%	6%	0%
Ōtara-Papatoetoe	3,680	70	20	12%	2%	1%
Papakura	1,621	57	20	5%	4%	1%
Puketāpapa	2,417	76	26	8%	3%	1%
Rodney	55	1	1	<1%	2%	2%
Upper Harbour	45	–	–	<1%	–	–
Waiheke	14	–	–	<1%	–	–

Local Board	Total Units	Total Vacant	Ready to Let	% Total Units in LB area	% Total Vacant in LB area	% Ready to let in LB area
Waitākere Ranges	478	5	2	2%	1%	0%
Waitematā	1,170	72	8	4%	6%	1%
Whau	2,207	39	8	7%	2%	0%
Auckland Total	29,920	973	258			

3.2 Cultural impacts

Ethnicity

All localities are ethnically diverse with significant populations identifying as Māori, Pacific people and Asian. Both the Orrs Road to SH20 and Puhinui/Papatoetoe localities have higher numbers of residents who identified as being Māori or Pacific people compared to the Auckland Region.

Proportions of people identifying as Asian in the Puhinui/Papatoetoe locality has increased by around 10% since the 2013 Census, with a smaller decrease in those identify as being of European decent.

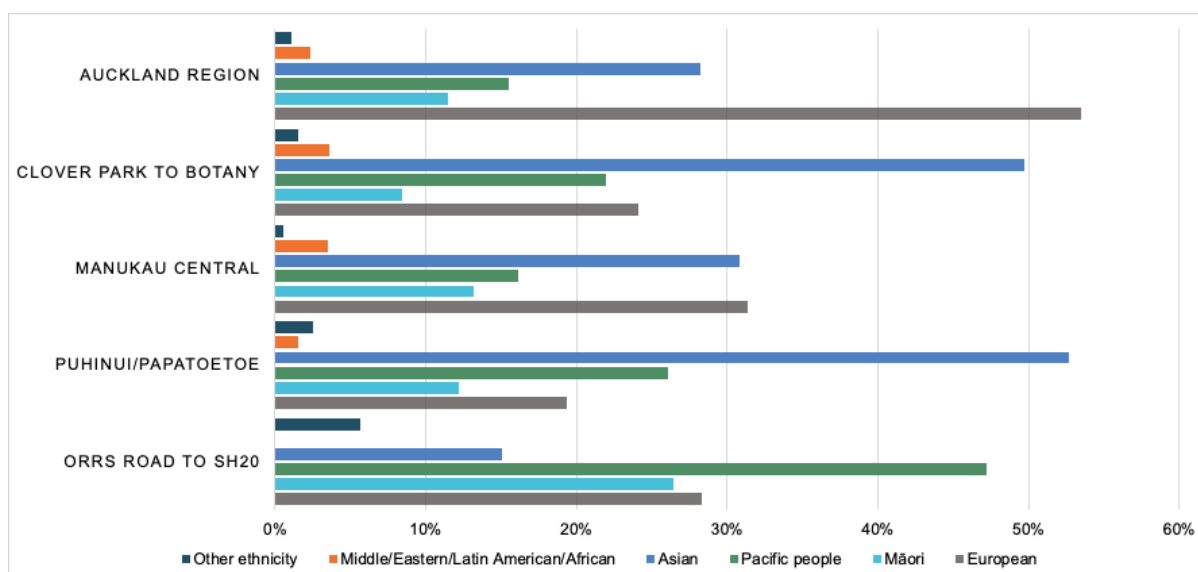


Figure 3: Ethnicity

Note respondents were able to select more than one ethnicity which is why the overall percentage equals greater than 100%.

3.3 Family and community impacts

Across all localities, over 30% of residents had lived in their homes for less than 1 year and more than 60% of people for four years or less. High numbers of residential building activity could account for the higher proportion of people residing in the area for shorter periods of time.

Housing and community cohesion

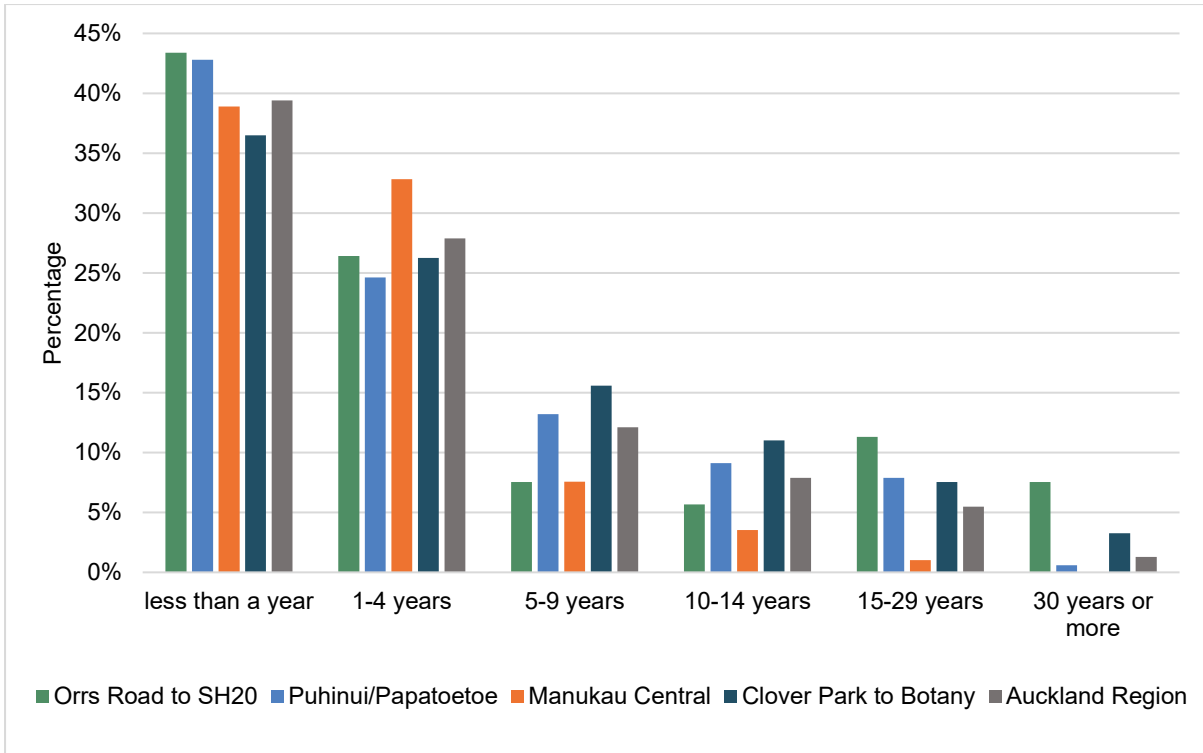


Figure 4: Duration of residence

Figure 5 shows that the Puhinui/Papatoetoe locality has a high number of bonds lodged with tenancy services indicating a high number of private rental properties. It could also be a consequence of the residential building activity within the area. This does not take into consideration the amount of social housing in the area.

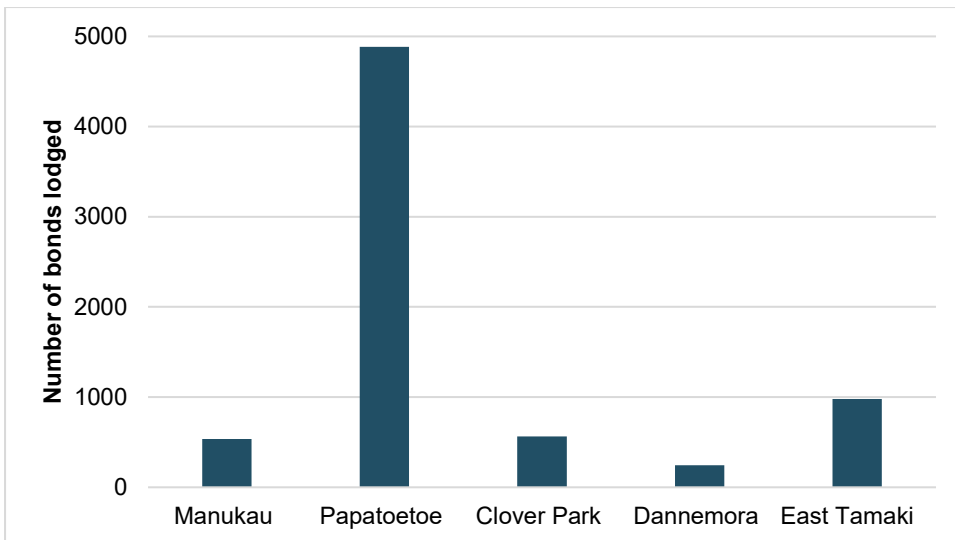


Figure 5: Number of bonds lodged for each area November 2021 - 30 April 2022

Urban Life

Urban life is the everyday activity that goes on within and between buildings in urban areas. It's the gap between what we know from the physical environment and what we hear from community engagement. Urban life data is collected for a range of places, for a variety of activities and

interactions from multiple sources to provide insights into neighbourhood interactions (ie what's important), what's happening, and how places are being used.

Insights from urban life analysis show:

- The business ecosystem along the Project corridor is highly characterised by Technical and Industrial services. It likely caters to a range of workers within these industries, as well as locals.
- Destinations are largely dominated by Retail rather than Hospitality.
- A majority of the neighbourhoods are characterised by Business & Services, but have a good proportion of Destinations - meaning they have good place variety and cater to a range of daily needs.
- 2/3 of the corridor areas are characterised by Destinations, indicating that retail and hospitality is clustered around the corridor. This is also likely due to the proximity of shopping centres to main arterials the Project follows.
- Manukau City Centre, Clover Park and Botany Junctions corridor areas are characterised by Business and Services, indicating these areas have employment clusters around the Project corridor, particularly in the Manukau central area.

The dominant neighbourhood character across all localities, being the main reason to visit, spend and stay, is business and services, meaning the area as a whole is known for essential services, business and employment.

In terms of variety, many of the neighbourhoods within localities have a technical and industrial based business ecosystem with the area being important for employment. Retail activity dominates those neighbourhoods with a higher 'destination' ranking, indicating an opportunity to increase hospitality, attractions and arts & culture. The Papatoetoe area has one of the greatest variety in terms of its character and the SH20/SH20B – Orrs Road area the least variety.

Great neighbourhoods have clusters of activity which increase local vibrancy. Activity is naturally very high within the Manukau Central area, with the proposed Project corridor running through the densest part of the neighbourhood. This can also indicate it will be the area that is likely to undergo the most disruption during construction. Botany Town Centre and Botany Junction also have high vitality compared to other neighbourhoods along the Project corridor.

Relevance of areas can be measured by looking at the number of local places that area highly valued by the community. Within the Botany to Clover Park area important places to the community include open spaces, particularly Barry Curtis Park, retail food outlets, service stations and health care facilities. Within Manukau Central the large retail areas of Westfield and the Supa Centa rank highly along with supermarkets and Rainbow's End theme park. Within vicinity of the Project area within the Puhinui/Papatoetoe area local convenience shopping (dairies, takeaways) rank highly along with the Mobil Service Station and laundromats in the area.

Age

The age of people within proximity to the Project is lower on average than the Auckland region. There are younger populations in most localities particularly in the Puhinui/Papatoetoe locality. The Manukau Central locality, which has a low overall population, has a significantly lower proportion of residents 15 years and under compared to the Auckland Region indicative of the tertiary student, locally employed demographic.

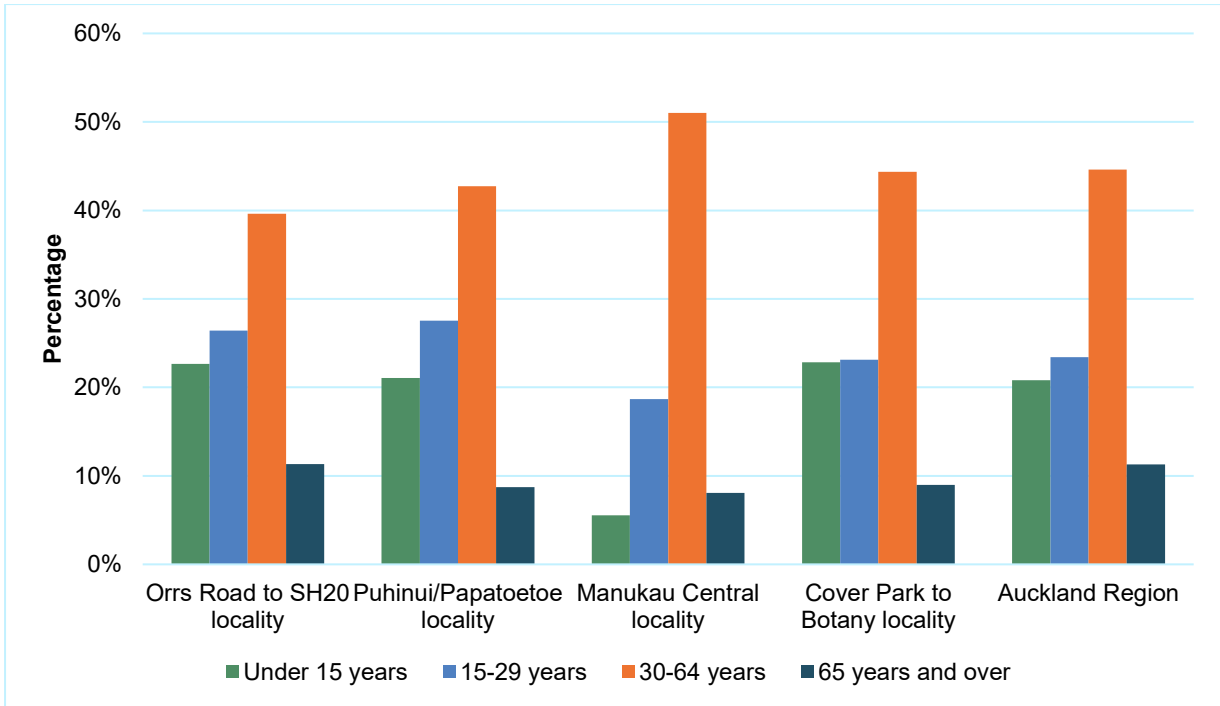


Figure 6: Age distribution of residents

3.4 Quality of the environment

This area of social impact is about people’s perceptions about their safety, fears about the future of their community, and their aspirations for their future and the future of their children. As it is related to perceptions, engagement feedback is the best way to measure this, however no qualitative data has been collected as part of this Project. Overall crime data could provide an indication of potential community safety.

Crime

Within the Project area, crime rates overall are much higher in the Manukau Central area compared to all other areas. Victimization rates are the number of victims of all reported crime in an area, regardless of the nature of the crime.

Figure 7 shows that Manukau Central as a SA2 has a higher rate of crime than other areas along the transit corridor with over 30% of all crime. Perceptions of safety within the Manukau Central area might be lower than other areas as a result of this data.

