

Age Friendly New Plymouth

STRATEGY 2017 - 2027

INTRODUCTION

Over the next 50 years, the number of people aged 65 and older is expected to rise considerably, and as a community it is important that we embrace all of the opportunities (and challenges) that a shifting demographic brings. The United Nations Assembly in 1999 proclaimed it as the International Year of the Older Person. In the same year the New Plymouth District Positive Ageing Trust was formed. New Plymouth embraced the call to action and in 2003, the Council made a commitment to work with the Office of the Seniors on the New Zealand Positive Ageing Strategy. New Plymouth District became the first area in the country to sign up to the national goals. There has always been a strong relationship between the Office of the Seniors, Council and the Positive Ageing Trust and in the early years of the relationship, the Council had in place policies and a relationship agreement and a Positive Ageing Strategy. The Strategy set out the commitment for Council, Positive Ageing and a number of other strategic partners to work together to ensure that the needs and interests of people as they age are met. The emergence of the Age Friendly kaupapa, in 2006, was a direction of the United Nations. New Plymouth began to embrace the Age Friendly challenge in 2015. This represents another step in the journey to ensure that all members of our community may live and age well. To this end it is clear to see evidence of a twenty-year commitment in the New Plymouth District towards a community that responds equitably to the needs of an ageing population. The Age Friendly strategy developed in 2017 has sought to continue the commitment and impetus to ageing persons. The vision for the Age Friendly Strategy is, *New Plymouth, the community where every age flourishes and thrives.*

An age-friendly community is not simply about buildings and infrastructure, it is about people, belonging, meaning and contribution. The age-friendly strategy process was important because it maintained the conversation in the community about what it means to age well. The process undertaken to inform the development of an Age Friendly Strategy was a community conversation about what we value and what we want to protect. Our approach was not to think about what it means to be “aged” friendly - it was about being age friendly, all ages friendly, and understanding how community can respond to the needs of an ageing community.

Ageing is not a homogenous process – there is a pathway to ageing well, and ageing is something that we all experience differently. Regrettably, there is an increasing number of vulnerable elderly who have been adversely affected by economic and social instability. This may be further compounded by physical and emotional challenges. At an economic level the numbers of older renters are increasing, because of economic



and housing precarity, there is a generation of people transitioning from a life on benefits to life on a pension. Access to state support can be increasingly difficult and some of the working age population propose that the ageing generation did not prepare well enough for their future. People are working harder and they are working longer. At a social level families are increasingly disconnected as diaspora grows. The changing face of family and community affected social connection and can result in increased vulnerability for people as they age; isolation and loneliness can affect mental and emotional wellbeing. Ultimately there is a cost to society when we fail to support our community as they age.

As we age, our engagement with society changes and often lessens. This means that it can be difficult to maintain the same level of social confidence, social interaction and independence. Levels of vulnerability increase through this isolation. While working and having children, life can be busy and often more inclusive, but this diminishes as we age, and society may see us as less valuable because our contribution is not quite as visible. As our sense of self changes, we lose confidence in our identity, and connections weaken. When work stops or slows, people need to maintain activity, participation, connection and companionship in differing ways. Those with a sense of purpose and belonging generally have greater happiness, life satisfaction, and better cognitive functioning. It is therefore a responsibility of all to support people to age well.

Whilst there are challenges to ageing today, there are many opportunities that our ageing population benefit from – increased access to technology, travel, art, culture, recreation, good health and more. Unfortunately, not everyone has access to the same opportunities, services and supports. An age-friendly community is a community that cares, and caring is the responsibility of all. Government, Crown agencies and local government can provide leadership and create policy to encourage age-friendly communities, providing investment and commitment to shaping a community where no one is left behind. Whilst the policy framework is important, this cannot be achieved in a vacuum and support from community groups and organisations, business, the health and education sector and the wider district community is essential to enabling a community where all ages can flourish. This is what we have sought via this first New Plymouth Age Friendly Strategy.

An age friendly community is one where partnership and cooperation supports us to do things differently and better for our ageing community. It recognises the capabilities, capacities and resources among people as they age. It is a community that cares equally for all ages and responds flexibly to the the various needs that each age group may have. An age friendly community is respectful of difference and individual preferences



and it is a community that cares and protects its most vulnerable. An age friendly community wants older people to be active participant in all areas of community life.

In developing the New Plymouth Age-friendly Strategy, a suite of community engagements took place to understand the perceptions and beliefs of people in the community. The objective of the New Plymouth Age Friendly Strategy was not to conduct an audit of what organisations may or not be providing for people as they age, it was to elicit meaning and understanding and promote conversation and awareness among the community that could lead to new and different and improved responses. The engagement was largely with those who identify themselves as ageing and connected to this agenda, because of its relevance to them. This is a strength of the strategy, because it brought forth front and centre the voices of older and ageing people in our district community. Surveys, interviews, hui, small group discussions, informal conversations and network meetings took place over six months with a range of individuals and organisations. The feedback demonstrated the divergent views and diversity within our ageing community and highlighted areas of common concern and opportunity. In line with the World Health Organisations Age Friendly domains, the strategy focused on the following eight areas:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services

The strategy documented the goals and objectives that emerged from the engagement processes. Within each of the domain areas, a narrative was produced to summarise the keys issues that emerged for the New Plymouth Community. The goals that we seek to achieve over the life of the strategy are:

- Environments enhance physical wellbeing promote independence, foster social interaction and enable people to conduct their daily activities.



- A public, community and volunteer transport mode enables all people to retain independence and social connections.
- All people have choices to live independently and age well in a healthy affordable home environment.
- All people are connected to their communities and have opportunities to participate in the social, cultural and spiritual life of their community.
- All people are respected as valuable contributing members of their communities.
- Employment, volunteering and engagement opportunities exist that connect people with and enable them to actively and positively contribute to their community.
- All people are well connected and have access to timely and relevant information.
- Appropriate community support and health services are available when needed and accessible to those that need them

For the Strategy Steering Group it was important to develop a strategy and an action plan that was both achievable but challenging enough to keep the community focused on the outcomes sought. The strategy contained 42 priority areas across the eight domains. It was the belief of the Age Friendly Steering Group that with commitment and partnership across Councils, health providers, schools and the education sector, business and the community and social services sector the action plan could be achieved. The remaining purpose of this report is to provide an overview of what has been achieved since 2017, and then to provide some recommendations for the next phase of the strategy.

