I hereby give notice that an ordinary meeting of the Seniors Advisory Panel will be held on:

**Date:** Monday, 15 October 2018  
**Time:** 10:30am  
**Meeting Room:** Boardroom, Ground Floor  
**Venue:** Auckland Town Hall  
301-305 Queen Street  
Auckland

---

Te Rōpū Kaitohutohu Take Kaumātua / Seniors Advisory Panel

OPEN AGENDA

---

**MEMBERSHIP**

Chairperson  
Janet Clews, CNZM,QSO, JP

Deputy Chairperson  
David Wong Hop

Members  
Judy Blakey, MNZM  
Roger Fowler, QSM  
Joan Lardner-Rivlin, QSM  
Daniel Newman, JP  
Sonny Niha  
Mihi Te Huia  
Mere Tunks, QSM

(Quorum 5 members)

---

Sandra Gordon  
Senior Governance Advisor

10 October 2018

Contact Telephone: (09) 890 8150  
Email: sandra.gordon@aucklandcouncil.govt.nz  
Website: www.aucklandcouncil.govt.nz

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**Note:** The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. Should Members require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
The terms of reference set out the purpose, role and protocols of the Panel. Panel members abide by the Code of Conduct for members of Auckland Council advisory panels.

Purpose
As one of council’s engagement mechanisms with diverse communities, the demographic advisory panels provide advice to the governing body and council staff within the remit of the Auckland Plan on the following areas:
- Auckland Council’s regional policies, plans and strategies
- Regional and strategic matters including those that Council-Controlled Organisations deal with any matter of particular interest or concern to diverse communities.

Outcomes
The panel’s advice will contribute to improving the outcomes of diverse communities and social cohesion as set out in the Auckland Plan. The panel will advise through their agreed strategic agenda and detailed work programme.

Strategic agenda and work programme
The panel must develop a work programme and set a strategic agenda for the term. The agendas should be focused and integrated across the panels for collaborative input into shared agendas, particularly on the Auckland Plan, the Long-term Plan and annual plans. The panel should advise on council’s organisational strategies relevant to diverse communities. The governing body and council staff should work with the panel for the development of their strategic agendas and work programme. An appropriate committee will approve the panel’s work programme and any subsequent major changes to it.

Submissions
The panel must not make formal submissions to Auckland Council on council strategies, policies and plans, for example, the annual plan. In its advisory role to the council, the panel may have input to submissions made by the council to external organisations but do not make independent submissions, except as agreed with the council. This does not prevent individual members being party to submissions outside their role as panel members.

Review
The form and functioning of the panels may be reviewed prior to or after, the end of the panel’s term in September 2019.
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1 Apologies

No apologies have been received.

2 Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

3 Confirmation of Minutes

That the Seniors Advisory Panel:

a) confirm the ordinary minutes of its meeting, held on Monday, 16 July 2018 as a true and correct record.

4 Additional Items
Te take mō te pūrongo / Purpose of the report
1. To receive an update from the Liaison Councillor to the Seniors Advisory Panel.

Whakarāpopototanga matua / Executive summary
2. Cr Daniel Newman will provide an update of recent Council business, and local ward matters, to the Seniors Advisory Panel.

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:

a) note the update from Cr Daniel Newman.

Ngā tāpirihanga / Attachments
There are no attachments for this report.

Ngā kaihaina / Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Sandra Gordon - Senior Governance Advisor</th>
</tr>
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<tbody>
<tr>
<td>Authoriser</td>
<td>Allison Dobbie - Principal Development Advisor</td>
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</tbody>
</table>
Te take mō te pūrongo / Purpose of the report
1. To better understand the current programmes and priorities of Haumaru, and share the panel’s approach to housing for older people.

Whakarāpopototanga matua / Executive summary
2. Gabby Clezy, Chief Executive Officer – Haumaru Housing will provide a presentation on Haumaru’s current programmes and priorities.

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:
 a) receive and thank Gabby Clezy, Chief Executive Officer – Haumaru Housing for her presentation regarding the current programmes and priorities of Haumaru.

