

## 8. CHRISTCHURCH CITY COUNCIL OLDER PERSON'S ACTION PLAN

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The purpose of this report is to report on the Council's progress in implementing the Older Person's Policy Action Plan (OPPAP) and to recommend a future strategy for monitoring and implementing an action plan.

### INTRODUCTION

The Christchurch City Council adopted the OPPAP in February 1999, in consultation with Council units. The action plan outlines activities undertaken to implement the Older Person's Policy (1998).

A review was undertaken in 2000, in accordance with the Council resolution of 25 November 1999. At that time issues were raised about the effectiveness of the implementation of the action plan. This appears to have been due to a failure to direct staff time and resources into ensuring the action plan was effective, relevant and "living". The review identified that while some Council units had undertaken significant activity in accordance with the outcomes of the Older Person's Policy, other actions specified in the action plan received little or no attention. The 2000 report identified that some Council units appeared to have little or no awareness of the action plan or their responsibilities for ensuring implementation.

No review was undertaken in 2001 and 2002.

### KEY STEPS 2002-2003

- (a) The former City Manager, Mike Richardson, asked policy staff to take a lead in ensuring that steps were taken to address demographic changes and potential implications for the Council. It was seen that a strategic approach would be required, bringing together research, policy and planning to develop an integrated and collaborative approach.
- (b) In November 2002, a Positive Ageing Forum was initiated by Councillor Stonhill to bring together key stakeholders from organisations such as Canterbury District Health Board (CDHB); Community Public Health; Third Age (Canterbury Development Corporation (CDC)); Age Concern; Presbyterian Support; Pegasus Health, etc. As a result, it was decided to invite broader representation from agencies to include Housing New Zealand (HNZ), Ministry of Social Development and the Inland Revenue Department to form an External Reference Group (ERG), in accordance with recommendations from the Older Person's Action Plan. Chair Gill Coe, CDHB, was appointed in April 2003. Draft terms of reference are attached plus a report from the Chair.
- (c) Staff from across most Council units participated in an interactive workshop on 20 June to review the Older Person's Action Plan. Key tasks were to report on progress and identify lead responsibilities. Discussions took place on the implications of changing demographics across a wide range of activities including housing, transport, urban development, employment, intergenerational linkages, health and safety.

While there was value in raising awareness of the need for collaborative planning across Council units, it was recognised that restructuring within the organisation would impact upon the development and implementation of a strategic plan. Unless all relevant key decision makers were participating in collaborative planning, there could be difficulties in making progress. In addition until the realignment of Council units was completed and in place, progress would be limited. It was expected that greater progress would be made in 2004.

- (d) Elected member responsibility for the Older Person's Policy and Action Plan moved from Community Plans Special Committee to Community and Leisure Committee in June 2003. A seminar was held 16 July 2003 to update elected members on the OPPAP. Presentations were given by Paul Cottam, Leisure Planning; Jacqui Leask, Community Recreation Advisor; John Probert, Third Age Resources Co-ordinator CDC; Lynnette Ebborn, Community Development Advisor Hagley/Ferrymead; Joy Kingsbury-Aitken, City Streets; Andrew Dickerson, Chief Executive Officer Age Concern; Gill Coe CDHB, Chair ERG and Lyn Campbell, Project Manager Policy Directorate.

- (e) Age Advantage forum was hosted by CDC on 9 and 10 October 2003. This forum brought together representatives from government agencies to focus on a variety of issues primarily around Third Age. A number of focus groups were formed to collaboratively develop and progress activities. Pam Wheeler, CDC is co-ordinating this project which has included the establishment of an interactive website. Work in progress will inform a proposed Canterbury Regional Plan for Positive Ageing which will be developed in 2004, led by Christchurch City Council in liaison with ERG and other territorial authorities.

### **FEEDBACK ON IMPLEMENTATION OPPAP 2002-3**

Examples of Christchurch City Council activities included the following:

#### **1. Housing (Rob Dally)**

- Facilitated participation of older people in following areas:
  - (a) Tenant Satisfaction Survey (next survey to take place early 2004).
  - (b) Consultation with tenant groups on relevant issues – increasingly using:
  - (c) Research including Property Asset team in considering future requirement for social housing; activities co-ordinators collecting information informally from elderly tenants.
- Fostered networks with HNZ; Age Concern; Housing Forum; Work and Income New Zealand (WINZ); CDHB; Richmond Fellowship; Christchurch City Mission.
- Advocacy through Housing Subcommittee; Community and Leisure Committee, CDHB; various sector groups; submissions to draft legislation, eg Residential Tenancies Act and Retirement Villages Bill.
- Addressing physical access issues and compliance with relevant legislation.
- Organising activities programmes in housing development through Activities Co-ordinators to address issues of loneliness and isolation, eg participation in Neighbourhood Week.
- Providing safe, affordable and accessible housing to older people on low incomes.

