



Te Poari ā-Rohe o Puketāpapa
Te Rīpoata ā-Tau 2023/2024

Puketāpapa Local Board

Annual Report 2023/2024



Volume
2.15

Mihi

Tēnei au te noho atu nei
i te kāhiwi o Waikōwhai ki te uru.
Ka mihi iho au ki raro
ki te ākau o Manukau moana,
he taunga kawau tiketike,
te eke ki te tāhuna tōrea.
Ka huri whakateraki aku kamo,
ka kite atu au i te ara hou e kokoti mai rā
i taku manawa me te Ahikāroa o Rakataura,
kia tae au ki Te Tāpapakanga a Hape
ka hoki mai anō taku hā,
kei reira nei hoki kō Pukewīwī.
Ka kite kau atu au i te remu o Ōwairaka,
ka hoki whakararo ano ōku whakaaro
ki Te Tātua o Riu ki Uta
e tu ārai mai rā mōku i te whitinga
mai o te rā.
Kei tua ki te raki, ko te Puku o te Tipua
nei o Tāmaki Makaurau,
kei raro ko te Onehunga.
Kātahi au ka hoki mā te Kāhiwi Pūpuke
kia ū atu anō au ki a koe Waikōwhai.
I kona ka tau aku mihi,
ka eke, kua eke, hui e, taiki e!

Here I sit
on the western ridge overlooking Waikōwhai.
I send my greetings below to the shores of
the Manukau Harbour,
landing place of visiting cormorant
on the domain of the oystercatcher.
My gaze turns northward,
along the new path that cuts through the heart
of the ancient fire-line of Rakataura,
that takes me to Hape’s repose,
to Pukewīwī
where I can catch my breath.
Hemmed in by Ōwairaka to the north,
my thoughts turn south
to Te Tātua o Riu ki Uta – Three Kings,
my boundary to the east.
Beyond lies the Central Business District
and to the south, Onehunga.
From here I follow the ridgeline that is Hillsborough
till I am back at Waikōwhai.
And, there my greetings rest,
we are bound, it is done!

On the cover: Halsey Drive Schol and Lynfield College at Wairaki / Lynfield Reserve dual name signage unveiling.

He kōrero mō tēnei rīpoata About this report

This annual report tells the story of how Auckland Council has performed in delivering services in the Puketāpapa Local Board area from 1 July 2023 to 30 June 2024.

You can read about our progress, expenditure, service performance and challenges faced in 2023/2024. It’s part of the wider annual reporting package for the Auckland Council Group and meets our Local Government Act 2002 obligations to report on our performance against agreed measures. It reports against the council’s Long-term Plan 2021-2031 (10-year Budget 2021-2031) and the Puketāpapa Local Board Agreement 2023/2024.

This report also reflects the local flavour of your area by profiling its population, people and council facilities. It features a story about a council or community activity that adds special value to the area and demonstrates how **together we’re delivering for Auckland.**

▼ Smiley and vibrant cultural performers at World of Cultures



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He kōrero mai i te heamana From the chairperson

I am pleased to present this report on behalf of the Puketāpapa Local Board.

Much of our activity this past year was dictated by our local board agreement as we dealt with the aftermath of the January 2023 storms. We received a considerable amount of feedback on the draft agreement, with strong support for priorities including climate mitigation and adaptation, and continuing to support community resilience. Key themes from the feedback focused on environmental and community services and activities, along with the proposed storm response. Our focus for this agreement was to deliver on our proposed priorities including what the community deemed important through their feedback.

We delivered on what we set out to achieve for our community. Funding was targeted towards enabling a strong, diverse, and vibrant community through libraries and literacy, arts and culture, parks, sports and recreation, and events. A highlight was strengthening community connections for an Inclusive Welcoming Puketāpapa, where we provided support to the Mt. Roskill Library in hosting the first Arabic Storytime and a bi-lingual (Arabic-English) workshop on Te Tiriti o Waitangi, delivered by the Treaty People. The board also continued its partnership with community organisations that deliver services and projects that build capacity and capability to our wider community through a contestable grant process.