A SUMMARY OF PROGRESS

The Age Friendly Strategy identified 42 action areas. The Action Plan achievements are set out in Appendix A. The assessment of achievement is based on the responses provided by a number of key Age Friendly communities. The agencies that responded to the request for information were: ACC, Age Concern Taranaki, The Bishop's Action Foundation, CCS Disability Action, Taranaki Disability Information Centre, New Plymouth Injury Safe, Taranaki Regional Council, Sport Taranaki, Taranaki District Health Board, New Plymouth Volunteer Service, Senior Net, Civil Defence, New Plymouth District Council and New Plymouth Positive Ageing Trust. The responses from these agencies provide an overview of the progress that they have made to the Action Plan, along with extra information about the services they are delivering to the ageing community. Overall, New Plymouth district has made good overall progress towards the action plan priority areas. There



are however some areas where progress has not been made, or not reported on. A summary of each area is set out below.

Outdoor Spaces and Buildings

The New Plymouth District Council has the biggest set of responsibilities in this area. The Council continues to work to improve the accessibility and quality of its natural and built environment. Improvements have been made to the pedestrian network and in terms of seating, shade and access to water in public places. The Taranaki Disability Information Centre and CSS have undertaken audits of some public places and many of the recommendations have been implemented as Council undertakes its work programme. There is however scope to expand this work, but to do so requires resources to these community organisations that grow their capacity to undertake this work. Further commitment by the Council to proactively engage with the Age Friendly agencies and groups is also required. Council should look to seek advice and feedback and to implement recommendations as part of the Council's future work programme. A key area where action has been limited is in the area of beach access. An audit of the accessibility of beaches is still required.

Transport

The Taranaki Regional Council continues to provide and support the region's public transport network, and whilst there have been improvements in terms of bus access, fares and patronage there is still opportunities for further improvement, via the introduction of more flexible transport options that may better suit ageing people who live in smaller townships and rural areas. Access to the right transport, at the right time, at an affordable price becomes increasingly important as small communities lose access to important health and other community services. It is the responsibility of the Regional Council to deliver public transport services. Transport options are integral to the Regional Public Transport Plan. The New Plymouth District Council has made a commitment to develop a District Transport Strategy that will include consideration of public transport options. This strategy has the potential to develop localised responses that are appropriate for the New Plymouth district community, including the provision of car free areas within the New Plymouth CBD. This is also an important process as the district seeks to reduce car pressure on the roads, facilitate active modes of transportation, and to respond to ageing community members whose access to and use of private cars will decrease as they age. In addition to the core Council providers, a number of the agencies who provide services to the ageing community have expressed concerns about transport, and how inequitable access to transport can inhibit participation in social and other activities.



Housing

The Government requirement to insulate all rental homes will, if fully implemented benefit the large number of elderly renters. In terms of local progress in the area of housing, the focus appears to be business as usual. The NPDC continues to offer its low interest scheme whereby rate payers can access a loan for energy efficient heating and home insulation. The Taranaki District Health Board continues to lobby for a district wide Home Energy Scheme as part of their health in all policies commitment.

There is no commitment from the Council to increase the availability of pensioner housing, although the Council is looking at the appropriateness of the housing stock. The District Plan is the mechanism which determines the location and type of housing that will be built across the district. The Bishop's Action Foundation Housing Arm, Catalyst Housing is exploring the provision of affordable homes within small communities in North Taranaki for key groups that include low income and elderly people and those living with mental health conditions. Whilst not formally reported as part of the action plan update, Iwi in North Taranaki are exploring the opportunity for kaumatua and papakainga housing. Co-Housing opportunities are also in development in the district, as is an Abbeyfield development.

Social Participation

It is fair to say that New Plymouth District offers a vast array of social participation opportunities. Opportunities and events are regularly advertised via the Positive Ageing Trust newsletter, Age Concern Taranaki, The Midweek Newspaper and Sport Taranaki. Patronage and attendance at the groups and activities is consistent. What is less clear is the total reach – that is how many people are participating in one or more social activities and events on an on-going basis. The levels of participation or isolation among the ageing people in New Plymouth is not fully understood, and there is a potential to undertake further research in this area. Activities and programmes operate in the key townships across the district, there is lesser access in smaller communities. The Bishop's Action Foundation Tainui Day Centres are under development across Taranaki, and their focus is rural communities outside of the New Plymouth district. For some people transport access remains an impediment to their participation, as does cost. Some groups like Age Concern Taranaki and CCS Disability Action do provide transport services for people who wish to access their groups. For members of the ageing community whose ability or confidence to engage in a group is limited Age Concern Taranaki offer an Accredited Visitor Service and a Telephone Friendship Tree operates in Bell Block.

Respect and Social Inclusion



Each of the organisations that provided feedback on the action plan has mechanisms in place to engage with the community. Only where there is a specific need to engage with ageing people is targeted communications and consultation put in place. The Age Friendly partner groups are key organisations who are regularly consulted with. CCS Disability Action, TDIC, Age Concern Taranaki and The Positive Ageing Trust are a key consultation vehicle for organisations such as the Councils and the Taranaki District Health Board. The Age and Access Working Party remains the key vehicle for the New Plymouth District Council, and the Taranaki Regional Council also report and feed into this group.

Disability Awareness training is offered by CCS Disability Action and TDIC makes their advisory and audit services available to organisations, if requested. Whilst there is a growing number of agencies who have received and benefitted from this training, with the help and support of the Chamber of Commerce and other business representative agencies there is potential to further grow this. Greater resource is needed to support these audits, which would benefit service delivery agencies who would have access to greater intelligence about access issues. Accessibility achievements in the business and service community are recognised annually via the Topshop Awards.

Elder abuse is a growing problem in the community and Age Concern Taranaki provide an elder abuse response service. The Taranaki District Health Board also have in place screening for persons admitted into the hospital system, thereby allowing them to work closely with agencies such as Age Concern Taranaki and statutory reporting bodies, should elder abuse be suspected. More effort is needed to raise the profile of elder abuse in our community.