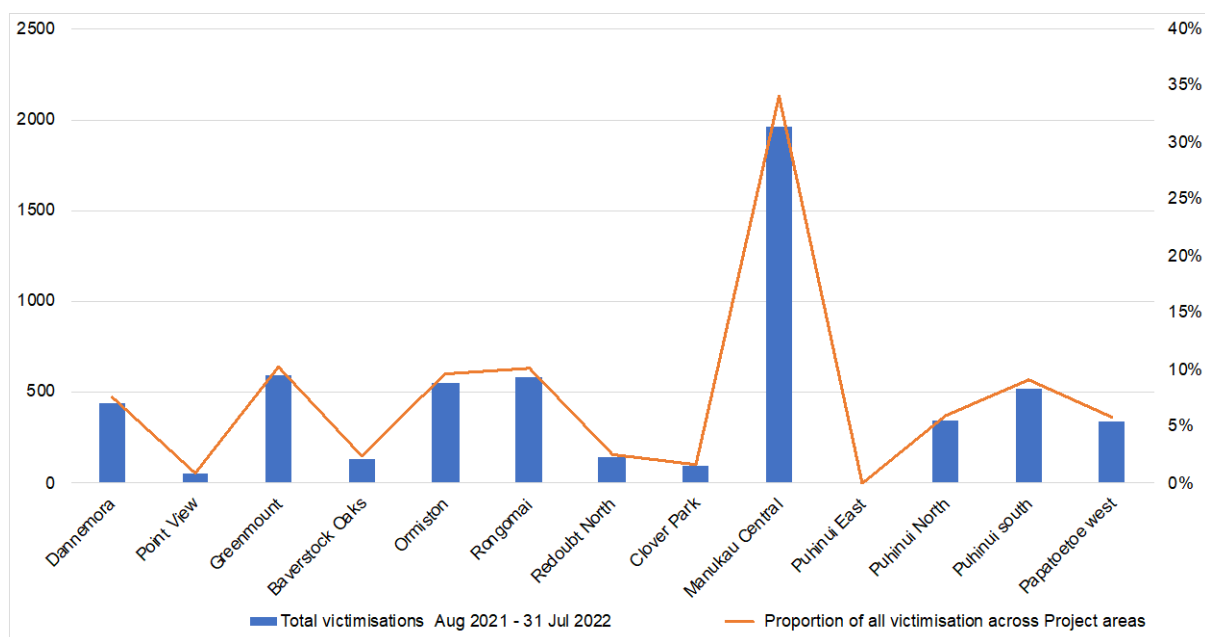


Figure 7: Overall Victimisations at a relative SA2 level, 1 August 2021 – 31 July 2022

3.5 Decision making systems

This refers to the extent to which people can have a say in decisions that affect their lives, the level of democratisation that is taking place, and the resources provided for this purpose. It relates to both the level of influence the Project is providing to people to influence Project decisions and also people’s perceptions about their ability to participate in, or the extent to which they feel they can have a say in, Project decisions.

The ability to have a say in decisions during this current phase of the project is limited to potentially affected landowners in relation to the potential impacts on their property, and other stakeholders in relation to their specific interests, such as other government agencies the project interacts with (Eke Panuku and Kainga Ora) and Manawhenua.

There have been several years since engagement was undertaken on the Project during the Detailed Business Case stage when decisions in relation to the route of the Project were made. Since then some people have moved away from the area and new people have moved in. This in turn has led to a lack of knowledge about the project for many and a feeling they have been excluded from the ability to influence decision making *“I don’t know about this project and now you tell me the decision is made already.”*

3.6 Health and wellbeing

Health is one of the areas of measurement that comprise the IMD 2018, and includes a range of indicators such as mortality, hospitalisations for specific diseases, etc. In 2018, health deprivation

scores across the Project area were higher in the western and central areas of the Project and lower in the east towards Botany.

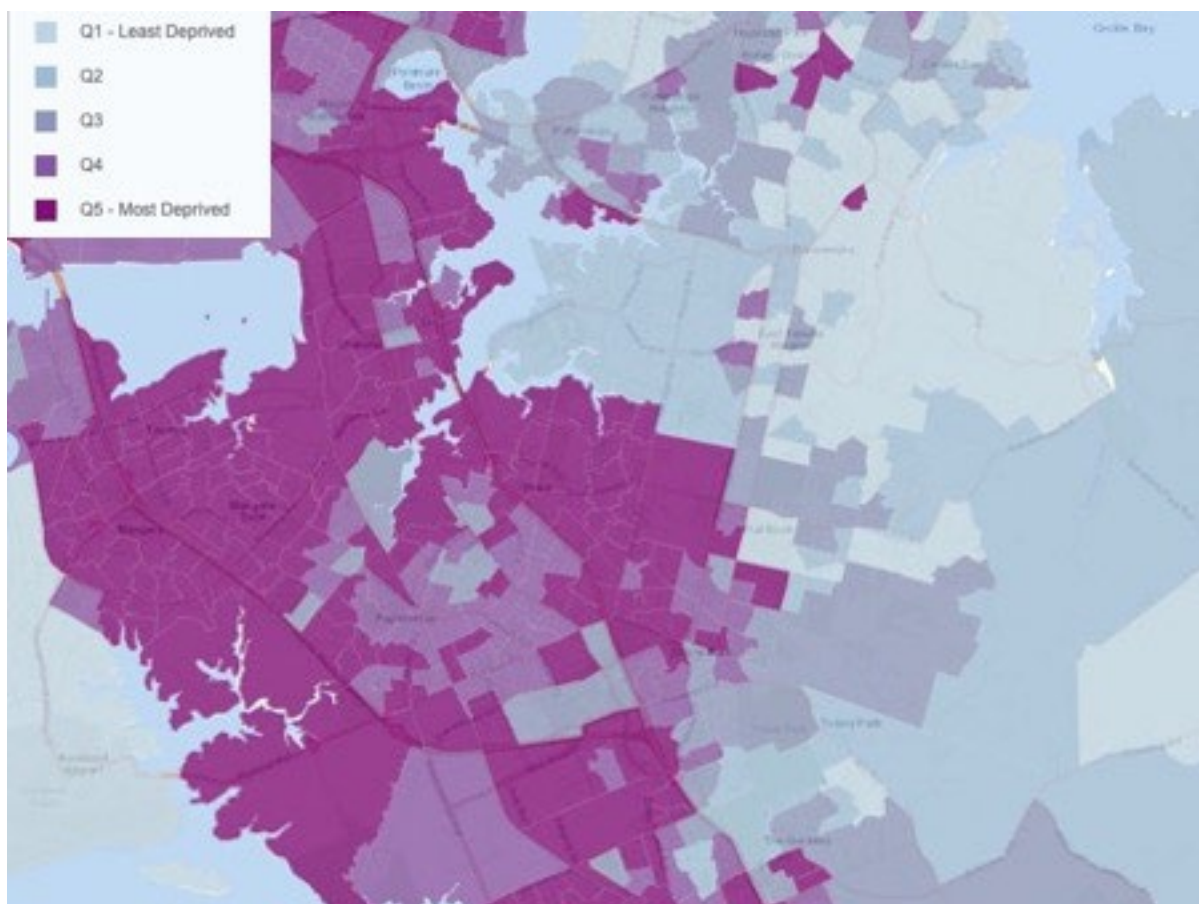


Figure 8: Health deprivation, IMD 2018

The 2020/21 New Zealand Health Survey results, shown in Figure 9 showed similar, and higher, rates of psychological distress in Māori and Pacific peoples compared to others. This is a slight increase from the 2011/12 data which showed Māori (13.7%) and Pacific (12.4%) and a reduction for European/Other (8.0%) and Asian (5.8%).

The survey showed that Māori and Pacific adults were 1.6 and 1.4 times as likely to have experienced psychological distress compared to non-Pacific and non-Māori adults, respectively. As shown in

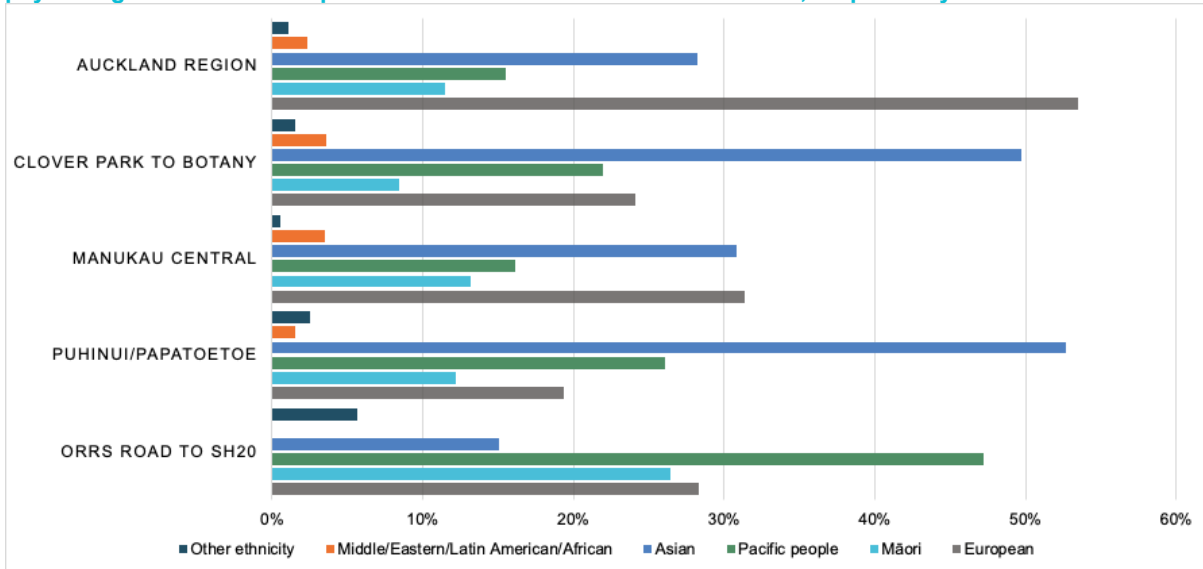


Figure 3, there is a strong percentage of the transit corridor that is of either Māori or Pacific descent.

Adults who lived on some of the most deprived areas were 2.2 times as likely to have experienced psychological distress compared to those who are living in the least deprived areas. This is a slight increase from the 2011/12 survey which showed that they were 2.1 times as likely.

There was a significant increase in disabled adults who experienced psychological distress four weeks prior to the survey compared to the 7.9% of non-disabled adults. Around 16% of disabled adults said that they did not visit a GP due to the cost.

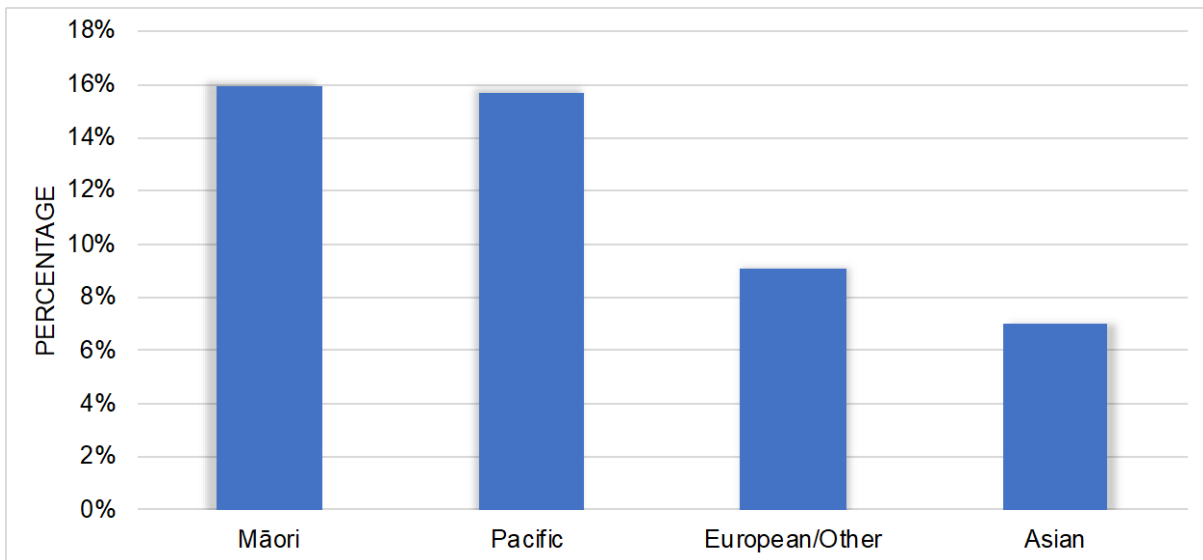


Figure 9: Proportion of people who experienced psychological distress 2020/21

3.7 Personal and property rights

For the purposes of this assessment, whether people are economically affected or experience personal disadvantage which might include violation of their civil liberties is considered to be limited to issues related to physical property – its acquisition (partial or complete) and physical impacts such as

damage. Indicators related to potential personal economic effects such as income, employment, etc are included in other areas of social impact.

Stakeholder feedback has identified impacts associated with feelings of loss of autonomy of decision making about future of land, specifically for landowners affected by the designation.

3.8 Fears and aspirations

This area of social impact is about people’s perceptions about their safety, fears about the future of their community, and their aspirations for their future and the future of their children. As it is related to perceptions, engagement feedback is the best way to measure this.

Engagement feedback identified there is uncertainty for business owners in planning for the long term, particularly for commercial landowners who may only be affected by a partial land requirement. This could impact the ability to retain and/or secure ongoing or future tenancies prior to the land being acquired.

3.9 Equity

Areas around the Project are some of the most deprived areas. Areas in the north west towards Botany are some of the least deprived areas.

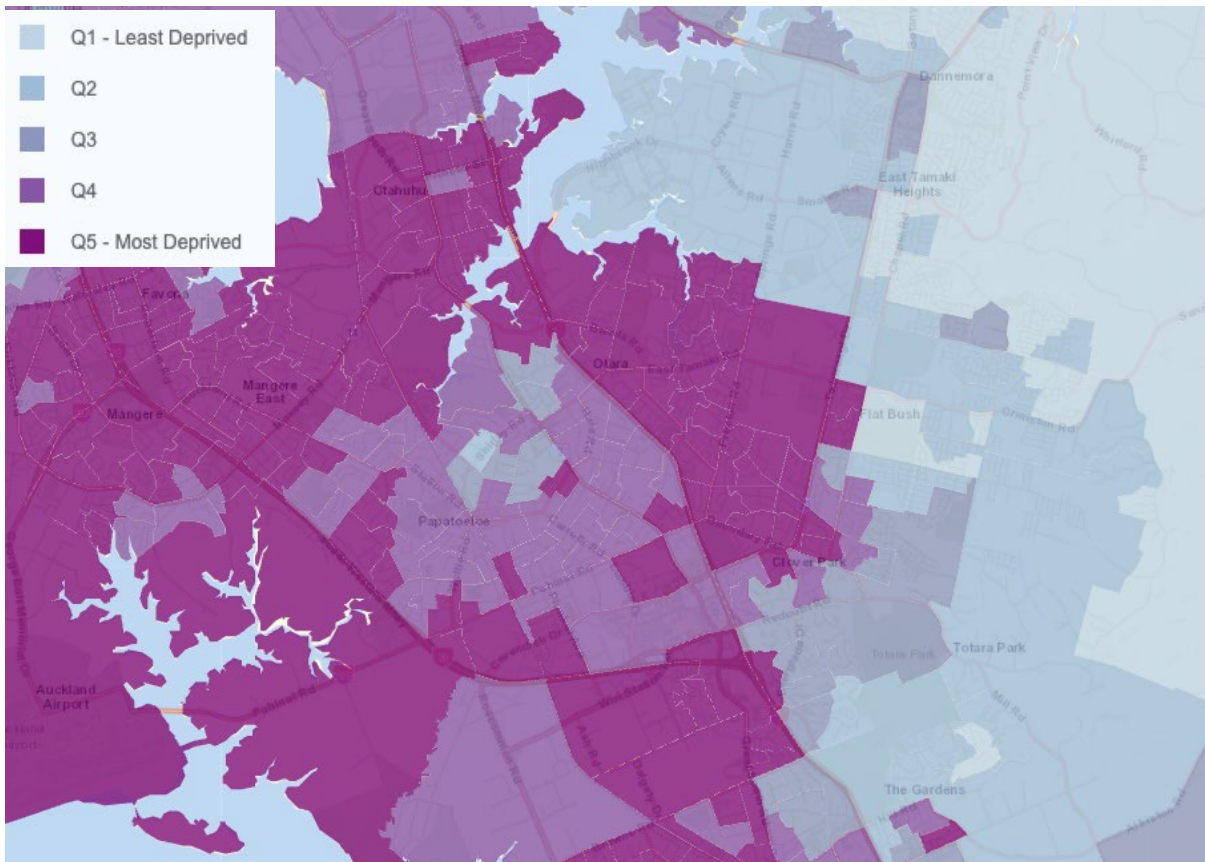


Figure 10: Socio-economic deprivation, IMD 2018

The proportion of the population without access to a vehicle has been slowly decreasing over time in all areas with the exception of the Orrs – SH20 locality and Manukau Central. Access to vehicles is

less likely to correlate with transport disadvantage where many people live in proximity to their work, such as in the Manukau Central area.