We reached a significant milestone with a whakarewatanga / ceremony held for Wairaki / Lynfield Reserve. This marked the dual name change as part of the local board's Te Kete Rukuruku project. Māori naming, and associated storytelling, of parks and places values and promotes Auckland's Māori identity and use of te reo Māori.

We continued investing in local environmental management and funded initiatives that supported healthy ecosystems and sustainability such as planting, pest control, stream and water quality enhancements, healthy homes, and waste minimisation projects. Our investment in climate mitigation and adaptation involved supporting and enabling a Climate Action Activator that delivered activities that reflect priorities from the 'Becoming a Low Carbon Community Action Plan'. This activity also responded to Auckland Council's climate emergency declaration by supporting and enabling community climate action.

Our investment in supporting local community services and environmental management has been rewarding, achieving the intended outcomes. Given the positive impacts and benefits to our community, we will continue investment in these areas.

The Puketāpapa Local Board continues to advocate to the Governing Body for better park space and facilities, such as the Cameron Pool & Leisure Centre, that will be in demand as intensification continues.

Ngā mihi nui,



Ella Kumar
Chairperson,
Puketāpapa
Local Board



Te Poari ā-Rohe o Puketāpapa Puketāpapa Local Board



▲
(L to R) Bobby Shen, Fiona Lai (Deputy chairperson), Mark Pervan, Ella Kumar (Chairperson), Roseanne Hay, Jon Turner

Contact us



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Ngā kaupapa me ngā whakapaipai ake Puketāpapa projects and improvements

Key to current and planned projects

Delivered projects

- 1 Wattle Bay - renew - walkways and paths
- 2 New drinking fountain at Hillsborough Park
- 3 Renew building at Cameron Pools Keith Hay Park
- 4 New shade sails installed at Keith Hay Park
- 5 New shade sails installed at Harold Long and Fearon Park playgrounds

Current projects

- 1 Mt Roskill Library - renew - interior and exterior
- 2 Renewal of softball fence and installation of fencing storage bay at Mt Roskill War Memorial Park
- 3 Renewal of seating and paths in Hillsborough Cemetery
- 4 Renewal of the Three Kings terraced seating
- 5 Renewal of paths at Monte Cecilia Park
- 6 Pump House Three Kings Reserve - renew - roof cladding and timber joinery
- 7 Cameron Pools - renew - HVAC, pool plant equipment and systems FY22/23 to FY24/25
- 8 Lynfield Recreation Centre - renew - interior and exterior
- 9 Renewal of paths at Margaret Griffen Reserve.

Map legend

- Local board office
- Public open space (Unitary Plan)
- Motorway
- Major road
- Arterial road
- Medium road
- Minor road



50% of our residents identify as Asian, which includes Indian, Chinese, Sri Lankan, Filipino and Korean communities



13 mana whenua have an interest in Puketāpapa



We are home to more than **70** parks, many linked by greenways, **2** recreation centres, **1** swimming pool, **1** library and numerous community centres.



A **unique landscape** including Manukau Harbour, Te Auaunga/Oakley Creek and **2** volcanic cones (Puketāpapa/Pukewīwī/ Mt Roskill and Te Tātua o Rīu-kī-uta/Big King)

Data sources: Stats NZ Population Estimates, as at 30 June 2023

Tā mātou pūrongo whakahaere mahi

Our performance report

Local Community Services

A highlight was strengthening community connections for an Inclusive Welcoming Puketāpapa. We provided support to the Mt. Roskill Library in hosting the first Arabic Storytime and a bi-lingual (Arabic-English) workshop on Te Tiriti o Waitangi, delivered by the Treaty People at the Fickling Convention Centre. Our successful events included Movies in Parks at Monte Cecilia, Out and About programme, Manu Aute Kite Day, Carols at the Kings, CultureFest and the Mt Roskill ANZAC Day service and parade.

The board funded grants for strategic relationship partners and to members of the community for local projects. We invested in our youth and children by empowering the Puketāpapa Youth Foundation, and we funded Roskill Together to coordinate a Global Friends meet-up programme to facilitate cross-cultural interaction and learning among ethnic community groups.