Civic Participation and Employment

Whilst volunteer activity is a necessary and important part of our community, there are challenges for ageing people who volunteer. Many people are happy to offer their time and skills, but do not always want to commit to regular volunteer work. New Plymouth Volunteer Service increasingly supports organisations and people with short term or one-off volunteering opportunities – micro volunteering. Volunteering among the ageing community is also constrained because people are remaining in paid employment for longer.

It appears that little pro-active effort is made among many employers to attract and retain older employees, however the organisations who provided feedback to the Age Friendly Strategy reported that they were Equal Opportunity Employees. Positive Ageing New Plymouth promote transition to retirement information session to their members.



Computer literacy courses and support continues to be offered by Senior Net, and computer programme support is offered by Mahia Mai. Increasing IT support for seniors is an important area requiring more attention. Increasingly older people are being left behind as more and more information goes online.

Communication and Information

Whilst there is a wide body of information available to the community there is little coordination of the information. This can make it difficult for people to know what services and information is available to them. In an increasingly digital world, it is important to provide the current generation of ageing people with an easy to access repository of information. Currently there is an absence of commitment and resource to lead this work. With the increasing provision of information online and via Apps, greater consideration and attention must be given to ensuring that the information is accessible to people with visual and other impairments. There are an increasing number of Apps used by the Council and public services that are not usable by people with a disability. This is a big barrier and another form of social exclusion.

An action in the Age Friendly Strategy was to support organisations who are delivering service to the ageing community. The rationale behind this was to support increased efficiency, reduce duplication and aid responsiveness of services to the community. Another driver was the proposal for a Senior Community Services Centre, that would bring together many organisations who provide services to ageing people. There has been no progress made in this area, due to a lack of resources to support the Age Friendly work. There is also little appetite to continue to investigate the Senior Community Services Centre.

Commitment to supporting the Age Friendly framework has been made by New Plymouth District Council. The Council has recently secured a financial resource to support the on-going progression of the Strategy.

Community Support and Health Service

The Taranaki District Health Board continues to explore service delivery models that improve access to services and reduce inequity. They are committed to supporting primary health with telemedicine opportunities and provide a range of services and supports that enable ageing people to live well and remain in their home. Age Concern Taranaki also provide a range of services that enable people to remain in their home. The services supported by the TDHB include shopping and meals. Additional services provided by TDHB contracts include assistance with housekeeping and gardening. The Live Stronger for Longer Programme is an important service that supports people with their strength, balance and mobility. And, New Plymouth Injury Safe, in partnership with ACC have in place a falls prevention programme.



The New Plymouth District Council and Taranaki Civil Defence are developing community board level emergency response plans in Inglewood and Waitara. Plans for the remaining community board areas are planned for a future date. In addition to this work, Civil Defence continues to seek improved ways to connect and engage with ageing persons in the event of an emergency.

DISCUSSION

The progress reported as part of this Age Friendly Strategy Review (Appendix A) has highlighted the breadth of age friendly activity that is taking place in our community. The organisations who responded to the request for information are committed to ensuring that the district is a positive place to live and age well. The work that they are undertaking has not however been as a result of the Age Friendly Strategy, it is simply their core business. Arguably the Age Friendly Strategy has not supported the service delivery organisations in the past two years beyond being a vehicle to keep age friendly work at the forefront of the community agenda. The key reason that the Strategy has not been of help is because of the lack of resource, leadership and commitment to this work. There has been little progress regarding the accreditation of New Plymouth as an Age Friendly community. In order to achieve this leadership must first come from the New Plymouth District Council, with support from the other key statutory agencies. It is not appropriate or reasonable to expect Positive Ageing New Plymouth or the individual members of the Age and Access Working Party to progress this. Even if Positive Ageing New Plymouth were happy to progress this work, they do not have the resources, capacity or capability to do this on their own. It is therefore important that a decision is made as to whether Age Friendly City status is sought, and if yes, resource must be allocated.

There is currently some ambivalence and scepticism among the core Age Friendly agencies about the usefulness of the current commitment to the strategy, when it is not adding value to the work of the agencies who are working in the sector. It is evident that a different focus for Positive Ageing New Plymouth and the Age Friendly Steering Group is needed.

The New Plymouth District Council's Disability Strategy is an important companion to the Age Friendly Strategy. Up until the development of the Age Friendly Strategy this was the only venue for making recommendations on behalf of seniors. Whilst this was useful, the issues covered by the Age Friendly Strategy go beyond issues of disability. As we move forward the relationship between the two strategy areas needs to be maintained. NPDC has recently approved a major review of the disability strategy, and it is important that the future directions for each are cognisant of one another.



COMPARISON WITH HAMILTON CITY

As part of the Strategy review process a small delegation from Positive Ageing and the New Plymouth District Council travelled to Hamilton City Council to meet their Age Friendly Team.

Like New Plymouth there has been limited political interest in the Age Friendly agenda. This is a source of frustration in both areas. Age Friendly in Hamilton is led by the City Council staff. This is perhaps because they do not have the benefit of a strong Positive Ageing Network. In New Plymouth the Community Development Team was significantly reduced. The current resource of 2.5 full time equivalent is in stark contrast to Hamilton City Council which has six full time staff - two of whom work extensively on Age- friendly. Hamilton has a staff member devoted to disabled issues and an advisor on seniors' matters. They do not have a committee equivalent to New Plymouth's Age and Access Issues Working Party

Where Hamilton has also made better progress is in relation to working with Māori. Unlike Hamilton, In New Plymouth there is a very strong and independent Kaumatua Kaunihera, which is perhaps why there is less connection between Positive Aging and the Kaumatua. There is also considerable action among iwi and Iwi Health Agencies who are independently progressing the wellbeing of their elders. Where New Plymouth is in a stronger position is in regard to the relationship that Positive Ageing and the ageing sector groups have with the Taranaki District Health Board.

Overall, the association that New Plymouth has with Hamilton is very positive. Both areas are at a similar stage in their journey. There is a commitment to continue to support each other to maintain momentum in this important process.