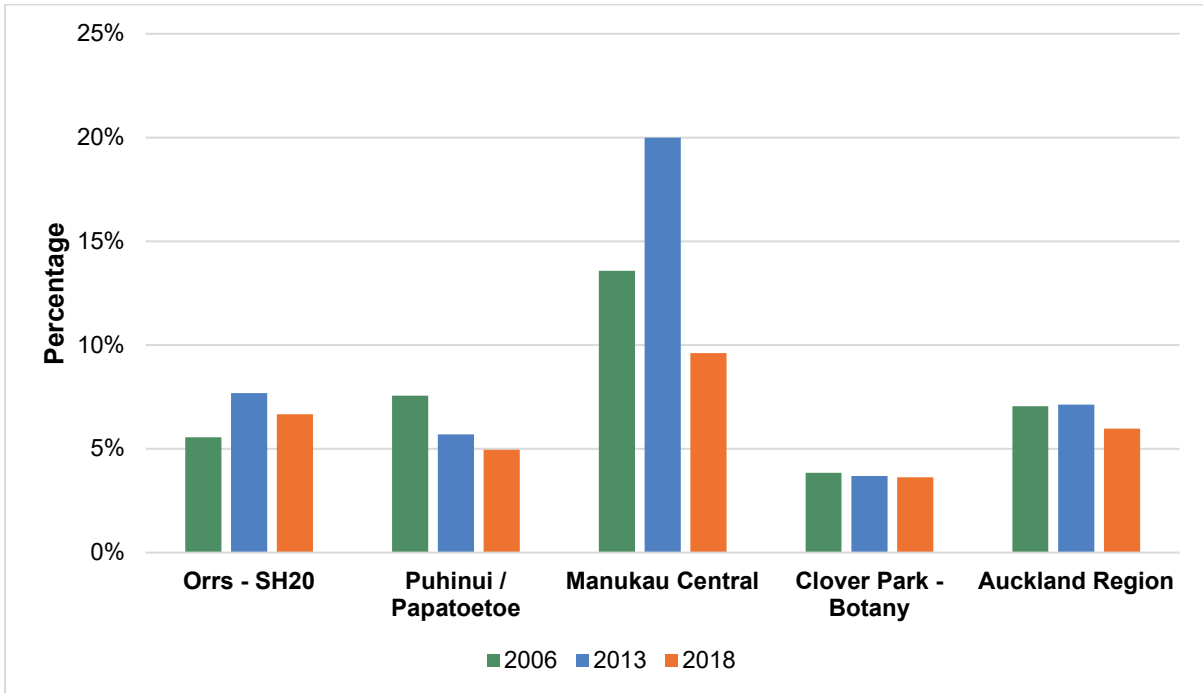


Figure 11: Households with no access to a motor vehicle

3.10 Socio-economic impacts

Across all areas except Orrs Road to SH20, the highest proportion is residential income fell within the \$30,000-\$70,000 income bracket, generally consistent with Auckland Region. There are much lower numbers of people in higher income bracket across all localities compared to the Auckland Region.

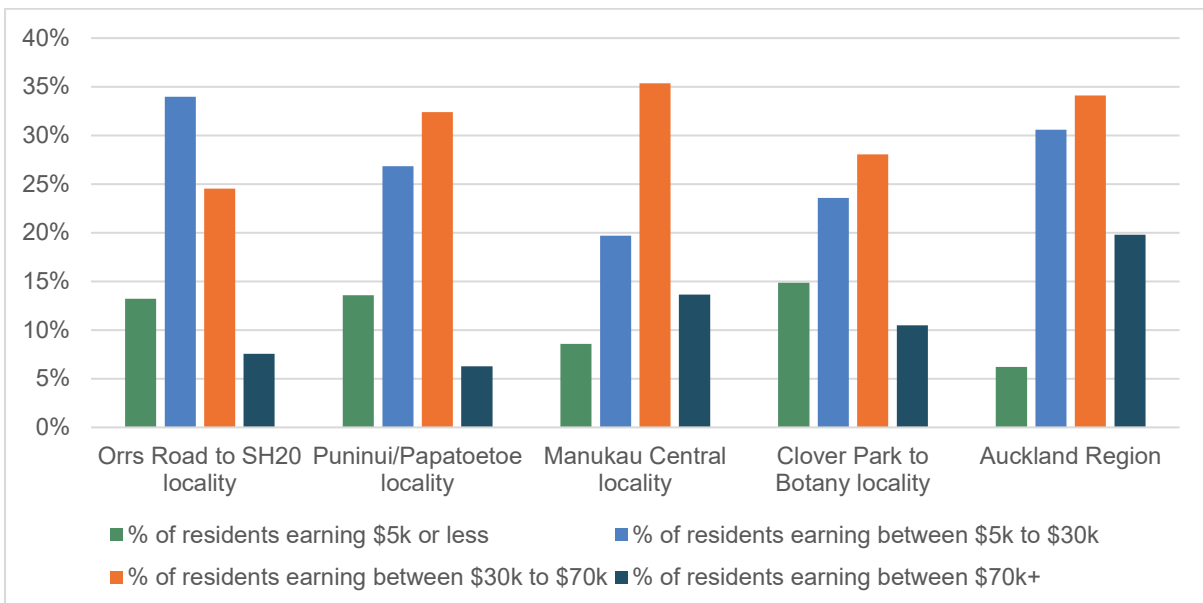


Figure 12: Income

Figure 13 shows the proportion of the population with educational qualifications is generally lower than the Auckland average, particularly those with certificate/diploma qualifications.

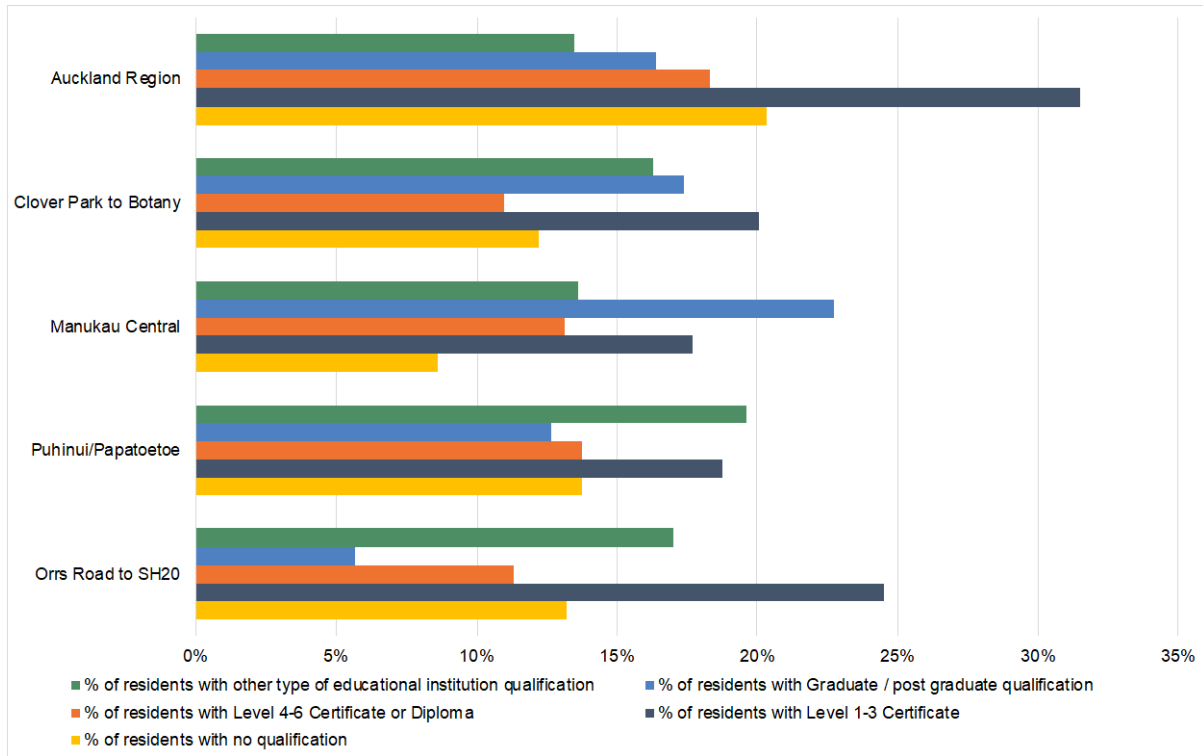


Figure 13: Level of education

Table 5: Statistical Data for Social Impact localities

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
<u>Income</u>								
Median individual income (annual)	\$31,300	\$42,300	\$29,100	\$22,600	\$25,900	\$34,900	\$34,233	\$34,400
% of residents earning \$5k or less	15%	9%	14%	13%	18%	17%	12%	6%
% of residents earning between \$5k to \$30k	24%	20%	27%	34%	36%	28%	23%	31%
% of residents earning between \$30k to \$70k	28%	35%	32%	25%	39%	34%	32%	34%
% of residents earning between \$70k+	10%	14%	6%	8%	7%	20%	10%	20%
% of residents with no source of income	8%	3%	7%	6%	7%	8%	6%	9%
% of residents earning wages	56%	66%	59%	51%			60%	
% of residents earning other	8%	8%	4%	4%			7%	
% of residents earning a benefit	9%	15%	9%	23%			11%	
% of residents earning superannuation	11%	7%	13%	9%			10%	
<u>Employment status</u>								
% of residents who are paid employee	43%	53%	48%	42%			48%	
% of residents who are employers	2%	2%	2%	2%			2%	
% of residents who are self employed	3%	4%	2%	2%			3%	
% of residents who are unpaid family worker	0%	0%	0%	0%			0%	

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
<u>Age Structure</u>								
% of residents who are under 15 years	23%	6%	21%	23%	24%	19%	16%	21%
% of residents who are 15-29 years	23%	19%	28%	26%	27%	20%	23%	23%
% of residents who are 30-64 years	44%	51%	43%	40%	34%	47%	46%	45%
% of residents who are 65 years and over	9%	8%	9%	11%	8%	3%	9%	11%
% of residents who identify as Māori	11%	14%	13%	30%	16%	6%	13%	12%
Median Age (years)	32.7	38.5	30.1	30.2	29.1	37.3	33.79	34.7
<u>Household composition</u>								
% of households with no children	40%	31%	40%	31%	33%	30%	37%	35%
% of households with 1 - 3 children	68%	22%	62%	56%	47%	60%	51%	54%
% of households with 4+ children	15%	5%	15%	31%	18%	8%	11%	9%
<u>Dwelling Structure (Occupied Private Dwellings)</u>								
% of dwellings that are separate houses	80%	36%	75%	81%			64%	
% of dwellings that are joined dwellings	15%	66%	20%	13%			34%	
% of dwellings that are other private dwellings	0%	1%	0%	6%			0%	
<u>Tenure Type (Occupied Private Dwellings)</u>								
% of dwellings that are owner occupied	42%	10%	11%	8%	38%	50%	21%	45%

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
% of dwellings that are not owned and not held in family trust	44%	65%	15%	68%	57%	33%	41%	41%
<u>Number of rooms per house</u>								
% of houses with one room	0%	6%	0%	6%	0%	0%	3%	0%
% of houses two rooms	0%	12%	0%	0%	1%	0%	3%	1%
% of houses three rooms	2%	29%	2%	6%	3%	1%	10%	4%
% of houses four rooms	6%	27%	14%	19%	12%	6%	17%	9%
% of houses five rooms	11%	15%	18%	6%	18%	9%	13%	14%
% of houses six rooms	24%	10%	25%	38%	31%	20%	24%	24%
% of houses seven rooms	17%	3%	16%	19%	16%	18%	14%	17%
% of houses eight or more rooms	33%	1%	19%	6%	19%	45%	15%	31%
<u>Number of bedrooms per house</u>								
% of houses One bedroom	4%	67%	5%	13%	6%	3%	22%	7%
% of houses two bedrooms	13%	28%	28%	25%	23%	13%	24%	20%
% of houses three bedrooms	37%	7%	38%	44%	45%	35%	31%	39%
% of houses four bedrooms	28%	1%	16%	19%	17%	31%	16%	24%
% of houses five or more bedrooms	13%	0%	8%	0%	9%	17%	5%	10%
<u>Rental costs per week</u>								

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
% of renters paying under \$100	4%	1%	2%	0%	9%	2%	2%	6%
% of renters paying \$100 - \$149	7%	0%	4%	13%	15%	3%	4%	7%
% of renters paying \$150 - \$199	3%	2%	3%	13%	5%	2%	2%	3%
% of renters paying \$200 - \$299	4%	9%	6%	13%	8%	3%	6%	6%
% of renters paying \$300 - \$399	5%	34%	23%	19%	16%	8%	21%	14%
% of renters paying \$400 - \$499	16%	18%	32%	6%	27%	23%	22%	24%
% of renters paying \$500 - \$599	16%	1%	19%	6%	16%	28%	12%	20%
% of renters paying \$600 and over	45%	2%	11%	0%	5%	32%	19%	20%
<u>Stability of residents</u>								
Number of bonds lodged 01 Nov 2021 - 30 Apr 2022	1,785						1785	
% of residents living in residents for less than a year	37%	39%	43%	43%			39%	
% of residents living in residents for 1-4 years	26%	33%	25%	26%			28%	
% of residents living in residents for 5-9 years	16%	8%	13%	8%			12%	
% of residents living in residents for 10-14 years	11%	4%	9%	6%			8%	
% of residents living in residents for 15-29 years	8%	1%	8%	11%			5%	
% of residents living in residents for 30 years or more	3%	0%	1%	8%			1%	
<u>Attended Education (% of those attended)</u>								

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
% of residents with no Qualification	12%	9%	14%	13%	35%	15%	12%	20%
% of residents with Level 1-3 Certificate	20%	18%	19%	25%	32%	30%	19%	32%
% of residents with Level 4-6 Cert / Diploma	11%	13%	14%	11%	14%	20%	13%	18%
% of residents with Graduate / post graduate	17%	23%	13%	6%	7%	17%	18%	16%
% of residents with other type of educational institution	16%	14%	20%	17%	12%	17%	17%	14%
<u>Method of Travel to Work</u>								
% of residents who use a private vehicle	70%	35%	36%	30%	69%	67%	47%	60%
% of residents who use a company vehicle	9%	5%	4%	6%	8%	12%	6%	10%
% of residents who use a passenger in a vehicle	5%	1%	3%	4%	7%	4%	3%	4%
% of residents who use the train	2%	4%	3%	0%	4%	2%	3%	3%
% of residents who use the bus	3%	3%	1%	0%	4%	3%	2%	7%
% of residents who use the ferry	0%	0%	0%	0%	0%	1%	0%	1%
% of residents who use a bike	0%	0%	0%	0%	0%	0%	0%	1%
% of residents who walk/jog	2%	5%	1%	2%	2%	2%	3%	4%
% of residents who work from home (WFH)	6%	3%	2%	6%	4%	8%	4%	9%
% of residents who use other	1%	1%	1%	6%	1%	1%	1%	1%
<u>Ancestry</u>								

Category	Botany to Clover Park locality	Manukau Central locality	Puhinui / Papatoetoe locality	Orrs Road to SH20	Ōtara-Papatoetoe LB	Howick LB	Whole corridor (all localities)	Auckland Region
European	24.1%	31.3%	19%	28%	17%	46%	24.9%	54%
Māori	8.5%	13.1%	12.2%	26.42%	16%	6%	11.3%	12%
Pacific people	22.0%	16.2%	26.1%	47.17%	46%	6%	21.4%	16%
Asian	49.7%	30.8%	52.7%	15.09%	35%	47%	44.4%	28%
Middle/Eastern/Latii American/African	3.6%	3.5%	1.5%	0.00%	1%	3%	2.9%	2%
Other ethnicity	1.5%	0.5%	2.5%	5.66%	1%	1%	1.5%	1%
<u>Social Housing</u>								
Kainga Ora Rental properties by local board area as at 30 June 2022					3680	706		
Housing register priority A June 2022					648	240		
Housing register priority B June 2022					114	57		

Appendix E

Impact assessment

Appendix E: Impact assessment

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1 Impact assessment process

The potential positive and negative social impacts have been identified and assessed in accordance with the methodology presented in Appendix C. Once social impacts have been allocated a social risk/opportunity rating, they received a prioritisation rating, based on the social risks hierarchy. Social impacts with a priority 1 or 2 are outlined further below along with recommended mitigation strategies and a priority rating following mitigation noted.