KEY ● Achieved ● Substantially achieved ● Not achieved * Measures favourably/unfavourably impacted by COVID-19
For more information on our service performance judgements and assumptions please refer to pages 166-167 of Volume 1 of the annual report.

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

Daytime safety is well below target but slightly better than last year. Residents' survey respondents see there are more youth crimes, shop raids and more random group violence. Crimes may involve weapons and stronger law enforcement is required for public safety.

Result against target		●
Target 2024		82%
Result	2024	56%
	2023	52%
	2022	61%

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

The perception of feeling safe at night is below target, but 36 per cent of respondents suggest crime and violence are more out of hand in all town centres. Stronger law enforcement is needed along with deterrents like better lighting and a more visible community police presence.

Result against target		●
Target 2024		34%
Result	2024	25%
	2023	16%
	2022	20%

Utilising the Empowered Communities Approach, we support Aucklanders to create thriving, connected and inclusive communities

The percentage of Empowered Communities activities that are community led¹

The transition of the Community Network to council staff delivery means we didn't make the target. While this shift has negatively affected performance against the target, particularly from the youth sector, it has improved the overall value and outcomes. Despite this, activities have been successfully delivered.

Result against target		●
Target 2024		75%
Result	2024	53%
	2023	72%
	2022	82%

The percentage of Empowered Communities activities that build capacity and capability to assist local communities to achieve their goals¹

We are under target, a departure from previous years. This could partly reflect a reduction in funding to activities the empowerment unit supports/ aids delivery of but an expectation to maintain performance to meet the performance measurement target. In addition to additional activities needing support and delivery such as the Local Crime Prevention fund and youth empowerment programmes. The local board continues its strong commitment to enhancing organisational capacity and capability through a dedicated Strategic Grants programme. The Board also offers capacity-building workshops specifically designed for community network organisations and strategic grant partners. These initiatives are aimed at strengthening the capabilities and resilience of community organisations.

Result against target		●
Target 2024		83%
Result	2024	54%
	2023	95%
	2022	88%

We provide safe and accessible parks, reserves, beaches, recreation programmes, opportunities and facilities to get Aucklanders more active, more often

The percentage of park visitors who are satisfied with the overall quality of sportsfields

Results are less than target. Sports fields at Margaret Griffen Park and Lovelock Track lights were not meeting the agreed level of service for the training. The board has invested and upgraded to LED to meet those requirements.

Result against target		●
Target 2024		82%
Result	2024	70%
	2023	69%
	2022	71%*

The customers' Net Promoter Score for Pools and Leisure Centres

There are a mix of challenges that can be identified through customer feedback reporting. Some of the challenges relate to operational decisions around changes to services and pricing that customers have not responded well to (example: removal of free lockers replaced with paid lockers) alongside many of the consistent challenges that come with running an aquatic facility-age and condition, cleanliness of facility.

Result against target		●
Target 2024		17
Result	2024	-12
	2023	8
	2022	13

Some of the negative sentiment which has contributed to the low score relate to parking issues which is outside the control of the facility operator but an opportunity for council to support the operator in reviewing to see if there are opportunities to improve the situation for visitors to the centre.

The result is concerning however, and the pools and leisure leadership team will be requesting a written action plan from centre leadership to address community concerns.

The percentage of users who are satisfied with the overall quality of local parks

Satisfaction is still below target, despite increasing by 4 per cent over last year. Visitor numbers varied, with a wet Winter in 2023 and a settled period between January-May 2024. From additional Parks Customer Experience survey data in January 2024, 81 per cent of Aucklanders were satisfied with their visits, with only 4 per cent dissatisfied.

Result against target		●
Target 2024		80%
Result	2024	71%
	2023	67%
	2022	68%*

The percentage of residents who visited a local park in the last 12 months

Visitor numbers are under target due to a wet winter in 2023 followed by a settled period between January-May 2024.

Result against target		●
Target 2024		90%
Result	2024	86%
	2023	85%
	2022	81%*

We showcase Auckland’s Māori identity and vibrant Māori culture

The percentage of local programmes, grants and activities that respond to Māori aspirations

We exceeded the target. Pah Homestead (The Arts House Trust) and 34 per cent of all local and quick response grants reporting Māori outcomes being the key drivers.