RECOMMENDATIONS

Looking into the future, there is a need for the Age Friendly work to add value and support the work that is already taking place in the community. What is lacking is coordinated leadership that can advocate for the ageing sector, without becoming involved in operational matters, which are the focus of individual organisations. There is little value in creating an action plan where neither the Age Friendly Steering Group nor Positive Ageing have control over the actions. What would be useful however is the engagement of a dedicated paid resource that could work under the guidance of Positive Ageing, or another organisation to progress the Age Friendly agenda in relation to the following:

- Securing Age Friendly Accredited Stratus.



- Championing an ageing community across our community.
- Working with the Age Friendly agencies and supporting them to enhance their services and support
- Advocating to Councils, the Health Board and other entities about the value of supporting an ageing community in a different way.
- Lobbying to government and local government for policy and practice changes that can improve the wellbeing of ageing people.
- Partnering with organisations to provide audit, review and research services that can support individual organisations and feed into organisational planning and service delivery.
- Networking with service providers and actively seeking feedback about how their needs and services can be supported.
- Developing solutions that can support community wellbeing among ageing people.
- Maintaining, coordinating and disseminating information about the services and supports available to ageing people.
- Supporting the promotion and growth of Positive Ageing New Plymouth as the umbrella group promoting wellbeing among the ageing.

There is a cost to engaging a Coordinator on a part time basis. Should a Co-ordinator be engaged, it is preferable that the person is self-employed/contracted. External funding support will be required, as will decisions about which agency or group the person is accountable to.

The recommendation is to:

- Determine a governance framework to continue the Age Friendly work.
- Develop Memorandums of Understanding with core organisations about how Age Friendly can support them.
- Develop a person specification to support the recruitment of an Age Friendly Coordinator.
- Apply for community funding (on top of the Office of Seniors funding secured by NPDC) to engage an Age Friendly Coordinator.
- Establish a work programme to progress the Age Friendly agenda.



APPENDIX A

Outdoor Spaces and Buildings

Goal - Environments enhance physical wellbeing promote independence, foster social interaction and enable people to conduct their daily activities.

	<i>Actions</i>	<i>Progress and Commentary</i>
1	<p>Maintain and enhance a pedestrian network (including appropriate crossings) that is comprehensive and safely located for all (particularly in communities where shops and services can be accessed without a vehicle).</p>	<p>This is business as usual for NPDC. The Council has in place an upgrade programme, but in addition to this responds to particular service requests and schedules an upgrade where they identify it is necessary. For some organisations, CCS Disability Action and TDIC in particular, where they clients and members experience an adverse experience relating to the pedestrian network, they will advise the Council via a service request, or through a representative Forum, such as the Age and Access Working Party. NPIS advised that whilst it is not part of their core business, they endorse and support efforts to maintain and enhance pedestrian networks that support safe and enjoyable physical activity.</p> <p>Whilst progress is being made across the pedestrian network there is some frustration that it often requires a complaint before a change is made. There is the potential to more effectively engage with key agencies and partners to ensure that the pedestrian network upgrades are in line with the priority needs of the community whose mobility and movement needs require more considered attention (children, ageing, disabled).</p> <p>A regional initiative Journeying Together is a new social enterprise which aims to transform transport systems and the urban environment to make them accessible for all people. It is not clear at this stage what</p>



		the priorities of the enterprise are, how stakeholders are engagement and how effectiveness and outcomes are measured and reported upon.
2	Audit of pavements and crossings in key townships and communities.	<p>Again, for the NPDC this is business as usual. The Council routinely incorporates the findings and recommendations of the Fitzroy audit into future pavement and crossing upgrades. There is value in the Council sharing its upgrade programme with the Age and Access Working Party, and other key stakeholders to ensure that the nuances that relate to future upgrade locations are adequately considered and responded to.</p> <p>CCS Disability Action and TDIC have made formal offers to the Council to conduct more street audits. There is value in Council formally engaging the services and skills of these organisations to inform their future work programmes.</p>
3	Increase the availability of seating, shade and toilets in public spaces.	<p>The Council's Parks Team assess requests for seating and shade in public places. It is not clear if the Council have a programme in place and whether they have consulted with the community about where additional seating and shading is needed. The TDIC is available to conduct audits of the public places needing these resources and to provide recommendations about the installation of accessible products, for example drinking water foundations. The Taranaki District Health Board continues to lobby the Council for increased shading, seating and water foundations.</p> <p>The Council has in a public toilet strategy regarding number and placement. There is current consideration as to whether this is needed, and if so, the Strategy will be updated. It is important that consultation and engagement takes place with the Ageing Sector Stakeholders regarding the placement and accessibility of public toilets.</p>



4	<p>Accessibility awareness training is conducted with small businesses, large companies and public sector organisations.</p>	<p>The TDIC offer Disability Awareness Training and Access Training. There is perhaps a need to support the TDIC with the marketing and profiling of this opportunity with companies and organisations so there is an increased uptake. This is an area where the Taranaki Chamber of Commerce could provide support.</p>
5	<p>Access audits take place in all retail outlets in the district.</p>	<p>There is currently no formal arrangement in place to conduct access audits in retail outlets. TDIC engage with businesses and organisations as issues are brought to their attention.</p> <p>As with the above action, Taranaki Chamber of Commerce and the NPDC CBD Development Manager could work in partnership with key groups to establish a more formal audit offering, which would improve access for a broad cohort of people across the community.</p>
6	<p>Accessibility efforts among businesses and organisations are celebrated and awarded.</p>	<p>Taranaki Disability Strategy Coalition Group sponsor the Accessibility Award as part of the Annual Top Shop Awards. The award has been very successful in raising awareness about accessibility among New Plymouth's retail community.</p>
7	<p>Improve beach access for all mobility types.</p>	<p>Whilst many of the Age Friendly Coalition partners are interested in beach access, their contributions are usually via the Council submission processes. The NPDC has advised that the re-instatement of the steps at Back Beach will aid beach accessibility.</p> <p>There is an opportunity for an audit of beach access to take place, in an effort to improve accessibility at the districts most commonly used public beaches. Additionally, there is an opportunity to facilitate improved access to other natural resources (e.g. walkways, reserves and parks) for people as they age.</p>



Additional Actions

In addition to the Action Plan actions, a number of other efforts are also undertaken. These include audits and critiques of new builds (CCS Disability Action), audits and research into mobility parking (CCS Disability Action and TDIC). Public facilities used for Civil Defence are assessed against criteria that considers accessibility. TDIC also work closely with communities to help make them welcoming and inclusive of all people. This can involve giving advice on changes to the built or urban environment (like, buildings, roads, parks) and including everyone in community activities and events. They work with local councils, building companies, building owners and government departments on a range of issues that impact the lives of disabled people. The team works with others to make public buildings, homes, amenities, walkways, streets and public transport more accessible for everybody. The NPDC also advised that they are potentially looking at future upgrades to playgrounds to enable interactive play between children and grandparents.

