

MĀNGERE-ŌTĀHUHU LOCAL BOARD

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Ōtāhuhu Station opening

Message from the chairperson

Māngere-Ōtāhuhu Local Board has continued to lead and advocate major initiatives in the last year.

We forge ahead with our partnership with Māori and our kaitiaki role. Projects include the newly developed mana whenua relationship agreement, a project focusing on Māori input into local board decision-making, Tuia Te Here Tangata rangatahi programme, the \$180,000 Kiingi Tawhaio Cottage renovation, Pukaki Crater future planning, and Portage Crossing initiatives to help celebrate this historical crossing.

\$170,000 funding for art and cultural initiatives included Māngere Arts Centre Business Plan hosting various programmes.

The community grants programme provided \$200,000 to organisations such as Māngere Bridge Plunket Indoor Bowling Club, To'utupu Tongan Trust, Age Concern Counties Manukau and New Zealand Sikh Women's Association.

We celebrated events including Anzac Day memorials, acknowledged volunteers in Māngere-Otahuhu, held citizenship ceremonies and funded local Christmas events.

Parks, sports and recreational facilities will include more improvements to local playgrounds and pathways. We allocated \$263,000 towards environment and built heritage initiatives in the last year.

We funded business associations (\$302,000) and community groups to support town centre growth, local economic development, and safety programmes that include town centre ambassadors and CCTV monitoring.

Our \$75,000 of funding helped the four public libraries maintain levels of service, and longer opening hours at Māngere Bridge, Māngere East and Māngere Town Centre libraries responded to your local needs.

General health of our community is important, and is reflected by the local targeted rate funding that allows adults into Moana-Nui-a-Kiwa and Toia local pools at no charge. Advocacy against liquor stores and pokie machines in the last year has benefitted our local community and will be ongoing.

Finally, thank you for your generosity on various areas of local board activity. We look forward to continue working with our diverse communities to help make Māngere-Ōtāhuhu vibrant and liveable.

la soifua

Lemauga Lydia Sosene

Chairperson, Māngere-Ōtāhuhu Local Board

The year in review

Financial performance

Māngere-Ōtāhuhu Local Board spent \$4.2 million in capital expenditure and \$18.1 million in operating expenditure in 2016/2017.

Highlights

- Ōtāhuhu Station, which incorporates upgraded train platforms linked to two new bus platforms, opened in October 2016, resulting in a doubling of patronage in the first month.
- The 24-Hour South online visitor-attraction campaign finished early this year, having reached about 500,000 viewers. The campaign promoted south Auckland, local attractions and tourism operators with videos and a prize draw via social media.
- An interactive public art activity, Pop Marbles, was held in Māngere Town Centre to integrate arts and culture into everyday lives. The lively interactive display attracted children, young people and adults alike, engaging local people who may not access art and exhibitions.

Achievements

- Major improvements to street connections around Ōtāhuhu included an upgrade of Avenue Road, stage one of the streetscape upgrade programme (with stage two planned for the coming year), and new on-street bus stops to replace the existing off-street Ōtāhuhu bus depot and support the New Network for south Auckland. The upgrades are providing high-quality, well-connected and safe environments that are attractive for bus patrons, residents, visitors and businesses.
- Opening of the Kirkbride Road shared walking and cycle path, part of the State Highway 20A to Airport improvements project.
- Māngere-Ōtāhuhu Social Enterprise Collective's PopUP South, a temporary market at Wynyard Quarter offering Pacific crafts, food and entertainment to showcase local creativity to Aucklanders and tourists.
- Delivery of the local arts brokering programme that allowed many community- and artist-led projects, expanding involvement to diverse local communities.

Challenges

- Ongoing work to develop local community recycling centres, to reduce waste and illegal dumping.
- Reducing the impacts of poor living standards (in particular the proliferation of low-quality boarding houses), which include deteriorating health, wellbeing and safety in our neighbourhoods.
- Advocating for joined-up investment for Māngere East, to create a vibrant local community hub.

How we performed

Local parks, sport and recreation

The target was exceeded for pool and leisure centre services. Performance was below target for local parks, reserves and beaches – although satisfaction levels improved on last year, the proportion of people who made use of these open spaces remained the same. Performance was below target for satisfaction with sports fields, and a current review of the Sports Field Capacity Development Programme will include a review of field quality issues that may be impacting satisfaction.

