

17 April 2017

Memorandum

To: Chair and Members of the Environment and Community Committee

Subject: **Update on progress to become a friendlier city for all Aucklanders**

From: Kataraina Maki, General Manager, Community and Social Policy

Purpose

1. To provide an update on progress towards Auckland becoming a friendlier, more inclusive city for all.

Key messages

- Work is progressing to look at how Auckland can be a friendlier city for all Aucklanders.
- A key step is including belonging and participation as an outcome area in the Auckland Plan refresh.
- We have run a combined demographic advisory panels with 45 panel members (including Seniors Advisory Panel members), and held 37 workshops with over 650 diverse Aucklanders to identify what makes them feel they belong and the enablers and barriers to inclusion.
- Insights from this along with other research on Auckland's diverse populations will be used to inform council's policy, plans and service delivery.
- We will report to the committee in mid-2018 on key findings and proposed next steps.

Staff asked to investigate how to make Auckland a friendlier city for all

2. On 1 September 2016 the Regional Strategy and Policy Committee considered a proposal to become a member of the World Health Organisation's Global Network of Age-Friendly Cities and Communities.
3. The committee resolved not to join the network, but asked staff to progress the intent of the framework (to become a friendlier city for a range of populations, including older people) through council's existing strategy and policy framework and report back (REG/2016/92).
4. A copy of the full resolution is attached.

Belonging and participation is a key outcome area in the Auckland Plan refresh

5. The Auckland Plan sets the high level strategic direction for all of council's activities. Ensuring there are outcomes in the Auckland Plan that focus on creating a friendlier, more inclusive city is therefore critical.
6. As part of the Auckland Plan refresh, we have provided policy input and subject matter expertise on diversity and inclusion including technical papers on ethnic diversity and Auckland's older population.
7. Fostering an inclusive Auckland where everyone belongs and improving health and wellbeing for all Aucklanders are now strategic directives in the draft Auckland Plan that was consulted on in March 2018.

Work is underway to identify what makes Aucklanders feel included ('Investing in Aucklanders' project.)

8. We are also undertaking a project (with a working title of 'Investing in Aucklanders'), to identify what helps Aucklanders feel like they belong.
9. Using an "appreciative enquiry" (strengths-based) approach, we have engaged with a diverse range of Aucklanders about their experience of Auckland, to understand what belonging and inclusion means to them, and to identify enablers and barriers to this.

10. The engagement phase began on 25 September 2017 with a combined demographic advisory panels workshop. This was attended by 45 panel members and by Councillors Casey, Filipaina and Hills in their roles as panel liaison councillors.
11. During the engagement phase staff ran 37 workshops with over 650 participants. These workshops have reached a diverse range of people including school students, Chinese, Indian and Pacifica communities. Workshops with older Aucklanders have included a seniors writing group, a group of older Muslim men and women, North Shore Seniors Womens Network, and a Chinese seniors support group. Sessions have been held across Auckland to ensure a geographic spread.
12. Many of the people who have attended these workshops told us they have never engaged with the council before. Hearing the voices of those we don't normally reach is a key objective of the project.
13. In April a workshop was held with a small group of participants and panel members (including representatives from the Seniors Advisory Panel) to present the overall findings of the project, test conclusions, and identify priorities.

Research on various demographic groups has been completed and is being used to inform policy

14. Council's policy work on inclusion and diversity is underpinned by research. Recent research has looked at the:
 - quality of life of older Aucklanders (a report with key findings from this research will be circulated to all councillors shortly)
 - challenges and opportunities for rainbow communities
 - social impacts of ethnic diversity
 - current status of children and young people in Auckland
 - Auckland Māori children under five and their whānau.
15. These reports are available on the council's Knowledge Auckland website¹.
16. This research will be used to help inform council policies, plans and the way services are delivered to support positive outcomes for Auckland's diverse communities and demographic groups.

Next steps

17. A series of walkthroughs are planned in May and June to present the key insights from the engagement phase of the Investing in Aucklanders project. Councillors will be invited to attend these, along with advisory panel members, council staff and other key stakeholders.
18. Staff will then report the findings and the proposed next phase of the project to the Environment and Community Committee in mid-2018.
19. It is anticipated that the next phase will involve using the findings alongside other research to inform policy, planning and service delivery. This could include specific actions as well as testing new ways to design and deliver services to create a more inclusive and friendly environment for everyone, including older Aucklanders.