#### **2. Art Gallery (Bronwyn Simes)**

- Actively exploring opportunities for more services for cross generational and family groups.
- Ensuring Art Gallery is accessible, eg wheelchair access; appropriate seating; audio guide systems.

#### **3. Parks and Waterways (Kelly Hansen)**

- Adopted Access Policy October 2002. Main focus currently on upgrading entrances to parks. Nineteen upgraded in 2002. Other improvements occurring as capital budgets come online, eg paths, seating, toilets and recreational activities.
- In partnership with Leisure Unit, completed Leisure, Parks and Waterway Studies for five Community Board areas. These studies highlighted older people's desire for more walkways. Ongoing work, especially beside waterways, is undertaken incrementally as land becomes available.

#### **4. Leisure (Ken Howat)**

- Draft Third Age Leisure Strategy 2002-2005 completed.
- Partnership established with YMCA to train gentle exercise instructors. Four have successfully completed course and are running community classes which are very popular.
- Fifteen recreation and arts programmes meeting needs of older adults delivered in 2002/03 with total of 5,938 attendances.
- Two new sport and recreational initiatives catering for older adults offered in 2002/03 by the Council's facilities recreation team.
- Research identified 60 years plus make up 9% of leisure centre users compared to 23% of Christchurch population in this age group (interpret with caution).
- At Centennial Leisure Centre, more older adults using services (20% of aquafit participants are over 50 years). Good percentage of users in Active Christchurch swim programme are older adults.
- Sockburn Recreation Centre offers classes in Pilates, Yoga, Aerobics and Start Active (seated aerobics).
- Linwood Community Arts Centre funded 2002 for drama and dance workshops for Third Agers.
- Town and Country Society of Artists successful in Creative Communities funding. Society made up of retired elderly artists.

## 5. Funding (Peter Walls)

- SPARC no longer provides specific funding designated to meet older people's services and initiatives. Community Sport Fund has been curtailed.

## 6. Libraries (Erina Parks)

- Providing services to rest homes; private long stay hospitals; housebound older people.
- Mobile library services to Elder Person's Housing (EPH) complexes.
- Accommodating Senior Net tutors.
- Providing computing learning opportunities, in small classes and one to one.
- Mobile library serves areas which are not served by static libraries. Older people, who have less mobility, make up a significant percentage of users.
- Talking books and large print material available.
- Partnerships with CPIT and Brylton Software will provide self-paced tutorials accessible in library or at home using personal computers.

## 7. Employment (Third Age – CDC) John Probert

- Completed research in following areas:
  - (a) Third Age Programme Survey – “The Ageing Workforce” 2000/2001 by Maria McNeil and John Patterson for CDC Third Age Income and Employment Focus Group and Canterbury Employers Chamber of Commerce.
  - (b) “Understanding Employers’ Attitudes towards Mature Workers” November 2002. Qualitative research among 12 Christchurch employers in retail and manufacturing industries.
  - (c) Facilitated discussions in 2002/2003 that led to New Zealand Institute for Research on Ageing (Vict. NZiRA University) report ‘Maximising the potential of Older Workers - Judith Davey and Justine Cornwall. Launched October 2003 at Age Advantage Forum Christchurch.
  - (d) Actively supporting NZiRA research proposals to future of Work Research fund.
- Developing specific employment initiatives - e.g. Focus Groups including Income and Employment. Third Age Centre and Career Transition Centre assumed increasing role in assisting older persons in preparing CVs, training and finding employment.
- Developed ‘Third Age Life Check Up’.
- Business development meetings held 10 times per annum - bringing together managers and Chief Executive Officers around issues of changing demographics and age diverse workforce.
- Age Advantage Forum website and online community established October 2003.
- Age Advantage e-magazine widely distributed.