Ngā tāpirihanga / Attachments

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<td>Haumaru Housing current programmes and priorities - PowerPoint Presentation</td>
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MAKING A DIFFERENCE

Gabby Clezy CEO
October 2018
### MAKING A DIFFERENCE: THE FIRST NINE MONTHS

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© 2018 Haumaru Housing. All rights reserved.
WORKING IN PARTNERSHIP: GOVERNANCE AND ROLES

- 49% ownership, two independent directors
- Leases portfolio to Haumaru at peppercorn rent, up to 100 years
- Long-term Plan renewals funding to 2025 and LTP credit facility of $20 million for development
- Monitors business interest in Haumaru LP

- 51% ownership, three directors
- Interest-free working capital loan facility to Haumaru
- Corporate services and elderly care expertise, Selwyn Centres

- Mandated to deliver new council development projects and sell properties
- Manage Haumaru lease and the reinvestment of sale proceeds

- Limited Partnership, registered Community Housing Provider
- Receives IRRS, tenant rents and pays all outgoings and maintenance
- Tenancy, asset & facilities management, wellness
- No dividends, all profits reinvested in social housing

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OUR PURPOSE

We provide housing communities for older people by creating environments that support resilience and connectivity.

OUR VISION

Older people with affordable homes in communities that are safe, age friendly and caring.
OUR VALUES

- Care for our tenants and colleagues
- Accountability of all that we do
- Integrity in all our actions
- Responsiveness so our tenants are not kept waiting
GOVERNANCE

Haumaru Housing Limited Partnership aims to operate to the highest standards of governance - not only upholding our responsibilities to our shareholders, but also representing the interests of the tenants we support.

HAUMARU HOUSING BOARD
From left to right: Matthew Harker, Vicki Sykes, Kerry Hitchcock, Helen Melrose (Board Chair) and Garry Smith

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| 100% of new tenants sourced from Social Housing Register (50% from original council wait-list) | Comprehensive programme of major CAPEX refurbishment in progress, | Ongoing quality improvement programme and customer satisfaction audits |
| 200 IRRS tenants - 13% tenants | Strengthened organisational capability | Full training and education programme for staff |
| 1412 units | First new development underway in Henderson (40 Units) | Revenue YTD above budget |
| 5,000+ repair and maintenance requests undertaken | Aged friendly communities with aged friendly staff | Collaborative working with sector (incl. MSD and HNZC) and sector stakeholders |
MEANINGFUL TENANT ENGAGEMENT

- Eight Community Managers (Operations manager)
- 24/7 Customer Service desk and after-hours service (0800 number)
- Ongoing customer satisfaction assessment:
  - online, real-time feedback; new tenant audits;
  - face-to-face meetings; website feedback form;
  - email address: info@haumaruhousing.co.nz (plus ‘payments’ and ‘privacy’ email addresses); clear complaints process
MEANINGFUL TENANT ENGAGEMENT

- Monthly newsletters (including staff profiles)
- Village noticeboards
- Stakeholder Engagement Plan / Maori Engagement Plan
- Opportunities for tenant input and consultation on miscellaneous projects
- Easy-to-understand tenancy agreements and letters on unit inspections, rent reviews, customer feedback requests, etc

© 2018 Haumaru Housing. All rights reserved.
“Thanks for looking after us.’

“Love living here and am thankful for my home.’

“I feel safe when I sleep at night and I am happy in my unit.’

Online customer satisfaction survey

© 2018 Haumaru Housing. All rights reserved.
"I like how you come to see me every week. The staff are very nice and friendly, and when I have a problem you fix it straight away."

"You do what you say you’re going to, and I like that very much."

"I like the visits from my Community Manager as sometimes I get lonely, and the additional support from the service desk."
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

Core areas of vulnerability for older people:

- the lack of secure housing
- loneliness and social isolation
- financial hardship and the impact on health-related conditions
- mental health

Working with all stakeholders, we deliver support services in these areas that are critical for the wellbeing of older people - a significant point of difference from other CHP operators.
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

In addition to developing our housing stock in safe, age-friendly neighbourhoods, we are creating environments to support older people to be resilient and content by:

Providing opportunities to connect:

- Selwyn Centre / Haumaru Housing get-togethers
- Community Manager support / facilitation of village events and initiatives
- use of Haumaru village community spaces
- providing (through Selwyn) community transport to enhance tenants’ social engagement
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Developing our navigator role to help people access the social, health, advocacy and budgetary advice services they need to improve their wellbeing
- Working in partnership with stakeholders in the sector and other service providers (eg, Anglican City Mission, Anglican Church, Age Concern, local Boards) on community opportunities to reduce loneliness and raise awareness of social housing available through Haumaru
- Improving connectivity through new in-home telemonitoring service and village events
WRAP-AROUND SERVICES PROVIDING HOLISTIC TENANT CARE