Provide a range of recreational opportunities catering for community needs on local parks, reserves and beaches

Percentage of residents satisfied with the provision (quality, location and distribution) of local parks and reserves 

2017 target:	2017 actual:	2016 actual:	2015 actual:
75%	57% ⁽¹⁾	51%	New

Percentage of residents who visited a local park or reserve in the last 12 months 

2017 target:	2017 actual:	2016 actual:	2015 actual:
90%	74% ⁽²⁾	74%	89%

Provide sports fields that are fit for purpose and cater for community needs

Percentage of residents satisfied with the provision (quality, location and distribution) of sports fields 

2017 target:	2017 actual:	2016 actual:	2015 actual:
75%	49% ⁽³⁾	59%	New

Provide programmes and facilities that ensure more Aucklanders are more active more often

Customers Net Promoter Score for Pool and Leisure Centres as a percentage⁽⁴⁾ 

2017 target:	2017 actual:	2016 actual:	2015 actual:
+20	+51 ⁽⁵⁾	+48	New

Note

- 1 The below-target result may be attributable to growth pressures on open space, increasing

demand for new activities on parkland, and external factors influencing residents' perceptions of council services.

- 2 Promoting our parks and facilities will be one strategy used to help increase the proportion of the population who visit local parks.
- 3 A current review of the Sports Field Capacity Development Programme supply and demand modelling will include a review of field quality issues that may be impacting this result.
- 4 Net Promoter Score (NPS) measures customer loyalty and satisfaction. It is calculated by subtracting the percentage of customers who would not recommend our facilities from the percentage of customers who would, (excluding neutral responses), to determine a score of between -100 (all customers would not recommend) and +100 (all customers would recommend).
- 5 Key themes from customer feedback related to free swimming and good value for money at fitness centres.

Local community services

We substantially met our level of service for libraries, with three out of four measures achieving target. The Wi-Fi service contributed to high numbers of customers using libraries as digital hubs. A high percentage of customers are satisfied with the quality of service delivery. While still below target, satisfaction with library environments has increased from last year.

Our grants satisfaction measure did not meet target. We have made improvements to the grants application form and webpage for the 2017/2018 financial year.

Our level of service for events, programmes and projects was substantially met. We met our targets for satisfaction with local events and arts activities, and made progress in terms of influencing how many Aucklanders feel connected to their neighbourhood.

We partially met our level of service for social infrastructure. The local board is supporting Ōtāhuhu Business Association to pilot a crime prevention officer programme in the town centre.

Provide safe, accessible, welcoming library facilities that support the delivery of quality learning programmes and services relevant to local communities

Use of libraries as digital community hubs: 
Number of internet sessions per capita (PC & Wi-Fi)

2017 target:	2017 actual:	2016 actual:	2015 actual:
4.0	8.4⁽¹⁾	7.5	New

Number of visits to library facilities per capita 

2017 target:	2017 actual:	2016 actual:	2015 actual:
8.5	8.8	9.8	8.8

Percentage of customers satisfied with the quality of library service delivery 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	86%	85%	82%

Percentage of visitors satisfied with the library environment 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	81%⁽²⁾	80%	New

Enable Aucklanders and communities to express themselves and improve their wellbeing through customer-centric advice, funding, facilitation and permitting

Percentage of funding/grant applicants satisfied with information, assistance and advice provided 

2017 target:	2017 actual:	2016 actual:	2015 actual:
76%	69%⁽³⁾	74%	New

Deliver a variety of events, programmes and projects that improve safety, connect Aucklanders and engage them in their city and communities

Percentage of participants satisfied with council-delivered local arts activities 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	100%⁽⁴⁾	No result	New

Percentage of Aucklanders that feel connected to their neighbourhood and local community 

2017 target:	2017 actual:	2016 actual:	2015 actual:
79%	38%⁽⁵⁾	30%	New

Percentage of attendees satisfied with council-delivered and funded local events 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	85%	63%	New

Provide safe, reliable and accessible social infrastructure for Aucklanders that contributes to placemaking and thriving communities

Percentage of Aucklanders that feel their local town centre is safe – day time 

2017 target:	2017 actual:	2016 actual:	2015 actual:
74%	63%⁽⁶⁾	66%	New

Percentage of Aucklanders that feel their local town centre is safe – night time 

2017 target:	2017 actual:	2016 actual:	2015 actual:
24%	19%⁽⁷⁾	14%	New

Facility utilisation: utilisation at peak times for council-managed community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
38%	45%	50%	30%

Facility utilisation: utilisation at off-peak times for council-managed community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
22%	18%⁽⁸⁾	18%	9%

Percentage of community facilities bookings used for health and wellbeing related activity 