A summary of this is included within the main *Airport to Botany Social Impact Assessment* report.

2 Impact Assessment

2.1 Botany to Clover Park

⊕ Positive impact ⊖ Negative impact

Table 1: Botany to Clover Park potential social impacts (planning)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Temporary disruption (but not closure or loss) of access to locally significant businesses and services including: Z Service station Suburban shops adjacent to the Z Service Station including a laundromat and liquor store Botany Junction - specifically the retail area on the south western corner of the intersection of Te Irirangi Drive and Ormiston Road	Leaseholders, tenants and other occupiers of potentially affected properties	Individual properties and businesses	Ongoing or until such time businesses re-establish or new businesses start	G3	E3	V2	R2	Minor	x	x	x	Almost Certain	Moderate	3
⊖	Potential for changes to some convenience for some residents due to temporary changes to access to	People living and working in the area	Individual properties and businesses	Ongoing or until such Time	G3	E2	V2	R2	Moderate	_	x	x	Likely	Moderate	3

¹ See Appendix C for methodology

² Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	places of importance to the community, including: Z Service station Suburban shops adjacent to the Z Service Station including a laundromat and liquor store Botany Junction - specifically the retail area on the south western corner of the intersection of Te Irirangi Drive and Ormiston Road			businesses re-establish or new businesses start											
Impacts on culture³															
⊖	Potential impacts on local social ties and community relationships to place due to acquisition and loss of residential properties particularly Kāinga Ora housing in the Clover Park area.	Landowners of potentially affected properties	Individual properties and businesses	Ongoing or until such time businesses re-establish or new businesses start	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1
Family and community															
⊖	Changes to local community within the Clover Park locality associated with property acquisition and families moving out of the area.	Landowners of potentially affected properties	Individual properties and businesses	Permanent	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3
Quality of the environment															

³ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Perceived reduction in the safety of the area as properties are acquired and homes vacated. Vacant buildings can attract antisocial behaviour before they are removed during construction.	Landowners of potentially affected properties	Individual properties and businesses	Until construction starts, i.e. the whole of the planning phase	G3	E3	V2	R1	Moderate	x	_	x	Likely	Moderate	3
Impacts on health and wellbeing															
⊖	Stress and anxiety (Psycho-social impacts) for some more vulnerable community members resulting from a loss of social networks and social support a result of property acquisition and people having to move out of the Cover Park area.	Landowners of potentially affected properties	Individual property	Ongoing	G1	E3	V2	R2	Significant	x	_	x	Likely	High	1
⊖	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences	Landowners of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G1	E3	V2	R2	Significant	_	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences	Leaseholders, tenants and other occupiers of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G1	E3	V2	R2	Significant	_	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for those employed in directly affected businesses between now and when active property acquisition commences	People employed in local businesses	Widespread, depending on where employees come from	Until properties are acquired - est 10 years	G3	E3	V2	R2	Minor	_	_	x	Rare	Low	4

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on personal and property rights															
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions processes, including tenants being relocated by Kainga Ora. Tenant may be relocated to areas with reduced access to basic life necessities or vulnerability criteria	Directly affected landowners and occupiers	individual property	Until properties are acquired	G3	E3	V1	R2	Moderate	_	x	x	Likely	Moderate	3
⊖	Impacts caused by the Public Works Act property acquisition process – land/property acquisition or severance within a property, potential land redistribution between different or new owners	Landowners of potentially affected properties	Individual property		G3	E4	V2	R2	Major	_	x	x	Likely	High	1
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Landowners of potentially affected properties	Individual property		G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Occupiers of potentially affected properties, including Business owners and operators, leaseholders and tenants	Individual property		G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	Directly affected landowners and occupiers Leaseholders, tenants and other occupiers of potentially affected properties	Individual property	Until properties are acquired	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1
Fears and aspirations															
⊖	Potential concern and anxiety about future security for residents or landowners affected by property acquisition in the Clover Park area (including those privately owned residential properties in the area), and associated uncertainty for business owners, employees and residents for their next steps once acquisition has been completed.	Directly affected landowners and occupiers	individual property	Until construction starts, i.e. the whole of the planning phase	G3	E2	V1	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Potential negative impacts associated with fear of disruption to local community character, and perceptions about potential long term changes to the fabric of the community, particularly in combination with other potential construction activity such as the Eke Panuku redevelopment of the Manukau Sports Bowl and Kainga	Directly affected landowners and occupiers	Individual property	Ongoing	G4	E2	V1	R2	Moderate	x	_	x	Likely	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	Ora redevelopment of residential land.														
⊖	Potential concerns associated with uncertainty about urban renewal (of which this project is a part), and potential concern about significant changes to the local community, including significant residential intensification by both Kainga Ora and private landowners. Especially around the five station locations along the route.	People living and working in the area	Southern Auckland community	Ongoing	G4	E3	V2	R2	Moderate	x	_	x	Likely	Moderate	3
⊕	Potential positive impacts and aspirations associated with perceived investment in the area and potential for transformation of the area. This could increase certainty for private developers who could commit to investment in the area.	All groups	Locality	Ongoing	G4	E2	V2	R1	Minor	x	x	x	Almost Certain	Moderate	3
Socio-economic impacts															
⊖	Loss of employment / livelihood as a result of acquisition of businesses.	People employed in local businesses People employed in local businesses	Locality	Until construction starts, i.e. the whole of the planning phase	G2	E2	V1	R1	Significant	x	x	x	Almost Certain	Extreme	1

Table 2: Clover Park to Botany potential social impacts (construction)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Impacts on pedestrians and cyclists – people walking along the footpath, cycling on Te Irirangi to access shops, school, work, etc. Changed wayfinding and temporary closures could mean people chose not to walk or cycle. Especially those accessing Sancta Maria College adjacent to the Project and nearby schools like Chapel Downs Primary and Redoubt North School from the northern side of Te Irirangi Drive (i.e. need to cross Te Irirangi Drive).	Pedestrians and cyclists	Locality	4 - 6 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Changes to daily living routines could be possible due to changes to local access routes as a result of construction, including temporary relocation of the Manukau Sports Bowl Bus stops near Sandrine Ave in Clover Park, and access to regional and local facilities such as the Manukau Sport Bowl and Rongomai Park.	People living and working in the are People who purchase goods and services from the area People who visit the area and use community facilities and open space areas	Locality	4 - 6 years	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Impacts on locally significant businesses and services as a result of construction activity	People who visit the area and	Southern Auckland	4 - 6 years	G3	E2	V1	R2	Moderate	x	x	x	Almost Certain	High	1

⁴ See Appendix C for methodology

⁵ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	including changes to access and parking, particularly those with direct access off Te Irirangi Drive.	purchase goods and services													
⊖	Delays to traffic and flow on impacts to local and regional economy and business operators	Commercial road users	Region wide	4 - 6 years	G3	E1	V2	R1	Moderate	x	_	x	Likely	Moderate	3
Family and community															
⊖	Potential changes to community character and people's sense of place and belonging associated with the possible change to the residential character of this area due to increased construction activity and changes to the streetscape and an influx of unfamiliar construction workers into the area.	People living and working in the area	Locality	4 - 6 years	G3	E3	V2	R1	Moderate	_	x	x	Likely	Moderate	3
⊖	Potential changes to the accessibility of social infrastructure in the locality, including schools – for people travelling by bus or on foot – due to adjustments to transport infrastructure in the immediate vicinity of the construction site (including active transport). People using bus services in the area may experience some changes to access routes or minor increases in travel time.	People living and working in the area	Locality	4 - 6 years	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1
Quality of the environment															
⊖	Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction noise and vibration, particularly in open space and recreation areas such as Rongomai Park and the Manukau Sports Bowl	Near neighbours People living and working in the area	Locality	4 - 6 years	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Temporary changes to the appearance and use of local surroundings associated with reduced amenity due to construction noise, vibration, changes to the streetscape and establishment of a construction site in a residential area. This may potentially result in reduced personal enjoyment of adjacent residences and nearby outdoor activities for residents and users, including accommodation providers.	Near neighbours People living and working in the area	Locality	4 - 6 years	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3
⊖	Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the construction site which could affect local social interactions. This includes the Dannemora Gardens Metlife Care, various accommodation facilities along Te Irirangi Drive, the Dannemora and Botany South Medical Centres, early childhood centres (Little Learners and Best Start) and the residential communities in close proximity to the construction. Noise and vibration has the potential to negatively affect people's experience of everyday activities including physical activities and social interactions.	Near neighbours People living and working in the area	Locality	4 - 5 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Perceived and potential actual safety impacts associated with changed sightlines, establishment of the acoustic shed and hoardings, and changes to wayfinding	Near neighbours People living and working in the area People who purchase goods	Locality	4 - 6 years	G3	E3	V2	R2	Minor	x	x	x	Almost Certain	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
		and services from the area													
⊕	Increased personal safety as a result of less anti-social behaviour due to the presence of construction activity, particularly in the Clover Park area.	People living and working in the area	Locality	4 - 6 years	G3	E3	V2	R1	Moderate	x	_	x	Likely	Moderate	3
Impacts on health and wellbeing															
⊖	Perceived safety impacts associated with the influx of unfamiliar construction workers in a local neighbourhood setting, adjacent to a primary school, which may cause anxiety and concern to local residents.	People living and/or, working in, and people visiting the area	Locality	4 - 6 years	G3	E3	V1	R2	Moderate	_	x	x	Likely	Moderate	3
⊖	Distress caused by environmental change from construction activity (Solastalgia), including removal of homes from properties in the Clover Park area.	Project neighbours and near neighbours, particularly those who will become neighbours of the ramp	Locality	4 - 6 years	G3	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Impacts to health and wellbeing associated with impacts of construction noise, dust and vibration, regardless of meeting required standards e.g. ability to sleep undisturbed in ones home, cumulative impacts of long durations of construction activity	Near neighbours	Individual properties	4 - 6 years	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3
Impacts on personal and property rights															
⊖	Perceived impacts to personal and property rights, livelihoods and individuals'	Near neighbours	Individual properties	4 - 6 years	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	experiences of personal disadvantage may be perceived through construction processes.														
⊖	Perceived impacts to housing and businesses, e.g. potential for cracking of structures associated with vibration from nearby construction sites.	Near neighbours	Individual properties	4 - 6 years	G4	E3	V2	R2	Moderate	_	_	x	Rare	Low	4
Fears and aspirations															
⊖	People who live, work and run businesses in the area are frustrated by construction and do not understand what it is for and how they might benefit from it.	People living and working in the area Business owners and occupiers	Locality	4 - 6 years	G4	E2	V2	R1	Minor	x	_	x	Likely	Moderate	3
⊖	Potential negative impacts associated with fear of disruption to local community character, and perceptions about potential long term changes to the fabric of the Clover Park community, particularly in combination with other construction activity which could include development of the Manukau Sports Bowl and intensive residential development.	People living and working in the area	Locality	4 - 6 years	G4	E2	V2	R1	Minor	x	_	x	Likely	Moderate	3
⊕	Potential positive impacts and aspirations associated with investment in the area.	All affected groups	Auckland Region	4 - 6 years	G4	E2	V2	R1	Minor	x	x	x	Almost Certain	Moderate	3
Socio-economic impacts															
⊕	Employment for people from within the local community, wider southern Auckland area and beyond.	People living and working in the area People in Local Board areas, especially Ōtara-	Auckland region	4 - 6 years	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
		Papatoetoe and Howick People in the wider Auckland Region.													
⊖	Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of businesses.	Business owners and operators	locality	4 - 6 years	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊕	Increased business activity as a result of the construction workforce, such as cafés and food businesses.	Business owners and operators	locality	4 - 6 years	G3	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Cumulative impacts															
⊖	Potential cumulative impacts within the broader Clover Park and Botany Town Centre area associated with other developments which could include urban intensification which may disrupt community connection to place, and potentially result in 'construction fatigue'. Other development could include the Manukau Sports Bowl, Kainga Ora housing redevelopment, and construction of the Botany Town Centre station for the Eastern Busway.	People living and working in the area	locality	4 - 6 years	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3

Table 3: Clover Park to Botany potential social impacts (operation)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊕	Increased connectivity for people without vehicles or with limited access to vehicles.	Pedestrians and cyclists who use this path	Individual properties and businesses	Permanent	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Impacts on culture⁸															
⊕	Reflection of cultural values and aspirations in the project increasing people's connection to the land	Surrounding local communities	Southern Auckland community	Permanent	G2	E2	V2	R2	Major	-	-	x	Rare	Moderate	2
Impacts on health and wellbeing															
⊕	Improved health and wellbeing with increased access to active transport modes leading to healthier lifestyles.	People living and working in the area People travelling through the area	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	Permanent	G3	E2	V1	R1	Moderate	-	x	x	Likely	Moderate	3
⊕	Reductions in Death or Serious Injuries (DSIs) as a result of adoption of the Vision Zero Philosophy.	People travelling through and within the area, including pedestrians and cyclists	Locality	Permanent	G4	E4	V2	R1	Moderate	-	x	x	Likely	Moderate	3
Socio-economic impacts															

⁶ See Appendix C for methodology

⁷ Based on affected groups identified in Section 5.1 of this SIA.