- Telemonitoring service using technology to assist tenants to remain healthy and well at home, maintain their independence and stay in touch with others
- Through the use of a small touch-screen tablet computer and health measuring devices, tenants can monitor their general health and wellbeing
- Daily healthcare support and advice provided by a telehealth nurse via face-to-face video calls
- Encourages online group interaction, enabling users to stay connected, maintain social contact and gain access to useful online resources
- A joint initiative delivered by Selwyn

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AGE FRIENDLY STAFF

- Staff trained in awareness of mental health in older people Inc. early stage dementia in the community
- Staff trained in Cultural Ageing - Awareness when working with diverse older people
- Te Reo me ona tikanga programme - language and cultural practices specifically for Maori Kaumatua and Kuia
- Respecting our Pacifica elders programme
- Innovation-telehealth monitoring, environment monitoring (moisture temperature))
- Reducing Loneliness -Activities and events to reduce social isolation e.g. van outings, movie nights, village shared meals, dedicated community managers for each village
- Support to access services inc. assessments, disability support aids, home based support services, financial support
- Partnerships with community organisations - Community trusts, local boards, NGO's

© 2018 Haumaru Housing. All rights reserved.
<table>
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<tr>
<th>Positive Ageing Strategy Goals</th>
<th>What Haumaru Housing is doing to support this strategy</th>
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</table>
| Income-secure and adequate income for older people | • Affordable long term sustainable public and private rentals (no more than 30% gross income)  
• Budget advisor |
| Health- equitable, timely, affordable and accessible health services for older people | • Supporting our tenants to navigate and access health systems and funding streams available to them  
• Forever Young Strength and Balance programmes  
• Tele monitoring service- In home monitoring supported by a telehealth nurse  
• HUR strength and wellness studio subsidy (70%) |
| Housing-affordable and appropriate housing options for older people | • Safe, well maintained homes in village communities  
• Remote monitoring pilot of the home environment- moisture & temperature |
| Transport-affordable and accessible transport options for older people | • Transport provided for trips and events  
• Partnering with local organisations to access transport options |
| Ageing in the Community-older people feel safe and secure and can age in community | • Village communities with dedicated aged friendly community managers providing navigation and support as required  
• 24/7 Helpline for tenants  
• Partner with Lifeline to reduce loneliness, improve resilience, mental health and addiction issues focussed on older people  
• Liaise closely with Home Based Support Services to ensure tenants continue to live well in the community  
• Encourage an active “good neighbour” community |
| Cultural Diversity-a range of culturally appropriate services allows choice for older people | • Community and Cultural Liaison on staff, Staff reflect the community we service  
• Partnership with community cultural groups for language and activities e.g. Chinese, Russian, Pacifica |
| Opportunities for Personal growth and Participation - increased opportunities for person growth and community partnership | • Partnership with local community groups and NGO’s for cultural, spiritual and learning opportunities e.g. art, exercise, scam savvy programme  
• Provision of dispute resolution service to create harmonious communities |
Co-ordinated approach to welfare in emergencies

File No.: CP2018/19560

Te take mō te pūrongo / Purpose of the report

1. To receive a presentation by council staff on welfare co-ordination in emergencies.

Whakarāpopototanga matua / Executive summary

2. Council staff will provide a presentation to the Seniors Advisory Panel on Auckland’s welfare co-ordination and the way the Auckland Welfare Co-ordination Group work in an emergency event. This will include an overview of the Auckland April 2018 storm response and how we are working with vulnerable people.

Ngā tūtohunga / Recommendation/s

That the Seniors Advisory Panel:

a) receive and thank council for the presentation on welfare co-ordination in emergencies.

Ngā tāpirihanga / Attachments

There are no attachments for this report.

Ngā kaihaina / Signatories

<table>
<thead>
<tr>
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</table>
The Mosiac of Ageing Conference - survey feedback from attendees

File No.: CP2018/18404

Te take mō te pūrongo / Purpose of the report
1. To update the panel on survey results from attendees at the NZGA2018 The Mosaic of Ageing Conference, held on 6-8 September 2018 at the Ellerslie Event Centre.