Result against target		●
Target 2024		20%
Result	2024	22%
	2023	24.0%
	2022	20.2%

We fund, enable and deliver services, programmes, and facilities (art facilities, community centres, hire venues, and libraries) that enhance identity, connect people, and support Aucklanders to participate in community and civic life

The number of internet sessions at libraries (unique sessions over public computing or public WIFI networks)

This was a notable result that surpassed all expectations as well as improving on the strong performance last year. Internet sessions at Mt Roskill Library exceeded target expectations and last year’s result by 25 per cent.

Result against target		●
Target 2024		82,100
Result	2024	136,391
	2023	108,862
	2022	53,389*

The percentage of arts, and culture programmes, grants and activities that are community led

We exceeded the target, with 100 per cent of our arts and culture programmes being community-led and most delivered by Pah Homestead (The Arts House Trust).

Result against target		●
Target 2024		90%
Result	2024	100%
	2023	100%
	2022	100%

The percentage of art facilities, community centres and hire venues network that is community led

A council-led facility – the Mt Roskill Tennis Pavilion – was accidentally included in this measure in the last financial year. This target does not reflect the revisions made to community-led facilities so the decrease was expected.

Result against target		●
Target 2024		17%
Result	2024	14%
	2023	14%
	2022	17%

The number of attendees at council-led community events³

Two events were planned and delivered for the year. Movies in Parks achieved a good level of attendance, but the Christmas event attendance was reduced compared to last year, likely due to poor weather.

Result against target		●
Target 2024		1,500 ²
Result	2024	3,000
	2023	800
	2022	0*

The number of participants in activities at art facilities, community centres and hire venues

We exceeded the target mainly because council-led facilities, which make up 87 per cent of total participants this year, increased by 28 per cent on last year. The top two contributing facilities - the Fickling Convention Centre and Wesley Community Centre - increased 17 per cent and 26 per cent respectively during the same period.

Result against target		●
Target 2024		404,000
Result	2024	435,220
	2023	348,453
	2022	218,767*

The number of visits to library facilities

Puketāpapa is marginally under target, with a similar level of performance to last year. Mt Roskill Library was consistently just under or at the target each month, but for the final quarter, it outperformed expectations and was 9 per cent above the quarterly target.

Result against target		●
Target 2024		200,806
Result	2024	197,568
	2023	198,044
	2022	119,858*

The percentage of attendees satisfied with a nominated local community event

The Movies in Parks-Monte Cecilia Park event was surveyed. Approximately 2500 attended the event. Overall net satisfaction of 94 per cent is an excellent result and represents a very high level of alignment with expectations of attendees. Feedback indicates continuing enjoyment of the experience of free outdoor movies and appreciation of on-site food options and pre-movie activities provided.

Result against target		●
Target 2024		70%
Result	2024	94%
	2023	Not measured
	2022	Not measured*

Percentage of customers satisfied with the quality of library service delivery

Puketāpapa Local Board Libraries continue to exceed the customer satisfaction target, the year end result surpassing the target by 10 percentage points. Auckland Libraries successfully implemented the Intelligent Materials Management System for more effective collection management at the end of May 2024. Despite the scale and complexity of this project, a focus on the customer experience has ensured satisfaction remains above target.

Result against target		●
Target 2024		85%
Result	2024	95%
	2023	97%
	2022	97%

1. This financial year, a reporting responsibility change and more diverse community delivery strategy have had an impact on reported results for a number of local boards. Although framework and direction were consistent with previous years, different interpretations have been applied by the new information providers. This has had a varying impact across different local boards, and has led to some variances in the current year results compared to the prior year
2. The Puketāpapa Local Board intends to reduce the number of council-led events funded for 2023/2024
3. Attendance numbers are an estimate. They are informed by previous event numbers, considered scale of the event, area measurement of the core site and attendee turnover.