⁸ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Long term employment for people who have been involved in construction and participated in skills and workforce development pathways that may lead to other jobs within infrastructure and construction.	People in the wider Auckland Region People in Local Board areas, especially Ōtara-Papatoetoe and Howick	Auckland region	Ongoing	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊕	Increased access to employment, education and recreation opportunities, especially employment within the airport precinct. Particularly beneficial to those who do not have access to a private vehicle.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in Local Board areas	permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Equity impacts															
⊕	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project, including people with disabilities, students and those from areas with higher deprivation rates.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in southern Auckland	Permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

2.2 Manukau Central

⊕ Positive impact ⊖ Negative impact

Table 4: Manukau Central potential social impacts (planning)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Potential for changes to convenience for some people as a result of loss of some on-site parking for some businesses. Note no businesses or homes are acquired in this section of the project	People living and working in the area	Individual properties and businesses	Ongoing or until such time businesses re-establish or new businesses start	G3	E3	V2	R2	Minor	x	x	x	Almost Certain	Moderate	3
Impacts on health and wellbeing															
⊖	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences impacting on-site parking	Leaseholders, tenants and other occupiers of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G1	E3	V2	R2	Significant	–	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for those employed in directly affected businesses between now and when	People employed in local businesses	Widespread, depending on where	Until properties are	G3	E3	V2	R2	Minor	–	–	x	Rare	Low	4

⁹ See Appendix C for methodology

¹⁰ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	active property acquisition commences		employees come from	acquired - est 10 years											
⊖	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences. Many commercial landowners in this area are not resident within the area and do not operate businesses in the area.	Landowners of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G4	E3	V2	R2	Moderate	_	x	x	Likely	Moderate	3
Impacts on personal and property rights															
⊖	Impacts caused by the Public Works Act property acquisition process – partial acquisition of some areas	Landowners of potentially affected properties	Individual property	During property acquisition process – est 12 months	G3	E4	V2	R2	Major	_	x	x	Likely	High	1
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Landowners of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Occupiers of potentially affected properties, including Business owners and operators, leaseholders and tenants	Individual property	Until properties are acquired - est 10 years	G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	Directly affected landowners and occupiers Leaseholders, tenants and other occupiers of potentially affected properties	Individual property	Until properties are acquired	G4	E2	V2	R2	Minor	x	x	x	Almost Certain	Moderate	3
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisition processes.	Directly affected landowners and occupiers	Individual property	Until properties are acquired	G4	E3	V2	R2	Moderate	_	x	x	Likely	Moderate	3
Fears and aspirations															
⊖	Potential concern and anxiety about future security for business owners, employees for their next steps once acquisition has been completed.	Directly affected landowners and occupiers	Individual property	Until construction starts, i.e. the whole of the planning phase	G3	E1	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Potential concern and anxiety about future security for business owners about what the potential impacts of construction might mean and whether they should remain in the area with that uncertainty	Business owners and operators	Individual property	Until construction starts, ie the whole of the planning phase	G3	E1	V2	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Potential concerns associated with uncertainty about urban renewal (of which this project is a part), and potential concern about significant changes to the local community, particularly in association with other projects including ongoing development of the city centre by Eke Panuku and development of Westfield Manukau.	People living and working in the area	Southern Auckland community	Ongoing	G4	E1	V2	R2	Minor	x	_	x	Likely	Moderate	3
⊕	Potential positive impacts and aspirations associated with perceived investment in Manukau Central as a major centre and shopping destination and potential for transformation of the area.	All groups	Locality	Ongoing	G4	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Socio-economic impacts															
⊖	Reduced commercial activity in the area as businesses relocate/close as a result of property acquisition leaving empty buildings/tenancies. Businesses may not renew leases and seek other locations as they are uncertain about what construction impacts might be and how they might be managed. People also change their shopping habits and shop in other areas as services and businesses they used have been displaced as a result of property acquisition.	People who visit the area and purchase goods and services	Locality	Until construction starts, ie the whole of the planning phase	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Potential loss of employment / livelihood for owners and employees of businesses that close or relocate prior to construction.	People employed in local businesses People employed in local businesses	Locality	Until construction starts, i.e. the whole of the planning phase	G2	E3	V2	R1	Major	x	x	x	Almost Certain	High	1

Table 5: Manukau Central potential social impacts (construction)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Reduced amenity on alternative routes used as temporary detours during construction	All road users	Locality	4 - 6 years	G3	E2	V2	R1	Moderate	–	–	x	Rare	Low	4
⊖	Changes to daily living routines due to changes to access routes as a result of construction, including changed access arrangements to properties (primarily businesses), temporary relocation of bus stops along the route to alternative locations, pedestrian access, and access to significant destinations such as education, employment, shopping and recreation places. These changes may impact	People living and working in the area People who purchase goods and services from the area People who	Locality	4 - 6 years	G3	E1	V1	R1	Moderate	x	x	x	Almost Certain	High	1

¹¹ See Appendix C for methodology

¹² Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	the perceived convenience and amenity of the area.	visit the area and use community facilities and open space areas													
⊖	Reduced access to parking in Manukau Central as the works would result in the removal of all existing on-street parking on affected sections of roads and potentially impact access to parking at Hayman Park (off Lambie Drive). This could lead to people going to other areas.		Locality	4 - 6 years	G3	E1	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	A sense of disruption to daily activities for drivers, pedestrians and local community members from increased traffic and associated noise due to heavy vehicle movements within Manukau Central (noting potential cumulative impacts associated with other construction projects in the vicinity by Eke Panuku and Westfield).		Locality	4 - 6 years	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Delays to traffic and flow on impacts to local and regional economy and business operators		Locality	4 - 6 years	G3	E1	V2	R1	Moderate	x	_	x	Likely	Moderate	3
⊖	Loss of access to parts of Hayman Park during construction	People who live, work or visit the area and use open space areas	Locality	4 - 6 years	G3	E2	V1	R1	Moderate	x	_	x	Likely	Moderate	3
Family and community															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Potential temporary changes to some access routes to social infrastructure within walking distance of the construction site. There are a number of social services within walking distance of the Project locality, including Work and Income and justice support services. The use of these facilities may be affected by construction noise and vibration within the locality. Potential construction impacts would potentially be disproportionately felt by some users, particularly if people are experiencing disability or disadvantage, and therefore would be more sensitive to noise, vibration and/or changed access arrangements.	People living and working in the area People travelling through the area	Locality	4 - 6 years	G3	E1	V1	R2	Moderate	_	x	x	Likely	Moderate	3
Quality of the environment															
⊖	Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the Project which could affect local social interactions. This includes residential communities in close proximity to the construction site in the apartment complexes on Ronwood Ave and Amersham Way. Noise and vibration has the potential to negatively affect people's experience of everyday activities including physical activities and social interactions.	Near neighbours People living and working in the area	Locality	4 - 6 years	G4	E3	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction			4 - 6 years	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	activity, noise and vibration, including access to Hayman Park.														
⊖	Temporary changes to the appearance and use of local surroundings associated with reduced amenity due to construction noise, vibration, changes to the streetscape and establishment of a construction site. This may potentially result in reduced enjoyment of outdoor spaces such as Hayman Park.	Near neighbours People living and working in the area	Locality	4 - 6 years	G3	E3	V2	R2	Minor	-	x	x	Likely	Moderate	3
⊖	Perceived and potential actual safety impacts associated with changed sightlines, establishment of construction site, and changes to wayfinding and reduced accessibility of streets during construction as access is limited, particularly Amersham and Osterly Ways. May reduce perceptions of safety, particularly at night. Some visitors may be experiencing illness and disability, and / or stress and concerns which may mean they are more sensitive and could result in these changes being felt more acutely, particularly as some social infrastructure such as the Manukau Library, Work and Income and the IRD are accessed from these streets.	Near neighbours People living and working in the area People who purchase goods and services from the area	Locality	4 - 6 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Perceived safety impacts associated with changed sightlines; hoardings; reduced accessibility associated with loss of local businesses; reduced permeability of city blocks due to temporary closure of some accesses	Business owners and operators	Locality	4 - 6 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	(esp to Westfield), and changes to pedestrian routes and wayfinding														
⊕	Increased personal safety as a result of less anti-social behaviour due to the presence of construction activity	People living and working in the area	Locality	4 - 6 years	G3	E3	V2	R1	Moderate	x	_	x	Likely	Moderate	3
Impacts on health and wellbeing															
⊖	Potential impacts to health and wellbeing associated with ongoing construction activity across Manukau Central, resulting in ongoing stress and disruption for residents, visitors and businesses, also known as 'construction fatigue'	Near neighbours People living and working in the area	Locality	4 - 6 years	G4	E2	V2	R2	Minor	_	x	x	Likely	Moderate	3
⊖	Potential negative impacts associated with concern about disruption to, and the ongoing transformation of, Manukau Central which will undergo significant changes. The scale and pace of change can impact people's sense of place and belonging (solastalgia).	Near neighbours People living and working in the area	Locality	4 - 6 years	G4	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Impacts on personal and property rights															
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.	Near neighbours	Individual properties	4 - 6 years	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Perceived impacts to housing and businesses, e.g. potential for cracking of structures associated with vibration from nearby construction sites.	Near neighbours	Individual properties	4 - 6 years	G4	E3	V2	R2	Moderate	_	_	x	Rare	Low	4

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Fears and aspirations															
⊕	Potential positive impacts associated with excitement and anticipation of improved public transport to and from Manukau Central, and ongoing investment in continuing to develop the area as a major metropolitan centre.	All affected groups	Auckland region	4 - 6 years	G4	E2	V2	R1	Minor	x	x	x	Almost Certain	Moderate	3
Socio-economic impacts															
⊕	Employment for people who have been involved in construction and/or participated in skills and workforce development pathways that may lead to jobs within infrastructure and construction	People living and working in the area People in Local Board areas, especially Ōtara-Papatoetoe and Howick People in the wider Auckland Region.	Auckland region	4 - 6 years	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of some businesses or the need for temporary business closures.	Business owners and operators	Locality	4 - 6 years	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊕	Increased business activity as a result of the construction workforce, such as cafés and food businesses.	Business owners and operators	Locality	4 - 6 years	G3	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Cumulative impacts															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	The potential for community sensitivity to impacts would be increased by the relative number of other major construction projects underway at the time of construction, which potentially may already be impacting amenity in the vicinity of the Project and broader area. Cumulative impacts related to ongoing construction and works associated with major infrastructure and development projects within 400 metres from the construction site could include development led by Eke Panuku and Westfield. The number and scale of projects underway in the area would contribute to communities' cumulative sense of disruption and 'construction fatigue'.	People living and working in the area	Locality	4 - 6 years	G4	E3	V2	R2	Moderate	_	x	x	Likely	Moderate	3

Table 6: Manukau Central potential social impacts (operation)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															

¹³ See Appendix C for methodology

¹⁴ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Increased access to Manukau Central, including education, employment, recreation and shopping opportunities. Particularly for people without vehicles or with limited/poor access to vehicles and other transport choices.	People living and working in the area People in Local Board areas, especially Ōtara-Papatoetoe and Howick People who purchase goods and services from the area	Southern Auckland community	Permanent	G3	E2	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Permanent changes to access for properties (inc. services and businesses) along the route as a result of removing some existing right-turn facilities, particularly on Lambie Drive. It is noted there is already a physical barrier restricting vehicle movements through the Project corridor in the Manukau Central area.	People living and working in the area People who purchase goods and services from the area	locality	Permanent	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊕	Increased connectivity between the existing Manukau Transport Interchange and the Airport.	People in the wider Auckland Region People in Local Board areas, especially Ōtara-Papatoetoe and Howick	Southern Auckland community	Permanent	G3	E2	V2	R1	Moderate	x	_	x	Likely	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on culture¹⁵															
⊕	Reflection of cultural values and aspirations in the project increasing people's connection to the land	Surrounding local communities	Southern Auckland community	Permanent	G2	E2	V2	R2	Major	x	_	x	Likely	High	1
Family and community															
⊕	Increased community cohesion through the integration of bus stops into nearby development, such as Westfield.	People living and working in the area People who purchase goods and services from the area	locality	Permanent	G3	E2	V1	R2	Moderate	x	_	x	Likely	Moderate	3
Quality of the environment															
⊕	Increased urban amenity, particularly on Davies Ave with urban enhancement and connectivity to Hayman Park.		Suburb	Permanent	G3	E2	V1	R1	Moderate	x	x	x	Almost Certain	High	1
Impacts on health and wellbeing															
⊕	Improved health and wellbeing with increased access to active transport modes leading to healthier lifestyles.	People living and working in the area People travelling through the area	People in Local Board areas, especially Ōtara-	Permanent	G2	E2	V2	R1	Major	_	x	x	Likely	High	1

¹⁵ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
			Papatoetoe and Howick												
⊕	Increase in the perception of safety, especially at night for residents of the City Centre with increased activity from the operation of the RTN along roads adjacent to existing apartments.	People living and working in the area	Locality	Permanent	G3	E3	V2	R1	Moderate	–	x	x	Likely	Moderate	3
⊕	Reductions in Death or Serious Injuries (DSIs) as a result of adoption of the Vision Zero Philosophy.	People travelling through and within the area, including pedestrians and cyclists	Locality	Permanent	G4	E4	V2	R1	Moderate	–	x	x	Likely	Moderate	3
Socio-economic impacts															
⊕	Long term employment for people who have been involved in construction and participated in skills and workforce development pathways that may lead to other jobs within infrastructure and construction.	People in the wider Auckland Region People in Local Board areas, especially Ōtara-Papatoetoe and Howick	Auckland region	Ongoing	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊕	Increased access to employment, education and recreation opportunities. Particularly beneficial to those who do not have access to a private vehicle or had limited transport choice.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in Local Board areas	Permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Equity impacts															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project, including people with disabilities, students and those from areas with higher deprivation rates.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in southern Auckland	Permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

2.3 Puhinui / Papatoetoe

⊕ Positive impact ⊖ Negative impact

Table 7: Puhinui/Papatoetoe potential social impacts (planning)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Loss of locally significant businesses and services including: • Mobil Puhinui Road; • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatoetoe meaning people have to travel outside of the area or find alternative places within the community to access the same services	Leaseholders, tenants and other occupiers of potentially affected properties, people who access and use businesses and services	Individual properties and businesses		G2	E3	V1	R2	Significant	x	x	x	Almost Certain	Extreme	1
⊖	Potential for changes to some routines and convenience for some residents due to the acquisition of properties containing several local businesses.	People living and working in the area	Individual properties and businesses		G2	E2	V1	R2	Significant	–	x	x	Likely	High	1
Impacts on culture¹⁸															

¹⁶ See Appendix C for methodology

¹⁷ Based on affected groups identified in Section 5.1 of this SIA.