2017 target:	2017 actual:	2016 actual:	2015 actual:
20%	15%⁽⁹⁾	23%	New

Number of visitors to community centres and venues for hire 

2017 target:	2017 actual:	2016 actual:	2015 actual:
388,199	301,422⁽¹⁰⁾	285,549	330,616

Note

- 1 Customer internet usage exceeded expectations. The ease of access, speed and reliability of the Wi-Fi service has been enhanced since the target was set and the number of customers with their own devices has increased.
- 2 Feedback indicates that some customers would prefer less noise and better layouts. Māngere Town Centre Library's interior, furniture, fittings and equipment will be renewed next year. There are also plans to upgrade Māngere Bridge Library and renew Māngere East Library's furniture, fittings and equipment in the next few years.
- 3 This result is based on only 28 survey responses and is subject to a ±14.6 per cent margin of error. Overall, the level of customer satisfaction increased by seven per cent for all local boards this year. Customers have reported difficulties with completing the online form and navigating the council website, and improvements to these have been made for the 2017/2018 year.
- 4 Two ticketed shows were surveyed, with both receiving many positive comments.
- 5 People may not be feeling connected for a variety of reasons, including being new to the area, being too busy or preferring to not be connected. To a lesser extent there may also be lack of awareness about how to access activities that could contribute to feeling connected, and language and cultural barriers. A number of our activities such as arts programmes, community facility programmes, events and community development seek to connect Aucklanders to their local communities. We continue to implement the empowered communities approach in a bid to increase community connectedness and participation.
- 6 A number of elements such as crime rates, the built environment, and socioeconomic and other similar factors influence how people feel in their town centre. The council undertakes projects and initiatives, including place-making activities, to improve perceptions of safety. Ōtāhuhu Business Association is being supported by the local board to pilot a crime prevention officer programme in the town centre, modelling an existing programme in Māngere that addresses homelessness, begging and antisocial behaviour within the town centre precincts. As part of the Ōtāhuhu-Middlemore Spatial Priority Area, we are redeveloping Ōtāhuhu Town Centre's streetscape and the community facility in High Street. Māngere East Village Ambassadors are now patrolling Yates Park on a daily basis, increasing their patrol area around the town centre. Work continues to renovate and activate the Old Ōtāhuhu Library.

- 7 An upgrade is underway for Māngere East's CCTV, including adding new cameras and relocating four existing cameras. Council staff are supporting a youth service provider and Māngere Town Centre Business Association to work with disengaged youth in the town centre.
- 8 Off-peak utilisation did not increase despite the launch of the online venue booking system and network-wide awareness campaigns.
- 9 This result has reduced compared to last year due to improvements in capturing data from community-led facilities.
- 10 The number of visits to facilities in the Māngere-Ōtāhuhu Local Board area has increased due to improved accuracy of data recording, and now includes statistics for Nga Tapuwae Community Centre not previously recorded.

Local planning and development

The concept design for the second stage of streetscape upgrades around Ōtāhuhu's town centre is complete. Engagement with the community over the design will take place early in the 2017/2018 financial year.

The measure for business associations did not achieve target as Māngere East and Māngere Town Centre Business Improvement Districts did not provide all required accountability documents despite active enforcement of the BID Policy.

Develop local business precincts and town centres as great places to do business

Percentage of Business Associations meeting their Business Improvement District (BID) Partnership Programme obligations



2017 target:	2017 actual:	2016 actual:	2015 actual:
100%	60% ⁽¹⁾	60%	20%

Note

- 1 Māngere East and Māngere Town Centre BIDs did not provide programme agreements as required.

Local environmental management

The local board's significant investment in environmental activity reflects community

interest in improving the health of the Manukau Harbour and reducing waste.

In 2016/2017, the local board funded restoration work along Oruarangi Stream in support of the Makaurau Marae nursery. We also supported the Wai Care programme to be delivered locally and engage our schools and community in active protection of local waterways.

The local board funds the Manukau Harbour Forum to ensure joint decision-making and advocacy for the harbour, including an annual symposium and business education programme.

The local board continued support for the ongoing management and protection of Pūkaki Crater and Ōtuataua Stonefields, two significant local natural heritage areas. Due to resource consenting timeframes, some funding for Pūkaki Crater was carried forward to 2017/2018.

Funding was allocated for local community groups to join with other groups in the south to progress local resource recovery initiatives. This work supports waste minimisation goals, and the planned development of a regional resource recovery facility in south Auckland.