Local Environmental Management

We fund healthy ecosystems and sustainability such as planting, pest control, and climate action activator. Highlights from EcoNeighbourhoods group activity during the year include participation by the Ethnic Women’s Trust Community Garden, Wesley Primary School, Wesley Community EcoNeighbours and Molley Green EcoNeighbourhood in the Puketāpapa kai resilience roadmap project.

The Obsidian, Battersby and Haycock Avenue EcoNeighbourhood groups both held successful neighbourhood events in late summer/autumn 2024.

We work with Aucklanders to manage the natural environment and enable low carbon lifestyles to build resilience to the effects of climate change¹

The percentage of local low carbon or sustainability projects that have successfully contributed towards local board plan outcomes

We successfully delivered all three sustainability initiative projects - Climate Action Activator, EcoNeighbourhoods and Low carbon Lifestyle. These projects contributed to the local board’s environmental objectives as described in its Puketāpapa Local Board Plan.

Result against target		●
Target 2024		80%
Result	2024	100%
	2023	100%
	2022	75%*

The percentage of local water quality or natural environment improvement projects that have successfully contributed towards local board plan outcomes

We successfully delivered four out of five water quality and natural environment improvement projects, contributing to the board’s environmental objectives as described in its Puketāpapa Local Board Plan. The Awa Ecological Enhancement project was cancelled as staff were unable to scope the direction from the board. The budget for this programme was in part used to fund the SPCA Snip N Chip project.

Result against target		●
Target 2024		85%
Result	2024	80%
	2023	100%
	2022	100%*

He whakamārama mō ā mātou mahi whakahaere

Our performance explained

Celebrating Matariki - let’s make a kite.

On a sunny Saturday in June 2024, the community gathered on the summit of Pukewīwī Mt Roskill for the annual Manu Kite Day funded by the board. This celebration of Māori culture and community brought together some 3000 locals and visitors for a day of kite making, flying competitions, and cultural performances.

Ella Kumar, Chair of the Puketāpapa Local Board, praised the event “Manu Kite Day is a wonderful celebration of our rich Māori culture and the vibrant community here in Puketāpapa. It’s heartwarming to see so many people, from young children to elders, coming together to participate in this traditional event. It truly brings our community together.”

There was a full schedule of activities including Mihi whakatau from Wyliss Maihi of Ngāti Whātua Ōrākei, professional kite flyers with large-scale kites, Māori kite and dart making, Ngāti Whātua Ōrākei weavers, a large selection of wooden games, a bike repair and maintenance station.

Our Neighbours Day Grant Programme funded 12 neighbourhood events, reaching around 600 residents in Puketāpapa, fostering social connections, and celebrating cultural diversity. This initiative has been particularly effective in redeveloping areas like Roskill South and Kāinga Ora, and it also supports flood-affected neighbourhoods to enhance community resilience.

We invested \$120,000 in a Strategic Relationship Grants programme for capacity building and transformative partnerships with community organisations. The Waikowhai Community Trust, serving diverse communities in Roskill South, received a multi-year grant and participated in capacity-building programmes to enhance their sustainability and better meet community needs.

We also supported Te Auaunga / Oakley Creek pest plant control project, managed 58 property visits and removed 106m² of pest plants, protecting local parks and reserves from weed invasion.



▲ Kapahaka at World of Cultures



▲ Quality whānau time at World of Cultures



▲ A kite-filled sky celebrating Matariki on Puketāpapa / Pukewīwī / Mount Roskill

Te āhuatanga ā-rohe Local flavour

Roskill South Kindergarten unveils pou to mark 50 years

Roskill South Kindergarten commemorated its 50th anniversary with a pou project followed by a community-wide celebration. A pou is a meaningfully carved stand-alone pillar, marking an important moment and place.

As part of Ngā Tamariki Puāwai o Tāmaki - Auckland Kindergarten Association, Roskill South Kindergarten has provided 50 years of high-quality early childhood education, bringing whānau and community together.

To celebrate, the kindergarten led a collaborative, mana-enhancing project in partnership with Ngāti Whātua Ōrākei to represent its legacy and to continue strengthening community relationships and engagement.

The kindergarten received \$4000 from Puketāpapa Local Board to help fund workshop facilitation, Māori liaison and story transcription.