## 8. Community Boards

- A wide variety of activities including:
  - (a) Hagley/Ferrymead (Lynnette Ebborn) Research on Older People in ward area. Funding set aside to enable implementation of recommendations.
    - Report highlighted differences in expectations and provision of services; social isolation in rest homes; transport issues; transition from home to supported care.
  - (b) Spreydon Heathcote.
    - Consultation with older people on Library services 2001.
  - (c) Riccarton/Wigram (Janice Huddy)
    - Resources Older Adults Groups.
    - Provides leisure/recreation services through funding e.g. Garden Gala; Hei Hei Bus Outings; Leisure Club; Walking Groups; Craft Groups.
    - Offers funding through Neighbourhood Week for events for Council Housing tenants.
    - Supports Pegasus Health in provision of Diabetes Awareness Breakfast.
    - Supports community groups which have a focus on older adults e.g. Canterbury Fiji Social Services Trust; Broomfield/Hei Hei Community Development Project (Anglican Care); Riccarton Recreation Centre for Elderly; 14C (Interchurch Community Care); Church Corner Creative Leisure Club; Friends and Neighbours, Halswell; and various churches in wards.

## 9. Planning (Diana Plesovs)

- Area Development Plan team considering needs of older adults.
- Neighbourhood Improvement Plans and new residential areas take into account needs of older adults.

## 10. Policy (Lyn Campbell)

- External Reference Group (ERG) established. Various Units have updated ERG on current activities and discussed means of improving communication and provision of services.
- Internal Reference Group to be established early 2004 to act as steering group for development of new action plan which will inform LTCCP.
- Workshops held with ERG to identify community outcomes for LTCCP.
- Research survey scheduled for December 2003/January 2004 in partnership with Canterbury University to identify what will be different in expectation of current 'baby boomer' generation compared to those who are now in the 65+ category (working in partnership with NZiRA, Vict. University and Christchurch School of Medicine).
- Workshop planned to involve other territorial authorities in development of Regional Strategy for Positive Ageing (April 2004).
- Combined ERG/IRG workshops planned for February 2004 to develop new Action Plan.

## CONCLUSION - ISSUES AND CHALLENGES

Many issues and challenges have emerged, including the following:

- While some engagement with older adults is taking place, a renewed focus is needed to ensure planning decisions are based on up to date identified needs.
- When CCC restructure is completed and new divisions are established, each will need to ensure that priorities are identified and action plans are developed to cater for demographic changes. Many issues will require collaborative approaches both internally and externally.
- CCC is engaged in development and support of a wide range of activities for older people. However, future demographics will require different responses to different attitudes and needs, requiring provision for resourcing through Annual Plan.
- Individual Community Boards are well placed to work in partnerships with their communities to meet the needs and challenges of changing demographics. A co-ordinated approach will ensure that there are no gaps or overlaps in provision of services. For example the Hagley/Ferrymead Community Board identified provision of bus stops and recycling issues as two areas which have implications for all Boards.
- Issues specific to Maori and Pacific Island Older people need to be heard and understood. Maori Liaison Committee could potentially assist in this role.
- Up to date research is important. It is important that a co-ordinated approach to research is adopted both internally (CCC) and externally. ERG is assisting in the development of an external plan. There is a need for an Internal Reference Group (IRG) to assist in co-ordinating the CCC plan.
- Riccarton/Wigram Community Board have identified concerns for provision for older people in new subdivisions in the Wigram/Halswell area. There is a need for CCC units to identify such urban growth issues across the city and develop policies to ensure needs are met now.
- The ageing population offers new opportunities for promoting Christchurch and Canterbury as tourist destinations. Targeted and improved services and products, festivals and events, are needed.
- Older driver and pedestrian and public transport safety are important emerging issues.
- The needs of women in leadership and equity initiatives, grandmothing and caring are likely to be an important issue impacting upon the cohesiveness and quality of our communities.
- Problem gambling is an emerging social issue for older people.
- Fewer volunteers are involved in building strong communities.
- Connectedness - through Information Technology needs to be harnessed and directed to creating and strengthening communities.
- Reskilling and retraining our mature age workforce is critical. Opportunities for lifelong learning is a key factor.
- A Housing Strategy is important to ensure intergenerational communities where needs are met in a safe, supported and affordable environment.
- Neighbourhood groups are potentially keys to building community cohesion but need to be intergenerational, proactive and resourced to meet needs.

**Staff**

- Recommendation:** That the Council give high priority to the emerging issues created by changing demographics. This could be done through:
1. Developing a new Action Plan (Strategy for Positive Ageing) which emphasises collaborative planning to meet the challenges of changing demographics.
  2. Providing a lead role in the development of a Canterbury Regional Plan for Positive Ageing in liaison with other territorial authorities, government and community agencies.
  3. Prioritising this work within the new Strategic Development Division, bringing together research, policy and planning.
  4. Supporting and endorsing the External Reference Group's terms of reference.
  5. Considering staff and budget allocations.

**Chairman's**

- Recommendation:** That the above recommendation be adopted.