¹⁸ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Potential impacts on local social ties and community relationships to place due to acquisition and loss of residential properties and local businesses in this area.	Occupiers of potentially affected properties	Individual properties and businesses		G2	E2	V1	R2	Significant	x	x	x	Almost Certain	Extreme	1
Family and community															
⊖	Loss of locally significant businesses and services including: <ul style="list-style-type: none"> • Mobil Puhinui Road; • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatoetoe meaning a loss of places in the community where people meet each other, form relationships and connect as a community 	Leaseholders, tenants and other occupiers of potentially affected properties	Individual properties and businesses		G2	E2	V1	R2	Significant	x	x	x	Almost Certain	Extreme	1
⊖	Changes to local community (at a localised level) associated with property acquisition, removal of buildings, and families moving out of the area.	Landowners of potentially affected properties	Individual properties and businesses		G2	E3	V1	R2	Significant	–	x	x	Likely	High	1
Quality of the environment															
⊖	Perceived reduction in the safety of the area as properties are acquired and homes vacated. Vacant buildings attract antisocial behaviour before they are removed during construction.	Landowners of potentially affected properties	Individual properties and businesses		G2	E3	V1	R1	Significant	x	–	x	Likely	High	1
Impacts on health and wellbeing															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Stress and anxiety (Psycho-social impacts) for some more vulnerable community members resulting from a loss of social networks and social support a result of property acquisition and people having to move out of the area.	Landowners of potentially affected properties	Individual property		G1	E2	V1	R2	Significant	–	–	x	Rare	Moderate	2
⊖	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences	Landowners of potentially affected properties	Individual property		G1	E4	V2	R2	Significant	–	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences. Properties are likely to be acquired at different times meaning some businesses, services and residents are lost to the area at different times.	Leaseholders, tenants and other occupiers of potentially affected properties	Individual property		G1	E4	V1	R2	Significant	–	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for those employed in directly affected businesses between now and when active property acquisition commences	People employed in local businesses	Widespread, depending on where employees come from		G3	E1	V2	R2	Moderate	–	–	x	Rare	Low	4
Impacts on personal and property rights															
⊖	Impacts caused by the Public Works Act property acquisition process – land/property acquisition or severance within a property, potential land	Landowners of potentially affected properties	Individual property		G3	E4	V2	R2	Major	–	x	x	Likely	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	redistribution between different or new owners														
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Landowners of potentially affected properties	Individual property		G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Occupiers of potentially affected properties, including Business owners and operators, leaseholders and tenants	Individual property		G4	E4	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊕	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	Directly affected landowners and occupiers Leaseholders, tenants and other occupiers of potentially affected properties	Individual property		G3	E4	V2	R2	Major	–	–	x	Rare	Moderate	2
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisition processes	Landowners and occupiers including business owners and operators	Individual property		G4	E4	V1	R2	Major	–	–	x	Rare	Moderate	2
Fears and aspirations															
⊖	Potential concern and anxiety about future security for residents or landowners affected by property	Directly affected landowners and occupiers	Individual property		G2	E4	V1	R1	Significant	x	x	x	Almost Certain	Extreme	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	acquisition, and associated uncertainty for business owners, employees and residents for their next steps once acquisition has been completed. This locality has a high deprivation score and the housing in this area is fairly affordable compared to other areas of Auckland, including those in proximity to the project area. Loss of private housing in this area could displace residents who may not be able to easily secure alternative housing.														
⊖	Potential negative impacts associated with fear of disruption to local community character, and perceptions about potential long-term changes to the fabric of the community as a result of property acquisition, particularly in combination with other development such as intensification of housing as a result of changes to the Auckland Unitary Plan.	Directly affected landowners and occupiers	Individual property		G4	E2	V1	R1	Moderate	x	_	x	Likely	Moderate	3
⊖	Potential concerns associated with uncertainty about urban renewal and potential concern about significant changes to the local community, particularly in association with urban intensification. This project contributes to urban renewal with a station at Puhinui Road/Lambie Drive enabling six story intensive residential development in proximity.	People living and working in the area	Southern Auckland community		G4	E3	V2	R1	Moderate	x	_	x	Likely	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Potential positive impacts and aspirations associated with perceived investment in Puhinui and the potential for positive transformation of the area.	All groups	Locality		G2	E2	V2	R1	Major	x	x	x	Almost Certain	High	1
Socio-economic impacts															
⊖	Loss of employment/livelihood due to acquisition of commercial properties, including: <ul style="list-style-type: none"> • Mobil Puhinui Road; • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatoetoe. 	Those employed by businesses in the area	Individual property		G2	E1	V1	R1	Significant	x	x	x	Almost Certain	Extreme	1

Table 8: Puhinui/Papatoetoe potential social impacts (construction)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Impacts on pedestrians and cyclists – people walking along the footpath, cycling on Puhinui Road to access shops, school, work, due to construction activity,	Pedestrians and cyclists	Locality	3 - 4 years, and up to 4 - 6 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1

¹⁹ See Appendix C for methodology

²⁰ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description			Significance				Consequence	Likelihood				Overall Rating	Priority	
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E			Rating
	including changed wayfinding and temporary closures. There is already conflict in nearby street between school traffic and industrial/commercial businesses during school drop off and pick up periods.			depending on location											
⊖	Reduced amenity on alternative routes used as temporary detours during construction	All road users	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E2	V2	R1	Moderate	-	-	x	Rare	Low	4
⊖	Changes to daily living routines due to changes to local access routes as a result of construction, including changed access arrangements to properties, relocation of bus stops along the route to alternative proximate sites, and access to Puhinui School for students arriving from the northern side of Puhinui Road.	People living and working in the area People who purchase goods and services from the area People who visit the area and use community facilities and open space areas	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E4	V1	R1	Major	x	x	x	Almost Certain	High	1
⊖	Impacts on locally significant businesses and services as a result of construction activity including changes to access and parking, and amenity as a result of noise and vibration. • Age Concern;	People who visit the area and purchase goods and services, worship and attend school	Southern Auckland	3 - 4 years, and up to 4 - 6 years depending on location	G3	E4	V1	R2	Major	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	<ul style="list-style-type: none"> • Puhinui Road shops (near Ranfurly Road); • Puhinui Medical Centre; • Te Kohanga Reo ki Puhinui; and • Kingdom Hall of Jehovah's Witnesses Puhinui School. 														
⊖	Impact on people using the Puhinui Train Station with potential changes to access as a result of construction activity. It is a regionally significant business and service, including as one of the transport interchanges for connections to the Auckland Airport and for people accessing Manukau Central from the south by train.	Train station users	Region wide as can be anyone who uses the train station	2 - 3 years	G3	E1	V2	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Delays to traffic and flow on impacts to local and regional economy and business operators	Commercial road users	Region wide	3 - 4 years, and up to 4 - 6 years depending on location	G3	E1	V2	R1	Moderate	x	_	x	Likely	Moderate	3
⊖	Change in access to properties along the route, especially commercial properties adversely affecting the ability for customers to access businesses. Construction activity will result in a central 'barrier' along the corridor creating severance removing the ability to turn right from properties and cross the corridor anywhere except at formal crossing points	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Family and community															
⊖	There is the potential for some changes to the accessibility of social infrastructure in the locality – for people travelling by train, bus or on foot – due to adjustments to transport infrastructure in the immediate vicinity of the construction site (including active transport). People using bus services in the area or accessing the Puhinui Train Station may experience some changes to access routes or minor increases in travel time.	People living and working in the area People travelling through the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E2	V1	R2	Moderate	_	x	x	Likely	Moderate	3
⊖	Potential changes to community character and people's sense of place and belonging associated with the possible change to the residential character of the area to the east of the Puhinui Train Station in particular due to increased construction activity, changes to the streetscape and an influx of unfamiliar construction workers into the area.	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V2	R1	Moderate	_	x	x	Likely	Moderate	3
Quality of the environment															
⊖	Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction noise and vibration, including increased traffic along temporary detour routes during construction.	Near neighbours People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the construction site which could affect local social interactions. This includes residential communities in close proximity to the construction site, students and staff of Puhinui School and Te Kohanga Reo ki Puhinui, and staff and clients of Age Concern and the Puhinui Medical Centre. Noise and vibration has the potential to negatively affect people's experience of everyday activities including physical activities and social interactions. The highest impacts would occur during noise intensive works at the construction site that use noise intensive equipment.	Near neighbours People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1
⊖	Temporary changes to the appearance and use of local surroundings associated with reduced amenity due to construction noise, vibration, changes to the streetscape and establishment of a construction site in a residential area. This may potentially result in reduced personal enjoyment of private homes and nearby outdoor activities for residents and users that are close to the construction site.	Near neighbours People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V2	R2	Minor	-	x	x	Likely	Moderate	3
⊖	Perceived and potential actual safety impacts associated with changed sightlines, establishment of hoardings, and changes to wayfinding and reduced	Near neighbours People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years	G3	E3	V1	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	activation of certain streets at night. Some visitors to and workers at some facilities such as Age Concern, the Puhinui Medical Centre and the Will&Able facility which employs people with disabilities may be experiencing illness and disability, and / or stress and concerns which may mean they are more sensitive and could result in these changes being felt more acutely.	People who purchase goods and services from the area		depending on location											
⊖	Reduced amenity on the southern side of Puhinui Road due to the construction of the ramp across the Puhinui Train Station. The ramp will be elevated potentially creating shading on properties adjacent to the ramp along with a perception of loss of privacy and enjoyment of their homes as a result of the construction of an elevated structure and the presence of construction workers.	Near neighbours	Locality	2 - 3 years	G3	E3	V2	R1	Moderate	_	x	x	Likely	Moderate	3
⊕	Increased personal safety as a result of less anti-social behaviour due to the presence of construction activity	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V2	R1	Moderate	x	_	x	Likely	Moderate	3
Impacts on health and wellbeing															
⊖	Distress caused by environmental change from construction activity (solastalgia), including removal of homes/businesses from properties and construction of	Project neighbours and near neighbours,	Locality	3 - 4 years, and up to 4 - 6 years	G3	E3	V2	R1	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	structures, particularly in the vicinity of the ramp connecting to the Puhinui Station	particularly those who will become neighbours of the ramp		depending on location											
⊖	Perceived safety impacts associated with the influx of unfamiliar construction workers in a local neighbourhood setting, adjacent to sensitive locations such as Puhinui School, Will&Able and Te Kohanga Reo ki Puhinui, which may cause anxiety and concern to local residents, employees and school parents.	People living and/or, working in, and people visiting the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V1	R2	Moderate	_	x	x	Likely	Moderate	3
⊖	Feelings of anxiety and stress for residents of homes immediately to the south of the raised ramp. The ramp will be elevated potentially creating shading on properties adjacent to the ramp along with a perception of loss of privacy and enjoyment of their homes as a result of the ramp.	Project neighbours and near neighbours, particularly those who will become neighbours of the ramp	Individual properties	2 - 3 years	G3	E3	V2	R1	Moderate	_	_	x	Rare	Low	4
⊖	Impacts to health and wellbeing associated with impacts of construction noise, dust and vibration, regardless of meeting required standards e.g. ability to sleep undisturbed in ones home, cumulative impacts of long durations of construction activity	Near neighbours	Individual properties	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3
Impacts on personal and property rights															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.	Near neighbours	Individual properties	3 - 4 years, and up to 4 - 6 years depending on location	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Perceived impacts to housing and businesses, e.g. potential for cracking of structures associated with vibration from nearby construction sites.	Near neighbours	Individual properties	3 - 4 years, and up to 4 - 6 years depending on location	G4	E3	V2	R2	Moderate	_	_	x	Rare	Low	4
Fears and aspirations															
⊖	Potential negative impacts associated with fear of disruption to local community character, and perceptions about potential long term changes to the fabric of the community, particularly in combination with other construction activity which could include intensive residential development.	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G4	E2	V2	R1	Minor	x	_	x	Likely	Moderate	3
⊖	Potential concerns associated with uncertainty about urban renewal and potential concern about significant changes to the local community, particularly in association with urban intensification. This project contributes to urban renewal with a station at Puhinui Road/Lambie Drive enabling six story intensive residential development in proximity.	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G4	E2	V2	R1	Minor	x	_	x	Likely	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Potential positive impacts and aspirations associated with perceived investment in Puhinui and potential for positive transformation of the area.	All affected groups	Auckland Region	3 - 4 years, and up to 4 - 6 years depending on location	G4	E2	V2	R1	Minor	x	x	x	Almost Certain	Moderate	3
Socio-economic impacts															
⊕	Employment for people from within the local community, wider southern Auckland area and beyond.	People living and working in the area People in Local Board areas, especially Ōtara-Papatoetoe and Howick People in the wider Auckland Region.	Auckland region	3 - 4 years, and up to 4 - 6 years depending on location	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Loss of employment/livelihood as a result of temporary closure of some businesses for periods of time during construction	Business owners and people employed in local businesses	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G2	E2	V2	R1	Major	x	x	x	Almost Certain	High	1
⊖	Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of businesses or the need for temporary closures. This includes potential loss of	Business owners and operators	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G3	E2	V2	R2	Moderate	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	some or all on-street parking for the local shopping area on Puhinui Road.														
Cumulative impacts															
⊖	Potential cumulative impacts within the broader Puhinui / Papatoetoe area associated with other developments which could include urban intensification which may disrupt community connection to place, and potentially result in 'construction fatigue'.	People living and working in the area	Locality	3 - 4 years, and up to 4 - 6 years depending on location	G4	E2	V2	R2	Minor	-	x	x	Likely	Moderate	3

Table 9: Puhinui/Papatoetoe potential social impacts (operation)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊕	Increased connectivity for people without vehicles or with limited access to vehicles improving access to employment, education and services.	Pedestrians and cyclists who use this path	Individual properties and businesses	Permanent	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1

²¹ See Appendix C for methodology

²² Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood			Overall Rating	Priority	
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E			Rating
⊖	Permanent changes to access for properties (inc. services and businesses) along the route as a result of no right-turns.	People living and working in the area People who purchase goods and services from the area	Locality	Permanent	G3	E3	V1	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Potential increased community severance with additional lanes on Puhinui Road and fewer, but formal (and safer), pedestrian crossing points.	People living and working in the area	Locality	Permanent	G3	E2	V1	R2	Moderate	x	x	x	Almost Certain	High	1
Impacts on culture²³															
⊕	Reflection of cultural values and aspirations in the project increasing people's connection to the land	Surrounding local communities	Locality	Permanent	G2	E2	V2	R2	Major	_	_	x	Rare	Moderate	2
Impacts on health and wellbeing															
⊕	Reductions in Death or Serious Injuries (DSIs) as a result of adoption of the Vision Zero Philosophy.	People travelling through and within the area, including pedestrians and cyclists	Locality	Permanent	G4	E4	V2	R1	Moderate	_	x	x	Likely	Moderate	3
⊕	Improved health and wellbeing with increased access to active transport modes leading to healthier lifestyles.	People living and working in the area	People in Local Board areas, especially Ōtara-	Permanent	G3	E2	V2	R1	Moderate	_	x	x	Likely	Moderate	3

²³ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
		People travelling through the area	Papatoetoe and Howick												
Socio-economic impacts															
⊕	Long term employment for people who have been involved in construction and participated in skills & workforce development pathways that may lead to other jobs within infrastructure and construction.	People in the wider Auckland Region People in Local Board areas, especially Ōtara-Papatoetoe and Howick	Auckland Region	ongoing	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊖	Reduced business activity and customers/clients as a result of loss of on-street parking for the local shopping area on Puhinui Road.	Business owners and people employed in local businesses	locality	permanent	G2	E3	V2	R1	Major	x	_	x	Likely	High	1
⊕	Increased access to employment, education and recreation opportunities, especially employment within the airport precinct. Particularly beneficial to those who do not have access to a private vehicle.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in Local Board areas	permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Equity impacts															
⊕	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project, including people with disabilities, students and those from areas with higher deprivation rates.	People in Local Board areas, especially Ōtara-Papatoetoe and Howick	People in Southern Auckland	permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