¹ <http://www.knowledgeauckland.org.nz/>

Attachment 1 – Regional Strategy and Policy Committee Resolution – 1 September 2016

Resolution number REG/2016/92

MOVED by Chairperson GS Wood, seconded by Cr LA Cooper:

That the Regional Strategy and Policy Committee:

- a) agree that Auckland Council is committed to the intent of the WHO Age-friendly Cities and Communities Framework for Aucklanders aged 65 years and over.**
- b) agree that many Auckland populations could benefit from the intent of the WHO Age-friendly Cities and Communities Framework:
 - i) to be friendly, and to tap into each population’s potential and contributions to improve their wellbeing; and**
 - ii) that there are shared issues across populations, as well as those which are unique to each.****
- c) agree to progress Option 1: Utilise existing council strategic frameworks and processes to progress the intent of the Framework (a more friendly city for a range of populations, including older people) for consideration by the incoming Council.**
- d) direct staff through the delegations of the Chief Executive to start implementing Option 1 by identifying issues and opportunities to progress the intent of the Framework across a range of populations and report back to the appropriately delegated committee.**

CARRIED

14 December 2017

Memorandum

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Subject: **Update on progress to become a friendlier city for all Aucklanders**

From: Kataraina Maki, General Manager, Community and Social Policy

Purpose

1. To provide an update on progress towards Auckland becoming a friendlier, more inclusive city for all.

Key messages

- Work is progressing to look at how Auckland can be a friendlier city for all Aucklanders.
- A key step is including belonging and participation as an outcome area in the Auckland Plan refresh.
- We are also engaging directly with diverse Aucklanders to identify what makes them feel they belong and the enablers and barriers to inclusion.
- Insights from this along with other research on Auckland's diverse populations will be used to inform council's policy, plans and service delivery.
- We will report to the committee in 2018 on key findings and proposed next steps.

Staff asked to investigate how to make Auckland a friendlier city for all

2. On 1 September 2016 the Regional Strategy and Policy Committee considered a proposal to become a member of the World Health Organisation's Global Network of Age-Friendly Cities and Communities.
3. The committee resolved not to join the network, but asked staff to progress the intent of the framework (to become a friendlier city for a range of populations, including older people) through council's existing strategy and policy framework and report back (REG/2016/92).
4. A copy of the full resolution is attached.

Belonging and participation is a key outcome area in the Auckland Plan refresh

5. The Auckland Plan sets the high level strategic direction for all of council's activities. Ensuring there are outcomes in the Auckland Plan that focus on creating a friendlier, more inclusive city is therefore critical.
6. As part of the Auckland Plan refresh, we have provided policy input and subject matter expertise on diversity and inclusion including technical papers on ethnic diversity and Auckland's older population.
7. Fostering an inclusive Auckland where everyone belongs and improving health and wellbeing for all Aucklanders are now strategic directives in the draft Auckland Plan refresh.

Work is underway to identify what makes Aucklanders feel included ('Investing in Aucklanders' project.)

8. We are also undertaking a project (with a working title of 'Investing in Aucklanders'), to identify what helps Aucklanders feel like they belong.
9. Using an "appreciative enquiry" (strengths-based) approach, we are to engage with a diverse range of Aucklanders about their experience of Auckland, to understand what belonging and inclusion means to them, and to identify enablers and barriers to this.
10. The engagement phase began on 25 September 2017 with a combined demographic advisory panels workshop. This was attended by 45 panel members and by Councillors Casey, Filipaina and Hills in their roles as panel liaison councillors.

11. Over the last two months we have held over 20 workshops in local communities with more planned through December.
12. These workshops have reached a diverse range of people including school students, Chinese, Indian and Pacifica communities; and many older Aucklanders including a group of older muslim men and women. Sessions have also been held across Auckland to ensure a geographic spread.
13. Many of the people who have attended these workshops told us they have never engaged with the council before. Hearing the voices of those we don't normally reach is a key objective of the project.

Research on various demographic groups has been completed and is being used to inform policy

14. Council's policy work on inclusion and diversity is underpinned by research. Recent research has looked at the:
 - quality of life of older Aucklanders (a report with key findings from this research will be circulated to all councillors shortly)
 - challenges and opportunities for rainbow communities
 - social impacts of ethnic diversity
 - current status of children and young people in Auckland
 - Auckland Māori children under five and their whānau.
15. These reports are available on the council's Knowledge Auckland website¹.
16. This research will be used to help inform council policies, plans and the way services are delivered to support positive outcomes for Auckland's diverse communities and demographic groups.

Next steps

17. In March/April 2018 we will hold a 'walk through' to present the key insights from the community workshops. Councillors will be invited to attend this along with advisory panel members, local board members, council staff and community participants.
18. Staff will formally report the findings and the proposed next steps to the Environment and Community Committee within the first half of 2018.
19. It is anticipated that the next stage will involve using the findings alongside other research to inform policy, planning and service delivery.
20. This could include specific actions as well as testing new ways to design and deliver services to create a more inclusive and friendly environment for everyone, including older Aucklanders.

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- d) direct staff through the delegations of the Chief Executive to start implementing Option 1 by identifying issues and opportunities to progress the intent of the Framework across a range of populations and report back to the appropriately delegated committee.**

CARRIED