Transport

Goal - A public, community and volunteer transport mode enable all people to retain independence and social connections.

<i>Actions</i>		<i>Progress and Commentary</i>
1	Investigate the establishment of a flexible community transport network (Mobility as a Service model).	TRC will follow Environment Canterbury’s proposed trial of on-demand bus service in Timaru, likely to be launched late 2019. Sport Taranaki reflected on the national discussion through the Live Stronger for Longer network about possible solutions to the issue of lack of transport being a barrier to participation in community exercises classes. A channel has been established to share solutions and ideas nationally.



		<p>NPiS is currently evaluating its falls prevention system and next steps will be to establish if there is a need for a community transport network to improve access and remove barriers to participation.</p> <p>Environment Canterbury is trying to commence an on-demand transport service in Timaru. There is keen interest in this project and there will be an assessment about how this could be applied to the smaller centres in the NP district and wider Taranaki region.</p>
2	Provision of driving course and education services for older drivers.	<p>Confident Driving classes now known as Staying Safe are provided on a regular basis for mature drivers. The courses are free for older people across the region. Age Concern NZ has national contract for Staying Safe for next 3 years – ACT contract with ACNZ. These courses are promoted by Age Concern Taranaki are regularly advertised via the New Plymouth Positive Ageing Trust newsletter.</p> <p>Additionally, Age Concern Taranaki also provide Life without a Car sessions. The education session provides resources and information that support people with this transition.</p>
3	Increase in the provision of public bus services and associated infrastructure	<p>In June 2019 the Taranaki Regional Council commenced a review of the Regional Public Transport Plan (RPTP) allowing communities to provide feedback on public transport matters. Following the RPTP review a regional public transport study is planned for 2019/20 to develop future service options and costings Earlier in the year the TRC increased the number of return services between Waitara and Bell Block.</p> <p>Regarding infrastructure, NPDC advised that they install bus shelters where they are required. It is not clear how the determination takes place and what guidance and input is received from stakeholders.</p> <p>CCS Disability Action advised that they regularly make submissions on behalf of the Total Mobility Scheme users. CCS Disability Action</p>



		advised that a scheduled review of the Total Mobility Scheme is likely to take place in 2020.
4	Responding to the need for increased awareness and opportunity associated with mobility scooters.	<p>In response to a request for data, a review of the coronial reports on deaths associated with mobility scooters in New Zealand between 2008 and 2018 was undertaken. Of the 20 investigated deaths, none occurred in Taranaki. The most common circumstances of fatal injury involving scooters was being struck by a vehicle while attempting to cross a road, often at a marked crossing. This information has been shared with the Road Safety Coordinator.</p> <p>There is work underway lobbying for changes to vehicle definitions, to take account of increased mobility scooters. Taranaki also has representation on a National group lobbying for “Footpaths for Feet” (pedestrians) and their safety.</p>
5	Increasing the availability of accessible parking at key locations.	NPDC has advised that an audit of accessible parking is underway, however this won't necessarily mean more parking, it may just mean better placement of parking. Mobility parking is a significant aspect of the CCS Disability Action business. This is a matter that is regularly discussed at the Age and Access Working Party and is an issue that continues to receive a number of submissions to Council Plans.
<i>Additional Actions</i>		
<p>TRC is working on a nine-Council procurement project to deliver a new bus ticketing system. This will feature significant enhancements to customers, including tag-on/tag-off and personal card management via a website.</p> <p>NPDC have indicated to TRC that they will be developing a district transport strategy that will include public transport and assist in working towards making public transport more attractive to customers.</p> <p>Many of the organisations are regular lobbyists for rural transport needs to be met, in particular enabling public transport access to health services.</p>		



Housing

Goal - All people have choices to live independently and age well in a healthy affordable home environment.

Actions		Progress and Commentary
1	Introduction of a WOF for all rental homes.	<p>The Government's direction regarding the installation of insulation and smoke alarms came into effect on 1 July.</p> <p>No local efforts have focussed on this action.</p>
2	Increase the number and quality of pensioner housing.	<p>CCS Disability Action continue to lobby for an increase in accessible Housing. CCS Disability Action has the LifeMark brand (https://www.lifemark.co.nz/).</p> <p>New Plymouth District Council is currently working on a project to understand the quality and fit for purpose of housing for the elderly. There is no commitment to increase the number of Council owned and operated pensioner homes.</p> <p>The latest NPDC District Plan will allow more flexible, higher density housing units to be located nearer to the City Centre. This will not only benefit the older population but will increase the vitality of the CBD</p> <p>Catalyst Housing (a branch of The Bishop's Action Foundation) continues to explore the provision of accessible, affordable homes for those with the greatest housing need (low income families, those living with mental health conditions and the elderly).</p>
3	Homes of all elderly people to be insulated for free.	<p>The costs to insulate a home can be as high as \$5,000. Efforts and partnership working with WISE Better Homes could support the uptake of insulation among elderly homeowners, at little or no costs. The Government's policy on insulation for rental homes should address the rental market.</p> <p>There is also an opportunity to provide education and information, and access to resources that would enable the homes of elderly people to</p>



		<p>be warmer, drier and less drafty (https://www.energywise.govt.nz/tools/warmer-kiwi-homes-tool/)</p> <p>The New Plymouth District Council has a loan scheme where people can install clean heat products or insulation in their homes and pay it back through their annual rates, at a low interest rate.</p>
4	Development of community / co housing / kaumātua housing models across the district.	The New Plymouth District Plan will address the anticipated needs in residential zones, including co-housing and Maori purpose zones.
5	Retirement homes and village developments are encouraged in smaller communities close to amenities and services.	<p>Retirement homes are required to be compatible for particular zones in the district. Anticipated activities in commercial and residential zones will impact on this. This matter is addressed in the New Plymouth District Plan.</p> <p>Several of the Age Friendly stakeholder organisations lobby on this issue and provide advice and response to Council Plans and resource consent proposals where possible.</p>
6	Development of an inner-city mission/centre for those in financial difficulties and/or the socially isolated can to meet rest and receive support.	There has been no progress made on this issue.
7	Advocate for the development of Lifetime Design homes as part of all new housing developments.	Council acknowledges sustainability and accessibility principles with consenting buildings. New district plan allows for a range of houses and more medium density development. The Council does not require Lifetime Design homes.