2.4 SH20 to Orrs Road

⊕ Positive impact ⊖ Negative impact

Table 10: SH20 to Orrs Road potential social impacts (planning)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on health and wellbeing															
⊖	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences. Some commercial landowners may not also be occupiers and may reside elsewhere in an unknown location.	Landowners of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G1	E4	V2	R2	Significant	–	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences	Leaseholders, tenants and other occupiers of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G1	E4	V2	R2	Significant	–	x	x	Likely	High	1
⊖	Increased anxiety and uncertainty for those employed in directly affected businesses between now and when active property acquisition commences	People employed in local businesses	Widespread, depending on where employees come from	Until properties are acquired - est 10 years	G3	E4	V2	R2	Major	–	–	x	Rare	Moderate	2

²⁴ See Appendix C for methodology

²⁵ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on personal and property rights															
⊖	Impacts caused by the Public Works Act property acquisition process – land/property acquisition or severance within a property, potential land redistribution between different or new owners	Landowners of potentially affected properties	Individual property	During property acquisition process – est 12 months	G3	E4	V2	R2	Major	–	–	x	Rare	Moderate	2
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Landowners of potentially affected properties	Individual property	Until properties are acquired - est 10 years	G4	E4	V2	R2	Moderate	–	–	x	Rare	Low	4
⊖	Loss of autonomy of decision making about future of land/businesses for directly affected properties	Occupiers of potentially affected properties, including Business owners and operators, leaseholders and tenants	Individual property	Until properties are acquired - est 10 years	G4	E4	V2	R2	Moderate	–	–	x	Rare	Low	4
⊕	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	Directly affected landowners and occupiers Leaseholders, tenants and other occupiers of potentially affected properties	individual property	Until construction starts, i.e., the whole of the planning phase	G3	E4	V2	R2	Major	x	x	x	Almost Certain	High	1

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Perceived impacts to personal and property rights, livelihoods and individuals' experiences may be perceived through property acquisition processes, especially for the market garden and grazing properties.	Business owners and operators	Individual property	During property acquisition process – est 12 months	G4	E4	V2	R2	Moderate	_	_	x	Rare	Low	4
Fears and aspirations															
⊖	Potential negative impacts associated with fear of disruption to the Manukau Memorial Gardens, and perceptions about potential long term changes to the amenity of the memorial gardens.	People who visit the area and use community facilities and open space areas	Individual property	Until construction starts, i.e. the whole of the planning phase	G3	E4	V2	R2	Major	_	_	x	Rare	Moderate	2
⊕	Potential positive impacts and aspirations associated with perceived investment in SH20B as the primary connection between the Airport and other areas.	Those employed in or running businesses in the area People travelling through the area Near neighbours People in the wider Auckland Region	Region wide	Until construction starts, ie the whole of the planning phase	G3	E1	V2	R2	Moderate	_	x	x	Likely	Moderate	3

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊕	Certainty about future development of the transport network enabling businesses in the area and landowners to plan for the future	Landowners of potentially affected properties Leaseholders, tenants and other occupiers of potentially affected properties Business owners and operators	Individual property	Until construction starts, i.e. the whole of the planning phase	G3	E4	V2	R2	Major	_	x	x	Likely	High	1

Table 11: SH20 to Orrs Road potential social impacts (construction)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊖	Impacts on pedestrians and cyclists – people walking along the footpath, cycling on SH20B to access the airport, Manukau Memorial Gardens, local businesses due to construction activity, including changed wayfinding and temporary closures	Pedestrians and cyclists	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3

²⁶ See Appendix C for methodology

²⁷ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Change in access to properties along the route, especially commercial properties adversely affecting the ability for customers to access businesses.	Property owners and occupiers, including businesses	Individual properties and businesses	3 - 4 years	G3	E4	V2	R2	Major	x	x	x	Almost Certain	High	1
⊖	Impact on access to Manukau Memorial Gardens as a regionally significant facility	People who visit the area and purchase goods and services	Southern Auckland community	3 - 4 years	G3	E1	V2	R2	Moderate	x	_	x	Likely	Moderate	3
⊖	Delays to traffic and flow on impacts to local and regional economy and business operators	Commercial road users	Region wide	3 - 4 years	G3	E1	V2	R2	Moderate	x	_	x	Likely	Moderate	3
⊖	Delays, increasing travel times	All road users	Region wide	3 - 4 years	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1
Family and community															
⊖	Changes to community character – streetscape, access, businesses, increased number of workers and visitors to the area due to construction.	People living, working and visiting the area	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	_	_	x	Rare	Low	4
⊖	Changes to sense of place – e.g. changes to streetscape and urban fabric	People who live and work in the locality	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	_	_	x	Rare	Low	4
⊖	Construction is located close to the Manukau Memorial Gardens as a significant regional facility. Access to this may be disrupted due to construction activity.	People who visit the area and use community facilities and open space areas	Southern Auckland community	3 - 4 years	G3	E1	V2	R2	Moderate	_	_	x	Rare	Low	4
Quality of the environment															

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
⊖	Reduced amenity within the Manukau Memorial Gardens as a result of construction activity impacts such as noise or vibration, temporary changes to the streetscape, and the construction of the SH20B-SH20 bridge	People who visit the area and use community facilities and open space areas	Southern Auckland community	3 - 4 years	G3	E1	V2	R1	Moderate	_	_	x	Rare	Low	4
⊕	Increased personal safety as a result of less anti-social behaviour due to the presence of construction activity	People living and working in the locality	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	x	_	_	Unlikely	Low	4
Impacts on health and wellbeing															
⊖	Impacts to health and wellbeing associated with impacts of construction noise, dust and vibration, regardless of meeting required standards e.g. ability to sleep undisturbed in ones home, cumulative impacts of long durations of construction activity	Near neighbours	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	_	x	x	Likely	Moderate	3
⊖	Some people accessing the Manukau Memorial Gardens may be experiencing distress (grief), and could therefore be more sensitive to changes to access in the broader area.	People who visit the area and use community facilities and open space areas	Southern Auckland community	3 - 4 years	G3	E1	V2	R1	Moderate	_	_	x	Rare	Low	4
Impacts on personal and property rights															
⊖	Perceived impacts to housing and businesses, e.g. potential for cracking of structures associated with vibration from nearby construction sites.	Near neighbours	Individual properties	3 - 4 years	G4	E3	V2	R2	Moderate	_	_	x	Rare	Low	4
⊖	Perceived impacts to personal and property rights, livelihoods and	Near neighbours	Individual properties	3 - 4 years	G3	E3	V2	R2	Minor	x	_	_	Unlikely	Low	4

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
	individuals' experiences of personal disadvantage may be perceived through construction processes.														
Socio-economic impacts															
⊕	Employment for people from within the local community, wider southern Auckland area and beyond.	People in the wider Auckland Region		3 - 4 years	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

Table 12: SH20 to Orrs Road Potential social impacts (operation)

	Impact description				Significance				Consequence	Likelihood				Overall Rating	Priority
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E	Rating		
Impacts on way of life															
⊕	Increased access for pedestrians and cyclists – people walking along the footpath, cycling on SH20B to access the airport, Manukau Memorial Gardens, local businesses	Pedestrians and cyclists who use this path	Individual properties and businesses	Permanent	G3	E2	V2	R1	Moderate	x	x	x	Almost Certain	High	1
⊕	Direct vehicle connection from SH20B to SH20 for south-bound traffic meaning less delays	Road users	Region wide	Permanent	G3	E1	V2	R1	Moderate	x	x	x	Almost Certain	High	1

²⁸ See Appendix C for methodology

²⁹ Based on affected groups identified in Section 5.1 of this SIA.

	Impact description				Significance				Consequence	Likelihood			Overall Rating	Priority	
	Impact	Affected groups	Extent	Duration	G	E	V	R		S	O	E			Rating
Impacts on culture³⁰															
⊕	Reflection of cultural values and aspirations in the project increasing people's connection to the land	Surrounding local communities	Southern Auckland community	Permanent	G2	E2	V2	R2	Major	-	-	x	Almost Certain	High	1
Quality of the environment															
⊕	Increased amenity with pedestrian and cycling facilities on both sides of the highway.	Pedestrians and cyclists	Individual properties	Permanent	G3	E3	V2	R2	Minor	-	x	x	Almost Certain	Moderate	3
⊖	Reduced amenity within the Manukau Memorial Gardens as a result of the presence of the SH20B to SH20 bridge.	Users of the Manukau Memorial Gardens	Individual properties		G3	E1	V2	R2	Moderate	-	-	-	Almost Certain	High	1
Impacts on personal and property rights															
⊕	Reductions in Death or Serious Injuries (DSIs) as a result of adoption of the Vision Zero Philosophy.	People travelling through and within the area, including pedestrians and cyclists	Locality	Permanent	G4	E4	V2	R1	Moderate	-	x	x	Almost Certain	High	1

³⁰ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

3 Significant social impacts and mitigation

3.1 Botany to Clover Park

Table 13: Priority impacts Botany to Clover Park (planning)

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on culture³¹				
Potential impacts on local social ties and community relationships to place due to acquisition and loss of residential properties particularly Kāinga Ora housing in the Clover Park area.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Impacts on health and wellbeing				
Stress and anxiety (Psycho-social impacts) for some more vulnerable community members resulting from a loss of social networks and social support a result of property acquisition and people having to move out of the Cover Park area.	High	1	Community and Stakeholder Engagement Strategy, including ongoing collaboration with Kāinga Ora regarding project timeframes; and Community Health and Wellbeing Strategy.	2
Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Impacts on personal and property rights				

³¹ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts caused by the Public Works Act property acquisition process – land/property acquisition or severance within a property, potential land redistribution between different or new owners	High	1	Public Works Act; Community and Stakeholder Engagement Strategy; Community Health and Wellbeing Strategy; and Property Management Strategy.	2
Loss of autonomy of decision making about future of land/businesses for directly affected properties	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	High	1	Community and Stakeholder Engagement Strategy.	1
Fears and aspirations				
Potential concern and anxiety about future security for residents or landowners affected by property acquisition in the Clover Park area (including those privately owned residential properties in the area), and associated uncertainty for business owners, employees and residents for their next steps once acquisition has been completed.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Socio-economic impacts				
Loss of employment / livelihood as a result of acquisition of businesses.	Extreme	1	Community and Stakeholder Engagement Strategy.	1

Table 14: Priority impacts Botany to Clover Park (construction)

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life				
Impacts on pedestrians and cyclists – people walking along the footpath, cycling on Te Irirangi to access shops, school, work, etc. Changed wayfinding and temporary closures could mean people chose not to walk or cycle. Especially those accessing Sancta Maria College adjacent to the Project and nearby schools like Chapel Downs Primary and Redoubt North School from the northern side of Te Irirangi Drive (ie need to cross Te Irirangi Drive).	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Changes to daily living routines could be possible due to changes to local access routes as a result of construction, including temporary relocation of the Manukau Sports Bowl Bus stops near Sandrine Ave in Clover Park, and access to regional and local facilities such as the Manukau Sport Bowl and Rongomai Park.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Impacts on locally significant businesses and services as a result of construction activity including changes to access and parking, particularly those with direct access off Te Irirangi Drive.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Family and community				
Potential changes to the accessibility of social infrastructure in the locality, including schools – for people travelling by bus or on foot – due to adjustments to transport infrastructure in the immediate vicinity of the construction site (including active transport). People using bus services in the area may experience some changes to access routes or minor increases in travel time.	High	1	Community and Stakeholder Engagement Strategy.	2
Quality of the environment				

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction noise and vibration, particularly in open space and recreation areas such as Rongomai Park and the Manukau Sports Bowl	High	1	Construction Management Plan. Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the construction site which could affect local social interactions. This includes the Dannemora Gardens Metlife Care, various accommodation facilities along Te Irirangi Drive, the Dannemora and Botany South Medical Centres, early childhood centres (Little Learners and Best Start) and the residential communities in close proximity to the construction. Noise and vibration has the potential to negatively affect people's experience of everyday activities including physical activities and social interactions.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; Development Response Plan; and Respite and Relocation Policy.	2
Impacts on health and wellbeing				
Distress caused by environmental change from construction activity (solastalgia), including removal of homes/businesses from properties in the Clover Park area.	High	1	Community and Stakeholder Engagement Strategy; Development Response Plan; and Community Health and Wellbeing Strategy.	2
Impacts on personal and property rights				
Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through construction processes.	High	1	Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Socio-economic impacts				
Employment for people from within the local community, wider southern Auckland area and beyond.	High	1	Social Outcomes Strategy.	1

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of businesses.	High	1	Development Response Plan.	2
Increased business activity as a result of the construction workforce, such as cafés and food businesses.	High	1	Development Response Plan.	1

Table 15: Priority impacts Botany to Clover Park (operation)

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life				
Increased connectivity for people without vehicles or with limited access to vehicles.	High	1	None required.	1
Impacts on culture³²				
Reflection of cultural values and aspirations in the project increasing people’s connection to the land	Moderate	2	None required.	2
Socio-economic impacts				
Long term employment for people who have been involved in construction and participated in skills and workforce	High	1	Social Outcomes Strategy.	1

³² Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	development pathways that may lead to other jobs within infrastructure and construction.				
	Increased access to employment, education and recreation opportunities, especially employment within the airport precinct. Particularly beneficial to those who do not have access to a private vehicle.	High	1	Social Outcomes Strategy.	1
Equity impacts					
	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project, including people with disabilities, students and those from areas with higher deprivation rates.	High	1	Social Outcomes Strategy.	1

3.3 Manukau Central

Table 16: Priority impacts Manukau Central (planning)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on health and wellbeing					
	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences impacting on-site parking	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Impacts on personal and property rights					
	Impacts caused by the Public Works Act property acquisition process – partial acquisition of some areas	High	1	Public Works Act; Community and Stakeholder Engagement Strategy; Community Health and Wellbeing Strategy; and Property Management Strategy.	2
	Loss of autonomy of decision making about future of land/businesses for directly affected properties	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
	Loss of autonomy of decision making about future of land/businesses for directly affected properties	High	1	Community and Stakeholder Engagement Strategy.	2
Fears and aspirations					
	Potential concern and anxiety about future security for business owners, employees for their next steps once acquisition has been completed.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	Potential concern and anxiety about future security for business owners about what the potential impacts of construction might mean and whether they should remain in the area with that uncertainty	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
	Potential positive impacts and aspirations associated with perceived investment in Manukau City Centre as a major centre and shopping destination and potential for transformation of the area.	High	1	Community and Stakeholder Engagement Strategy.	1
Socio-economic impacts					
	Reduced commercial activity in the area as businesses relocate/close as a result of property acquisition leaving empty buildings/tenancies. Businesses may not renew leases and seek other locations as they are uncertain about what construction impacts might be and how they might be managed. People also change their shopping habits and shop in other areas as services and businesses they used have been displaced as a result of property acquisition.	High	1	Community and Stakeholder Engagement Strategy.	2
	Potential loss of employment / livelihood for owners and employees of businesses that close or relocate prior to construction.	High	1	Public Works Act; and Community and Stakeholder Engagement Strategy.	2

Table 17: Priority impacts Manukau Central (construction)

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life				
Changes to daily living routines due to changes to access routes as a result of construction, including changed access arrangements to properties (primarily businesses), temporary relocation of bus stops along the route to alternative locations, pedestrian access, and access to significant destinations such education, employment, shopping and recreation places. These changes may impact the perceived convenience and amenity of the area.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Reduced access to parking in Manukau Central as the works would result in the removal of all existing on-street parking on affected sections of roads and potentially impact access to parking at Hayman Park (off Lambie Drive). This could lead to people going to other areas.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan	2
A sense of disruption to daily activities for drivers, pedestrians and local community members from increased traffic and associated noise due to heavy vehicle movements within the Manukau Central (noting potential cumulative impacts associated with other construction projects in the vicinity by Eke Panuku and Westfield).	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Quality of the environment				
Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the Project which could affect local social interactions. This includes residential communities in close proximity to the construction site in the apartment complexes on Ronwood Ave and Amersham Way. Noise and vibration has the potential to negatively affect people’s experience of everyday activities including physical activities and social interactions.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; Development Response Plan; and Respite and Relocation Strategy.	2