Puketāpapa Local Board Chair Ella Kumar is thrilled to contribute to the huge milestone and the exciting project.

“We are delighted to support Roskill South Kindergarten, being a pillar of its own at the centre of our community through nurturing our future generations and bringing everyone together,” says Chair Kumar.

Head Teacher Karen Ramsey is grateful for the board’s contribution. “We want to thank Puketāpapa Local Board for supporting our vision to create a pou as part of our 50-year celebration at Roskill South Kindergarten. Their financial support for our project has been instrumental in bringing this special taonga to life, one that will positively impact the lives of ākonga (students) for years to come.”

In 2019, the kindergarten participated in a community project, led by Ngā Herenga Waka – a movement that brings together cultures in Puketāpapa – and were involved in the creation of Te Pou O Rongo (The Anchor of Peace).

Inspired by this involvement, the kindergarten coordinated a journey to create its own taonga (treasure) marking the significant milestone with its community and how people and their stories of past and present have come together over the past 50 years.

The project brought together enthusiastic community groups Mad Ave and Roskill Together to connect and collaborate with the kindergarten on the pou’s design through workshops and hard mahi.



▲ Roskill South Kindergarten pou project steering group pose with the pou

“Our community celebration in November was a magical event when our Pou Te Ōhāki was unveiled and blessed. The wairua (spirit) flowed throughout the day, creating a special feeling as the community came together to celebrate, reconnect and share memories with new and old friends,” says Ramsey.

Te tahua pūtea Funding impact statement

Financial year ending 30 June 2024

\$000s	Notes	Actual 2023/2024	Annual Plan 2023/2024	Annual Plan 2022/2023
Sources of operating funding:				
General rates, UAGCs, rates penalties		11,540	11,540	10,036
Targeted rates		0	0	0
Subsidies and grants for operating purposes		26	19	19
Fees and charges	1	671	466	509
Local authorities fuel tax, fines, infringement fees and other receipts		195	12	29
Total operating funding		12,432	12,037	10,593
Applications of operating funding:				
Payments to staff and suppliers	2	10,524	9,847	9,178
Finance costs		388	388	318
Internal charges and overheads applied		1,684	1,684	1,002
Other operating funding applications		0	0	0
Total applications of operating funding		12,595	11,918	10,498
Surplus (deficit) of operating funding		(164)	119	95
Sources of capital funding:				
Subsidies and grants for capital expenditure		0	0	0
Development and financial contributions		0	0	0
Increase (decrease) in debt		2,542	2,556	1,540
Gross proceeds from sale of assets		0	0	0
Lump sum contributions		0	0	0
Other dedicated capital funding		0	0	0
Total sources of capital funding		2,542	2,556	1,540
Application of capital funding:				
Capital expenditure:	3			
- to meet additional demand		105	240	69
- to improve the level of service		205	172	128
- to replace existing assets		2,068	2,263	1,438
Increase (decrease) in reserves		0	0	0
Increase (decrease) in investments		0	0	0
Total applications of capital funding		2,378	2,675	1,635
Surplus (deficit) of capital funding		164	(119)	(95)
Funding balance		0	0	0

Variance explanation Actual 2023/2024 to Annual Plan 2023/2024

1. Fees and charges were above plan mainly due to greater use of facilities such as the Three Kings Tennis Pavilion, Fickling Convention Centre, Wesley Community Centre, and Mt Eden War Memorial Hall. Revenue was also accrued from the commercial lease of Keith Hay Park to Watercare.
2. Payments to staff and suppliers were above plan primarily due various open space and walkways projects being brought forward. Contractors also incurred higher repairs and maintenance associated with storm damage in the first half of the year. Utility costs were higher due to higher than planned unit price increases.
3. Capital expenditure was below plan due to delays in the local renewals programme. The Arthur Faulkner Reserve project did not proceed due to consultation required about the future of the building. Investigation into various walkways and paths projects took longer than expected, as all the tracks had to be walked, reviewed, and then prioritised. Direction on the priorities for the works was only received in April 2024, leaving insufficient time to start and complete in the current financial year.

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