Additional Actions

The Taranaki District Health Board utilise a HEiAP (Health Equity in All Policies) approach to continue the 2018/19 foundation work to lead, establish and support a Health Promoting Homes Collaborative to design, plan, implement and evaluate initiatives with a focus on warm dry homes, energy efficiencies and injury prevention. The TDHB intend to utilise the HEiAP approach to advocate for implementation of a Taranaki wide 'Home Energy Scheme' using a voluntary targeted rates approach in all district councils in Taranaki. (The Scheme provides home insulation and heating loans to landlords to ensure rental



properties are compliance with the Healthy Homes Guarantee Act.). TDHB will undertake a Health Impact Assessment of the Home Energy Scheme and advocate for policy change and implementation through annual district planning processes. TDHB also co-ordinate the multi-agency response to extreme Hoarding & Squalor cases, including service as the first point of contact for referrals.

The Live Stronger For Longer resource produced by ACC, 'Love Your Independence', includes a comprehensive checklist section on identifying hazards in the home with clear actions to eliminate or minimize the hazards and associated risks. The resource is freely available at many doctors' surgeries, through organisations such as Age Concern Taranaki and is able to be ordered online.

Social Participation

Goal - All people are connected to their communities and have opportunities to participate in the social, cultural and spiritual life of their community.

Actions		Progress and Commentary
1	The friendship telephone tree is expanded throughout the district	<p>Phone Friends is a Bell Block based initiative that connects 20 people in a phone tree based around a small geographic community. People phone anyone for no particular reason, just to chat and connect. It was set up to support people who were feeling lonely, and it has led to friendships and greater levels of connection. Whilst there have been no efforts to expand this service, CCS Disability Action may have capacity to contribute to an expansion.</p> <p>Age Concern Taranaki operate the Accredited Visitor Service. This is a befriending service that provides regular visits to older people who would like more company. The visitors are volunteers who are keen to spend time with an older person for about an hour each week to enjoy conversation and shared interests and activities. AVS clients are also invited to ACT social connection programs. There is potential for Age Concern Taranaki, as part of the AVS to explore how a Phone Friends component may be integrated.</p> <p>The new Plymouth branch of the Blind Foundation operates a telephone tree. This has been operating for five years and currently has 40 members who benefit from this service.</p>



2	Development of social opportunities targeted to men	There has been no progress in this area.
3	Every older person has the opportunities to be connected to an organisation, group or club	<p>The Live Stronger For Longer programme has led to a significant increase of accredited community strength and balance exercise classes widely distributed throughout the district. Ongoing promotion of accredited strength and balance exercise classes.</p> <p>Age Concern Taranaki operate a number of activities. These include:</p> <ul style="list-style-type: none"> - A Drop in Café held weekly in New Plymouth (bar one week a month) drop in for cuppa and chat. Thursday - Social morning (held in New Plymouth) – Second Thursday of the month, building on the drop-in café to include a health promotion/education theme and/or speaker of interest. – averaging 28 attendees. - Social Outings – on the 1st Wednesday of the month. An organised outing to a café or food premises in the New Plymouth District, regularly followed with a visit to a local place of interest. A van/pick up service is available. - Warm up Wednesday is held in Moturoa on the second and fourth Wednesday of the month. This is a social occasion and sing-along program, encouraging social connections, storytelling, jokes, nutrition and breathing development. The is always followed by a nutritional light meal. - The Fellowship programme is where Age Concern visits rest homes attend via appointment. - The Walk 2 life Aqua exercise is a weekly exercise class held at the Todd Energy Aquatic Centre. This is a well-attended, social occasion with many members staying in the spa afterward and then having a time in the café. <p>The monthly Positive Ageing Newsletter details a broad range of events as activities that may be of interest to members. Additionally, The Midweek, in its What's On Guide present the events, groups and activities that are available to the community, across the district.</p>



		<p>There is a wide range of opportunities available in New Plymouth, however there are barriers for some members of the community, due to transport, cost and other personal inhibitors.</p> <p>The Grey Power Travel Club is highly successful with outings often oversubscribed.</p>
4	<p>Selwyn Centres are developed to support social connection opportunities for older people</p>	<p>The Bishop's Action Foundation has facilitated three Tainui Day centres which support social connection, enjoyment and also incorporate some strength and balance activities to support independence. The localities are Ōpunake, Patea and Waverley. Whilst BAF is looking to introduce more centres this is unlikely to be in the NPDC area as we are focusing on remote rural centres. The centres sometimes include transport as they are in localities that have no transport options other than personal vehicles.</p>
<p><i>Additional Actions</i></p>		
<p>The Live Stronger For Longer programme has clear benefits for enhancing participation and choice through the range of Community Strength and Balance Classes available. Community exercise classes for older people, which focus on improving strength and balance, can reduce the risk of falling by 29%. Sport Taranaki, the Lead Agency for accreditation will continue to expand the number of providers and places in classes throughout Taranaki.</p> <p>Social participation is part of CCS Disability Action contracted work. This is delivered to people with disabilities on a one to one basis. CCS Disability Action has a self-assessment tool that can be used to see areas of life that are good and what areas are not so good. The tool is a conversation starter and free to anyone wanting to use it. It is available in English, Easy read, Te Reo and NZ Sign and is also available as a phone app (https://www.ccsdisabilityaction.org.nz/advocacy/how-s-it-going/how-s-it-going-online-tool).</p> <p>The Age Concern community work focuses on information, support, advocacy and referrals to relevant internal or external services. There is a wide service reach. ACT receive daily phone calls (average over 650 calls a month to ACT part time office), emails and occasional Facebook messages from older people, whanau, health professionals and other professional organisations. ACT provide monthly talks to groups and organisations, networking and quarterly newsletters, and monthly "What's On in New Plymouth" and</p>		