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction activity, noise and vibration, including access to Hayman Park.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; and Development Response Plan.	2
Perceived and potential actual safety impacts associated with changed sightlines, establishment of construction site, and changes to wayfinding and reduced accessibility of streets during construction as access is limited, particularly Amersham and Osterly Ways. May reduce perceptions of safety, particularly at night. Some visitors may be experiencing illness and disability, and / or stress and concerns which may mean they are more sensitive and could result in these changes being felt more acutely, particularly as some social infrastructure such as the Manukau Library, Work and Income and the IRD are accessed from these streets.	High	1	Construction Management Plan; Community and Stakeholder Engagement Strategy; Development Response Plan; and Good Neighbour Policy.	2
Perceived safety impacts associated with changed sightlines; hoardings; reduced accessibility associated with loss of local businesses; reduced permeability of city blocks due to temporary closure of some accesses (esp to Westfield), and changes to pedestrian routes and wayfinding	High	1	Construction Management Plan; and Development Response Plan.	2
Impacts on health and wellbeing				
Potential negative impacts associated with concern about disruption to, and the ongoing transformation of, Manukau City Centre, which will undergo significant changes. The scale and pace of change can impact people's sense of place and belonging. (Solastalgia)	High	1	Community and Stakeholder Engagement Strategy.	2
Impacts on personal and property rights				
Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.	High	1	Property Management Plan; and Community and Stakeholder Engagement Strategy.	2
Socio-economic impacts				

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Employment for people who have been involved in construction and/or participated in skills & workforce development pathways that may lead to jobs within infrastructure and construction	High	1	Social Outcomes Strategy.	1
Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of some businesses or the need for temporary business closures.	High	1	Development Response Plan.	2
Increased business activity as a result of the construction workforce, such as cafés and food businesses.	High	1	Development Response Plan.	1

Table 18: Priority impacts Manukau Central (operation)

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life				
Increased access to Manukau Central, including education, employment, recreation and shopping opportunities. Particularly for people without vehicles or with limited/poor access to vehicles and other transport choices.	High	1	None required.	1
Permanent changes to access for properties (inc. services and businesses) along the route as a result of removing some existing right-turn facilities, particularly on Lambie Drive. It is noted there is already a physical barrier restricting vehicle movements through the Project corridor in the Manukau Central area.	High	1	Community and Stakeholder Engagement Strategy – actions during construction period to inform and educated people about permanent changes.	2

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on culture³³					
	Reflection of cultural values and aspirations in the project increasing people's connection to the land	High	1	None required.	1
Quality of the environment					
	Increased urban amenity, particularly on Davies Ave with urban enhancement and connectivity to Hayman Park.	High	1	None required.	1
Impacts on health and wellbeing					
	Improved health and wellbeing with increased access to active transport modes leading to healthier lifestyles.	High	1	None required.	1
Socio-economic impacts					
	Long term employment for people who have been involved in construction and participated in skills & workforce development pathways that may lead to other jobs within infrastructure and construction.	High	1	Social Outcomes Strategy.	1
	Increased access to employment, education and recreation opportunities. Particularly beneficial to those who do not have access to a private vehicle or had limited transport choice.	High	1	Social Outcomes Strategy.	1
Equity impacts					
	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project, including people with disabilities, students and those from areas with higher deprivation rates.	High	1	None required.	1

³³ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

3.4 Puhinui / Papatoetoe

Table 19: Priority impacts Puhinui / Papatoetoe (planning)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life					
	Loss of locally significant businesses and services including: <ul style="list-style-type: none"> • Mobil Puhinui Road; • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatoetoe meaning people have to travel outside of the area or find alternative places within the community to access the same services	Extreme	1	Work with Auckland Council to explore opportunities for how land required for construction, but not operation might be appropriate for commercial activity.	1
	Potential for changes to some routines and convenience for some residents due to the acquisition of properties containing several local businesses.	High	1	Community and Stakeholder Engagement Strategy.	2
Impacts on culture³⁴					
	Potential impacts on local social ties and community relationships to place due to acquisition and loss of residential properties and local businesses in this area.	Extreme	1	Community and Stakeholder Engagement Strategy.	1
Family and community					
	Loss of locally significant businesses and services including <ul style="list-style-type: none"> • Mobil Puhinui Road; 	Extreme	1	Work with Auckland Council to explore opportunities for how land required for	1

³⁴ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	<ul style="list-style-type: none"> • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatoeto meaning a loss of places in the community where people meet each other, form relationships and connect as a community			construction, but not operation might be appropriate for commercial activity.	
	Changes to local community (at a localised level) associated with property acquisition, removal of buildings, and families moving out of the area.	High	1	Community and Stakeholder Engagement Strategy; and Property Management Strategy.	2
Quality of the environment					
	Perceived reduction in the safety of the area as properties are acquired and homes vacated. Vacant buildings attract antisocial behaviour before they are removed during construction.	High	1	Property Management Strategy.	3
Impacts on health and wellbeing					
	Stress and anxiety (Psycho-social impacts) for some more vulnerable community members resulting from a loss of social networks and social support a result of property acquisition and people having to move out of the area.	Moderate	2	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy	2
	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences. Properties are likely to be acquired at different times meaning some businesses, services and residents are lost to the area at different times.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on personal and property rights					
	Impacts caused by the Public Works Act property acquisition process – land/property acquisition or severance within a property, potential land redistribution between different or new owners.	High	1	Public Works Act; Community and Stakeholder Engagement Strategy; Community Health and Wellbeing Strategy; and Property Management Strategy.	2
	Loss of autonomy of decision making about future of land/businesses for directly affected properties.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
	Loss of autonomy of decision making about future of land/businesses for directly affected properties.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses	Moderate	2	Community and Stakeholder Engagement Strategy.	3
	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisition processes.	Moderate	2	Public Works Act; Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2
Fears and aspirations					
	Potential concern and anxiety about future security for residents or landowners affected by property acquisition, and associated uncertainty for business owners, employees and residents for their next steps once acquisition has been completed. This locality has a high deprivation score and the housing in this area is fairly affordable compared to other areas of Auckland, including those in proximity to the project area. Loss	Extreme	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy.	2

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	of private housing in this area could displace residents who may not be able to easily secure alternative housing.				
	Potential positive impacts and aspirations associated with perceived investment in Puhinui and the potential for positive transformation of the area.	High	1	Community and Stakeholder Engagement Strategy.	1
Socio-economic impacts					
	Loss of employment/livelihood due to acquisition of commercial properties, including: <ul style="list-style-type: none"> • Mobil Puhinui Road; • Hari Superette; • Puhinui Superette; and • Pukeko Preschool Papatōetoe. 	Extreme	1	Work with Auckland Council to explore opportunities for how land required for construction, but not operation might be appropriate for commercial activity.	1

Table 20: Priority impacts Puhinui / Papatōetoe (construction)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life					
	Impacts on pedestrians and cyclists – people walking along the footpath, cycling on Puhinui Road to access shops, school, work, due to construction activity, including changed wayfinding and temporary closures. There is already conflict in nearby street between school traffic	High	1	Construction Management Plan; Development Response Plan; and	2

Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
and industrial/commercial businesses during school drop off and pick up periods.			Community and Stakeholder Engagement Strategy	
Changes to daily living routines due to changes to local access routes as a result of construction, including changed access arrangements to properties, relocation of bus stops along the route to alternative proximate sites, and access to Puhinui School for students arriving from the northern side of Puhinui Road.	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy	2
Impacts on locally significant businesses and services as a result of construction activity including changes to access and parking, and amenity as a result of noise and vibration. <ul style="list-style-type: none"> • Age Concern; • Puhinui Road shops (near Ranfurly Road); • Puhinui Medical Centre; • Te Kohanga Reo ki Puhinui; • Kingdom Hall of Jehovah’s Witnesses • Puhinui School 	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy.	2
Impact on people using the Puhinui Train Station with potential changes to access as a result of construction activity. It is a regionally significant business and service, including as one of the transport interchanges for connections to the Auckland Airport and for people accessing Manukau City Centre from the south by train.	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy.	2
Change in access to properties along the route, especially commercial properties adversely affecting the ability for customers to access businesses. Construction activity will result in a central 'barrier' along the corridor creating severance removing the ability to turn right from properties and cross the corridor anywhere except at formal crossing points	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy.	2
Quality of the environment				

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	Reduced amenity and subsequent potential impacts to people's enjoyment of everyday activities in the local area due to construction noise and vibration, including increased traffic along temporary detour routes during construction.	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy.	2
	Construction noise and vibration may be particularly experienced by sensitive receivers surrounding the construction site which could affect local social interactions. This includes residential communities in close proximity to the construction site, students and staff of Puhinui School and Te Kohanga Reo ki Puhinui, and staff and clients of Age Concern and the Puhinui Medical Centre. Noise and vibration has the potential to negatively affect people's experience of everyday activities including physical activities and social interactions. The highest impacts would occur during noise intensive works at the construction site that use noise intensive equipment.	High	1	Construction Management Plan; Development Response Plan; and Community and Stakeholder Engagement Strategy.	2
	Perceived and potential actual safety impacts associated with changed sightlines, establishment of hoardings, and changes to wayfinding and reduced activation of certain streets at night. Some visitors to and workers at some facilities such as Age Concern, the Puhinui Medical Centre and the Will&Able facility which employs people with disabilities may be experiencing illness and disability, and / or stress and concerns which may mean they are more sensitive and could result in these changes being felt more acutely.	High	1	Good Neighbours Policy; Development Response Plan; Community and Stakeholder Engagement Strategy; and Construction Management Plan.	2
Impacts on health and wellbeing					
	Distress caused by environmental change from construction activity (solastalgia), including removal of homes/businesses from properties and construction of structures, particularly in the vicinity of the ramp connecting to the Puhinui Station	High	1	Community and Stakeholder Engagement Strategy.	2
Impacts on personal and property rights					

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	Perceived impacts to personal and property rights, livelihoods and individuals' experiences of personal disadvantage may be perceived through property acquisitions and construction processes.	High	1	Community and Stakeholder Engagement Strategy; and Property Management Strategy.	2
Socio-economic impacts					
	Employment for people from within the local community, wider southern Auckland area and beyond.	High	1	Social Outcomes Strategy.	1
	Loss of employment/livelihood as a result of temporary closure of some businesses for periods of time during construction	High	1	Social Outcomes Strategy; and Community and Stakeholder Engagement Strategy.	2
	Reduced business activity and customers/clients as a result of disruption from construction activity, including changes to access and visibility of businesses or the need for temporary closures. This includes potential loss of some or all on-street parking for the local shopping area on Puhinui Road.	High	1	Development Response Plan	2

Table 21: Priority impacts Puhinui / Papatoetoe (operation)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life					
	Increased connectivity for people without vehicles or with limited access to vehicles improving access to employment, education and services	High	1	None required.	1

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	Permanent changes to access for properties (inc. services and businesses) along the route as a result of no right-turns	High	1	Community and Stakeholder Engagement Strategy – actions during construction period to inform and educated people about permanent changes.	2
	Potential increased community severance with additional lanes on Puhinui Road and fewer, but formal (and safer), pedestrian crossing points.	High	1	Community and Stakeholder Engagement Strategy – actions during construction period to inform and educated people about permanent changes.	2
Impacts on culture³⁵					
	Reflection of cultural values and aspirations in the project increasing people's connection to the land	Moderate	2	None required.	2
Socio-economic impacts					
	Long term employment for people who have been involved in construction and participated in skills & workforce development pathways that may lead to other jobs within infrastructure and construction.	High	1	Social Outcomes Strategy.	1
	Reduced business activity and customers/clients as a result of potential loss of on-street parking for the local shopping area on Puhinui Road.	High	1	Design solutions implemented during the planning and construction phases.	3
	Increased access to employment, education and recreation opportunities, especially employment within the airport precinct. Particularly beneficial to those who do not have access to a private vehicle.	High	1	Social Outcomes Strategy.	1
Equity impacts					
	Increased access to employment, education and recreation opportunities for people with no, limited or poor access to transport before the project,	High	1	Social Outcomes Strategy.	1

³⁵ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	including people with disabilities, students and those from areas with higher deprivation rates.				

3.5 SH20 to Orrs Road

Table 22: Priority impacts on SH20 to Orrs Road (planning)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on health and wellbeing					
	Increased anxiety and uncertainty for directly affected landowners between now and when active property acquisition commences. Some commercial landowners may not also be occupiers and may reside elsewhere in an unknown location.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy	2
	Increased anxiety and uncertainty for leaseholders, tenants and other occupiers of potentially affected properties between now and when active property acquisition commences.	High	1	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy	2
	Increased anxiety and uncertainty for those employed in directly affected businesses between now and when active property acquisition commences.	Moderate	2	Community and Stakeholder Engagement Strategy; and Community Health and Wellbeing Strategy	3
Impacts on personal and property rights					
	Impacts caused by the Public Works Act property acquisition process.	Moderate	2	Public Works Act;	2

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
				Community and Stakeholder Engagement Strategy; Community Health and Wellbeing Strategy; and Property Management Strategy.	
	Certainty for landowners and business owners/operators about future development enabling long term planning about the future of properties/businesses.	High	1	Community and Stakeholder Engagement Strategy.	1
Fears and aspirations					
	Potential negative impacts associated with fear of disruption to the Manukau Memorial Gardens, and perceptions about potential long term changes to the amenity of the memorial gardens.	Moderate	2	Community and Stakeholder Engagement Strategy.	2
	Certainty about future development of the transport network enabling businesses in the area and landowners to plan for the future	High	1	Community and Stakeholder Engagement Strategy.	1

Table 23: Priority impacts SH20 to Orrs Road (construction)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life					

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
	Change in access to properties along the route, especially commercial properties adversely affecting the ability for customers to access businesses.	High	1	Community and Stakeholder Engagement Strategy; Development Response Plan; and Construction Management Plan	2
	Delays, increasing travel times.	High	1	Community and Stakeholder Engagement Strategy; and Construction Management Plan.	2
Socio-economic impacts					
	Employment for people from within the local community, wider southern Auckland area and beyond.	High	1	Social Outcomes Strategy.	1

Table 24: Priority impacts SH20 to Orrs Road (operation)

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on way of life					
	Increased access for pedestrians and cyclists – people walking along the footpath, cycling on SH20B to access the airport, Manukau Memorial Gardens, local businesses.	High	1	None required.	1
	Direct vehicle connection from SH20B to SH20 for south-bound traffic meaning less delays.	High	1	None required.	1

	Impact description	Overall rating	Priority before mitigation	Mitigation	Priority after mitigation
Impacts on culture³⁶					
	Reflection of cultural values and aspirations in the project increasing people's connection to the land.	High	1	None required.	1
Quality of the environment					
	Reduced amenity within the Manukau Memorial Gardens as a result of the presence of the SH20B to SH20 bridge.	High	1	Ongoing maintenance of landscape features.	2
Impacts on health and wellbeing					
	Reductions in Death or Serious Injuries (DSIs) as a result of adoption of the Vision Zero Philosophy.	High	1	None required.	1

³⁶ Manawhenua cultural values are not considered within this assessment and are addressed within the AEE.