Provide leadership & support to protect and conserve the region's natural environment, historic heritage and Māori cultural heritage

Proportion of local programmes that deliver intended environmental actions and/or outcomes 

2017 target:	2017 actual:	2016 actual:	2015 actual:
85%	91%⁽¹⁾	100%	New

Note

1 We successfully delivered 10 environmental projects for Māngere-Ōtāhuhu in 2016/2017, which contributed to the local environmental outcomes in the Māngere-Ōtāhuhu Local Board Plan. One project was not able to be delivered. The uptake of the Healthy Rentals project was less than expected, but this is expected to pick up in the winter months and \$7200 has been deferred to 2017/2018.

Local governance

There are no performance measures for this group of activities.

Financial information

Summary of revenue and expenditure by local activity – Māngere-Ōtāhuhu Local Board

For the year ended 30 June 2017

\$000	Note	Actual 2017	Annual Plan 2017	Actual 2016
Operating revenue				
Local community services		467	369	509
Local environmental services		-	-	-
Local parks sport and recreation		1,008	1,188	1,029
Local planning and development		-	-	-
Local governance		-	-	-
Total operating revenue		1,475	1,557	1,538
Operating expenditure				
Local community services		7,834	7,741	7,549
Local environmental services		153	188	129
Local parks sport and recreation		7,690	7,999	9,225
Local planning and development		1,450	1,625	1,281
Local governance		1,024	1,024	1,025
Total operating expenditure		18,151	18,577	19,209
Net expenditure		16,676	17,020	17,671
Subsidies and grants for capital expenditure				
Local community services		-	-	-
Local environmental services		-	-	-
Local parks sport and recreation		-	-	-
Local planning and development		-	-	-
Local governance		-	-	-
Total subsidies and grants for capital expenditure		-	-	-
Capital expenditure				
Local community services		268	333	921
Local environmental management		-	-	-
Local parks sport and recreation	1	2,756	1,575	3,871
Local planning and development	2	1,206	1,706	837
Local governance		-	-	-
Total capital expenditure		4,230	3,614	5,629

Variance explanations – Actual 2017 to Annual Plan 2017

- Capital expenditure for local parks sport and recreation is above budget due to parks asset renewals for Māngere Centre Park car park, Sturges Park car park, Norana Park toilet block and Miami Street Reserve toilet block being ahead of schedule.
- Capital expenditure for local planning and development is below budget as the town centre revitalisation project in Ōtāhuhu was taking longer than anticipated due to issues that emerged during construction, and a delay in awarding the design contract – although this has since been resolved.

Funding impact statement – Māngere-Ōtāhuhu Local Board
 For the year ended 30 June 2017

\$000	Note	Actual 2017	Annual Plan 2017	Long-term Plan 2016
Sources of operating funding:				
General rates, UAGC, rates penalties		18,350	18,129	18,001
Targeted rates		1,503	1,506	1,467
Subsidies and grants for operating purposes		74	71	38
Fees and charges		1,309	1,359	1,299
Local authorities fuel tax, fines, infringement fees and other receipts		92	128	262
Total operating funding		21,328	21,193	21,067
Applications of operating funding:				
Payment to staff and suppliers	1	16,793	17,385	16,576
Finance costs		1,078	1,078	1,208
Internal charges and overheads applied		2,697	2,697	2,766
Other operating funding applications		-	-	-
Total applications of operating funding		20,568	21,160	20,550
Surplus (deficit) of operating funding		760	33	517
Sources of capital funding:				
Subsidies and grants for capital expenditure		-	-	-
Development and financial contributions		-	-	-
Increase (decrease) in debt		3,471	3,581	1,495
Gross proceeds from sale of assets		-	-	-
Lump sum contributions		-	-	-
Other dedicated capital funding		-	-	-
Total sources of capital funding		3,471	3,581	1,495
Applications of capital funding:				
Capital expenditure:				
- to meet additional demand		398	31	248
- to improve the level of service		288	-	422
- to replace existing assets		3,545	3,583	1,342
Increase (decrease) in reserves		-	-	-
Increase (decrease) in investments		-	-	-
Total applications of capital funding	2	4,231	3,614	2,012
Surplus (deficit) of capital funding		(760)	(33)	(517)
Funding balance		-	-	-

Variance explanations – Actual 2017 to Annual Plan 2017

- 1 Payment to staff and suppliers is below budget mainly due to planned maintenance not being undertaken due to extreme weather conditions.
- 2 Capital expenditure is above budget due to parks asset renewals for Māngere Centre Park car park, Sturges Park car park, Norana Park toilet block and Miami Street Reserve toilet block being ahead of schedule.