regular Facebook posts. In North Taranaki ACT community worker visited several ACT members in their homes and advocacy/support with several ACT members at appointments. The Taranaki Accredited Visitor Service has - 43 clients and 38 visitors (end of May 2019). The Drop in Café held weekly in New Plymouth has 15 to 20 regulars and in 2019 average attendees at each social outing was 38. Warm up Wednesday has 20 to 25 regular attendees, as does Walk 2 life Aqua exercise. The Steady As You Go© (SAYGo) Falls Prevention exercise classes are attended by 10-15 participants per class per week.

Respect and Social Inclusion

Goal - All people are respected as valuable contributing members of their communities.

Action		Progress and Commentary
1	An All Age Friendly Sub Committee in set up at the New Plymouth District Council	Council has the Aged and Accessibility Issues working party.
2	Programmes to connect schools with older persons groups are established	Partnerships schools and older people are established on a school by school basis. Many schools benefit from the Rotary Readers coming into their schools on a weekly basis. Additionally, some primary schools have relationships with local rest homes.
3	Community engagement and consultation strategies actively consider the ageing population	The recent evaluation of the Live Stronger For Longer programme has involved engagement and consultation with the older population. Te Hunga Hauā Mauri mō Ngā Tāngata Kātoa. This statement forms the foundation of the CCS Disability Action identity and means that all people have Mauri, unique life force, and that we value every person equally in all the work undertaken.
4	Businesses and community organisations receive	The disability awareness training offered by CCS Disability Action is designed to educate people on disability related issues and to break



	<p>support and education about how to deliver services to an ageing community.</p>	<p>down the barriers that exist to achieve a fully inclusive society. It is about challenging attitudes and developing an understanding about disability so disabled people can be part of the community like everyone else. We have delivered this training to employers, local councils, students, government departments, taxi drivers, and health professionals.</p> <p>Through the Live Stronger For Longer programme, free support and training is offered to providers of exercise classes to assist them to meet the nine criteria for accreditation as part of an approved network of exercise providers. Accreditation ensures classes are both safe and effective for older adults.</p>
5	<p>Churches are supported in their efforts to remain relevant and important to the social needs and fabric of the community.</p>	<p>The Bishop's Action Foundation supports the development of Selwyn Centres and Tainui Day Centres across rural Taranaki.</p>
6	<p>Raise awareness and develop enhanced responses to elder abuse</p>	<p>The Age Concern Taranaki Elder Abuse Response Service (EARS) respond to any allegations of suspected Elder Abuse within the Taranaki region. ACT Elder Abuse Response Service had 134 clients in 2018 up from 86 clients the previous year (56% increase). The Taranaki District Health Board Family Violence Prevention Service provides training to all of its staff and guidance about how to undertake family violence screening to all patients and admissions into the hospital system. The TDHB works closely with other statutory agencies where there is evidence or suspicion of abuse occurring.</p>
<p><i>Additional Actions</i></p>		
<p>The Live Stronger For Longer programme has clear benefits for enhancing social inclusion and choice through the range of Community Strength and Balance Classes available.</p>		



Civil Defence recruits a wide range of community volunteers. Retiring professionals are actively sought.

Karanga Maha – Many Voices is a program of engagement with Maori to listen to their voices of what is needed in Taranaki District to meet their needs.

The New Plymouth District Council runs welcome to the district events for new residents of New Plymouth. Work is underway to establish community gardens and council supports the community circle through free use of the council chambers.

Alzheimer’s Taranaki is doing a wonderful job looking after those who suffer mental loss in old age. They have a team running day-long sessions for the people with dementia three times a week. Currently more than 70 people benefit from this service.

Civic Participation and Employment

Goal - Employment, volunteering and engagement opportunities exist that connect people with and enable them to actively and positively contribute to their community.

Action		Progress and Commentary
1	The volunteer service maintains a database of neighbourhood level volunteers and foster the development of locality-based volunteering	New Plymouth Volunteer Service recognises the changing face of volunteerism in the community and the challenge of recruiting volunteers into long term commitments. Increasingly ageing volunteers are seeking to provide their volunteer services via on-off or short-term volunteering. New Plymouth Volunteer Service responds to organisations and community needs for volunteers, and whilst a database of volunteers is held this is not at a locality level.
2	Transition to retirement programmes are developed and free for all ageing people in the community	Positive Ageing Trust provide information about transition to retirement programmes via their newsletter. Also, some of the larger employers in the region support their staff with transition to retirement programmes.
3	Development of an employment / business guide for organisations	There is no reported progress in this area.



	sharing good practice about how to get the best out of an ageing community and an older workforce	
4	Increased IT and computer literacy training is offered to people throughout the district (locality based)	<p>SeniorNet is a non-profit organization that provides adults (50+ years) with access to instruction on the use of computers, laptops, Ipads, tablets, Smartphones etc. Senior Net runs regular programmes and courses. Mahia Mai provide computer literacy training to the ageing community in Waitara. This programme is supported by staff from Methanex.</p> <p>The Bishop's Action Foundation are currently working with the TSB Bank on delivering a number of 1-hour sessions on telephone and internet scams with the focus on the elderly. The localities for delivery are still under negotiation however one is likely to be in Waitara in partnership with Mahia Mai.</p>
5	Promote and protect work opportunities for people over the age of 50 years through the expansion of the Employability Programme to include older people	The organisations who provided feedback all indicated that their organisations were Equal Opportunities Employers. However, there was an absence of feedback about the active promotion of practices to attract and retain a more mature workforce.

Communication and Information

Goal - All people are well connected and have access to timely and relevant information.