Whakarāpopototanga matua / Executive summary
2. The Seniors Advisory Panel members attended and exhibited at the NZGA2018 The Mosaic of Ageing Conference, held on 6-8 September 2018, at the Ellerslie Event Centre.
3. As a result of the decision at the Auckland Council Environment and Community Committee meeting held on 10 July 2018 to seek membership of the World Health Organisation Global Network of Age-friendly Cities and Communities, the panel choose to undertake a survey of attendees. Attached is a copy of the survey.
4. 27 conference attendees participated in the survey. The survey asked attendees to select the top three categories they felt were most important to make Auckland more age friendly. Below are the results of the survey, which indicated the top three categories are transport, housing, and respect and social inclusion.

Categories to make Auckland more age-friendly

- Transport: 28%
- Housing: 17%
- Social Participation: 11%
- Respect and Social Inclusion: 6%
- Civic participation and education: 4%
- Community support and health: 3%
- Multigenerational programmes: 2%
- Volunteer programs with students and kaumatua: 2%
- Dementia friendly: 2%
- Accessibility in general i.e. for those with mobility difficulties, hearing problems and declining eyesight for example along with visual information, providing verbal or sensory information as well

5. Survey attendees were also asked What else could we be doing to make Auckland more age-friendly? Their comments were as follows:
   - Being aware of diversity
   - Multigenerational programmes
   - Volunteer programs with students and kaumatua
   - Dementia friendly
   - Book groups at the public library
   - Accessibility in general i.e. for those with mobility difficulties, hearing problems and declining eyesight for example along with visual information, providing verbal or sensory information as well
- Prepare each of us to have a plan for retirement and make good use of our retirement time
- Council facilities are becoming less accessible because of rental fees, limited space available. To induce/encourage social participation, access to facilities is important for low or no cost
- More spaces/invitations for children in to town. There aren’t even really shops in the CBD to buy kids clothes, toys or equipment
- Good footpaths
- Easy conversion of houses to separate dwellings/flats to enable helpers to live in and to help pay rates
- Get local councils and government departments to adopt age friendly measures and put them into practice
- Easy to navigate links to the community
- Enable the elderly to access care more easily, fractured at present, exhausting for them to ring/contact/care – takes far too long
- DHB needs greater money to provide purpose build facilities for older adults, not old worn out premises. No value on old age is the message
- Environmental design and planning incorporating age friendly spaces, surfaces and services
- Transport – limited services, buses difficult to navigate
- Respect, incorporate universal design principals into all new buildings so they are fit for purpose for ageing/disability/easier to live in for all
- Visual clutter of advertising signs on roads takes away from important message, signage needs to be very visible/readable
- Outdoor space and buildings really includes good visual and green environments

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:

a) note the survey results from attendees at the NZGA2018 The Mosaic of Ageing Conference, held on 6-8 September 2018.

Ngā tāpirihanga / Attachments

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Ngā kaihaina / Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Cecily Dower, Deputy Lead Officer -Seniors Advisory Panel</th>
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<tbody>
<tr>
<td>Authoriser</td>
<td>Allison Dobbie - Principal Development Advisor</td>
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</table>
Age Friendly Auckland

Auckland Council Seniors Advisory Panel Survey

Please select your top three categories that you think are important to make Auckland more age-friendly

☐ Transport
☐ Housing
☐ Social Participation
☐ Respect and Social Inclusion
☐ Civic Participation and Education
☐ Community Support and Health
☐ Communication and Information
☐ Outdoor Space and Buildings
☐ Environment

What else could we be doing to make Auckland more age friendly?

________________________________________________________________________

________________________________________________________________________
Seniors Advisory Panel 2019 meeting dates

File No.: CP2018/18067

Te take mō te pūrongo / Purpose of the report
1. To decide 2019 meeting dates for the Seniors Advisory Panel.

Whakarāpopototanga matua / Executive summary
2. The panel will decide on the dates for their closed and open to the public meeting dates in 2019.

Suggested meeting dates for 2019 are:
- Monday, 18 February 2019 (closed-to-the-public)
- Monday, 18 March 2019 (open-to-the-public)
- Monday, 15 April 2019 (closed-to-the-public)
- Monday, 20 May 2019 (closed-to-the-public)
- Monday, 17 June 2019 (closed-to-the-public)
- Monday, 15 July 2019 (open-to-the-public)
- Monday, 19 August 2019 (closed-to-the-public)
- Monday, 16 September 2019 (closed-to-the-public)

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:

a) approve the 2019 meeting dates.

Ngā tāpirihanga / Attachments
There are no attachments for this report.

Ngā kaihaina / Signatories

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Te take mō te pūrongo / Purpose of the report
1. To receive an update on the Seniors Advisory Panel work programme for the 2017/18 financial year.