Actions		Progress and Commentary
1	Development of directory of services and supports for community board area or neighbourhood level	A wide range of resources are freely available to promote aspects of the Live Stronger For Longer programme in Taranaki. They can be ordered by groups and individuals at www.livestronger.org.nz



		<p>Age Concern Taranaki are developing a website that will have an Age Connect events calendar – where community groups as well as ACT will have ability to add information about local events.</p> <p>A local falls working group will continue to seek sustainability of this programme and ensure its services are promoted widely</p> <p>The New Plymouth District Council is not in a position to lead the development of a community directory but are open to support it.</p>
2	Audit of older people's services and networks with a view to improving the efficiency and effectiveness of delivery	<p>Recent evaluation of the Live Stronger for Longer programme has involved engagement and consultation with the older population</p> <p>Implementation of evaluation recommendations.</p>
3	Engagement of a dedicated resource to lead the implementation of the Age Friendly Strategy	Council have sought funding and will continue to do so.
4	Re-investigate the feasibility of a Community Service Centre	There has been no progress towards this action. The Community Service Centre in NP failed to get off the ground due to lack of commitment from Council and other agencies. Similar projects have succeeded in Palmerston North, Hamilton and Taupo; there are many positives to a shared space for many community services.

Additional Actions

Regularly attend CHAD Community Health and Disabilities meetings. Attend other community organisation information days e.g. annual May Day.

The Taranaki Regional Council publish information via Council's website and Public Transport Face Book page and print and supply comprehensive public transport information including newsletters to Total Mobility clients.

A Live Stronger for Longer Expo was held at the TSB Stadium in 2017 at which a variety of taster exercise sessions and demonstrations were offered, and strength and balance checks were available from health professionals. Elements of the expo were repeated at other locations round the region.



All CCS Disability Action Services are birth to end of life, so we advocate strongly for all ages. There is a lot of access work currently around accessible web pages particularly for those who are blind or with low vision. Advice, review and testing is provided to ensure all people are able to get information via the fast-moving technology platform. Promoting Easy read documents to Council and businesses. Developing information in Te Reo. CCS Disability Action has a National Library that is available to all people.

Age Concern Taranaki predominately provides services to people aged 65 and above, as well as information to older people, their whanau, and other agencies. Their services provide social connections, reduce loneliness, improve strength and balance, respond to elder abuse. People do not have to be members to participate in ACT services, our reach is far greater than our membership.

Community Support and Health Services

Goal - Appropriate community support and health services are available when needed and accessible to those that need them

Actions		Progress and Commentary
1	Introduction of tele medicine opportunities.	<p>A number of Taranaki GP's have access to Manage my health & My Indici, and these are increasing in utilisation – PHU is driving the use of this.</p> <p>CCS Disability Action is able to contribute to the development and promotion of this tool.</p>
2	Expansion of public transport services to the hospital and key medical services.	<p>In June 2019 Taranaki Regional Council commenced a review of the Regional Public Transport Plan (RPTP) allowing communities to provide feedback on public transport matters. Following RPTP review a regional public transport study is planned for 2019/20 to develop future service options and costings.</p> <p>The Taranaki Regional Council partner with the TDHB (and WITT) to fund the Hawera to New Plymouth 'Connector' service allowing</p>



		<p>patients and visitors to the hospital fare-free travel. The Hawera to hospital bus has strong patronage. TRC also continue to fund and manage the Total Mobility Scheme providing people with impairments subsidised door-to-door transport. Provide funding assistance to Ironside Vehicle Society (Inc).</p> <p>CCS Disability Action are currently contracted to review access for the Taranaki Base Hospital rebuild, including transport to and around the campus. The extension of the Airport Shuttle Service to the hospital is a service extension that could be investigated.</p>
3	Completion of emergency management plans and programmes at a Community Board level.	<p>Via New Plymouth District Council this work is underway in Inglewood and Waitara. Emergency Management Plans for other communities will continue at a later stage. Civil Defence continues to seek ways to communicate effectively to older residents in emergency preparedness and during response.</p> <p>CCS Disability Action has the capacity to contribute with plans for disability management in an emergency.</p>
4	Improve health literacy among older people.	<p>Health Literacy review of Public Health Unit services completed and recommended actions implemented. The TDHB Health literacy framework is in place.</p>
5	Ensure home and community support models of health include advice and support to enable people to remain physically and mentally active and strengthen skills they may have lost.	<p>Review of service Specification for HCSS being undertaken nationally 2019.</p> <p>The Live Stronger For Longer programme takes a whole system approach to falls prevention – via the in-home programme for the more frail, fracture liaison services and community strength and balance classes.</p>



		<p>All CCS Disability Action services are one to one; there is no facility-based programs. The aim is to keep people active and connected avoiding isolation</p> <p>Age Concern Taranaki provide a range of services that support mental and physical agility. These include fortnightly supermarket shopping visits for those socially isolated and unable to drive to the supermarket for themselves, the Confident Driving and Life Without a Car theory education sessions and the provision of convenience meals via pick up or weekly delivery service available in New Plymouth.</p> <p>Age Concern Taranaki's Steady As You Go© (SAYGo) Falls Prevention exercise classes improve balance, leg strength, flexibility, general fitness and wellbeing.</p> <p>Live Stronger For Longer programme is a national programme delivered in each DHB area. Local key agencies including Pinnacle Midlands Health Network, ACC, Sport Taranaki, NPiS and the Taranaki DHB have partnered to deliver a comprehensive falls prevention service. This includes free falls risk assessments at local GPs with referrals as appropriate to a falls prevention therapist or by attending any one of the numerous Live Stronger For Longer accredited community-based classes.</p>
6	Develop improved referral systems and improve the overall coordination of health services.	Community Health Integration Centre (CHIC), centralizes referrals, leading to improved processes and better outcomes. Standardisation of the referral system TDHB wide continues.
7	Improve access to physical health services for people with mental health needs	A new residential service has commenced at Sunhaven for Mental Health clients with physical health needs



	and those in residential care services.	TDHB will better be able to respond to this action once the outcomes of the Mental Health Review are known.
8	Explore options for aged care facilities to provide a broader range of services.	The New Plymouth safe community programme has offered and delivered training sessions for rest home staff in falls risk awareness and prevention strategies.
9	Representation at Health of Older People 'study groups'.	There was no reported progress in this area.

Draft