Whakarāpopototanga matua / Executive summary
2. Cecily Dower, Deputy Lead Officer, will provide the panel with an update on the work programme for the 2018/19 financial year.

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:
 a) receive the update on the work programme from Cecily Dower, Deputy Lead Officer.

Ngā tāpirihanga / Attachments

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### SENIORS ADVISORY PANEL WORK PROGRAMME 2018-2019 (as at October 2018)

#### Priority areas for the Seniors Advisory Panel:
- better public transport services and more accessible options for senior citizens
- quality mixed housing and urban design
- more culturally diverse programmes
- more engaging recreational and community spaces and activities
- protecting our environment for the next generations

#### The Seniors Advisory Panel:
- contributes to improving the outcomes for senior citizens and social cohesion as set out in the Auckland Plan
- advises on council’s effective engagement with senior citizens
- is focused on regional issues that have a high impact, aligned with the forward work programme of the Environment & Community Committee.

<table>
<thead>
<tr>
<th>Council initiative</th>
<th>Description</th>
<th>Panel’s input</th>
</tr>
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</table>
| Auckland Plan Refresh       | The Auckland Plan Refresh updates the council’s strategic direction for Auckland for the next 30 years. The current Auckland Plan was adopted in 2012. The plan is now being refreshed, and will be clearer and more focused on the key issues. | • Panel members attended the Auckland Plan Refresh **integrated panel sessions** on 26 April 2017 to advise on Refresh process.  
  • The panel offered additional feedback to the Auckland Plan team in the May workshop. Staff organised community workshops with the stakeholders recommended by the panel. Memo sent to all panels on 22 September updating on targeted engagement and strategic framework.  
  • Long Term Plan and Auckland Plan formal consultation processes and documents ran at the same time in February/March 2018.  
  • The chairperson attended 3 different sessions held on 3, 10 and 14 May, to receive feedback and analysis from Auckland Plan Refresh consultation and to participate in discussion.  
  • Panels presented their feedback to the joint F&P/Planning committee meeting on 21 March.  
  • The panels feedback during the early engagement phases provided valuable direction for the draft plan and its formal feedback during consultation, and input during the May 2018 workshops helped shape the final plan  
  • The Auckland Plan 2050 was adopted by the Planning Committee on 5 June 2018, setting the direction for how Auckland will grow and develop over the next 30 years. The final plan is the culmination of many months of work and extensive engagement with stakeholders and partners  
  • Panel members are invited to attend an event on 9 August 2018 to formally launch the Auckland Plan 2050. |
| Long-term Plan 2018-2028    | The Long-term Plan sets out the priorities and funding for council activities that are planned over a 10-year period. It includes financial and non-financial information for the council and council-controlled organisations. | • To advise on the needs and priorities of senior citizens  
  • **An integrated panel session** was held on 30 October 2017. This feedback was incorporated into a presentation to the Finance and Performance Committee on 15 November.  
  • The Mayoral Proposal was released on 29 November 2017. The Long Term Plan and Auckland Plan formal consultation processes and documents ran at the same time in February/March 2018. The panels presented their feedback to F&P/Planning committee on 21 March 2018. Panel chairs received feedback and analysis from LTP consultation on 9 May.  
  • The 10-year Long Term Plan was approved at the Governing Body meeting held on 31 May 2018, which included the... |
<table>
<thead>
<tr>
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<th>Description</th>
<th>Panel’s Input</th>
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</table>
| Engagement approach        | The council is striving to achieve best community engagement processes and practices for engagement with senior citizens. The panel will assist the development of the council’s comprehensive stakeholder lists for senior citizens. The panel will provide advice related to council’s photo stock and the need to increase the range of images which reflect the diversity of Auckland’s older citizens | • To offer feedback and advice to the Citizens and Engagement unit  
• To advise on the Auckland Council Engagement Guidelines for more effective engagement with senior citizens  
• An official photographer was invited to attend the Senior Advisor Panel Community event. 6 photos taken at the Community Forum have been accepted by The Wire for inclusion in the councils photo stock  
• The panel attended and exhibited at The Mosaic of Ageing Conference held on 6-8 September. 27 conference attendees participated in a survey run by the panel regarding Auckland becoming a more Age Friendly City. The results will be shared with staff. |
| Community forums           | The panel is entitled to organise one or more community forum(s) within an operating budget to engage with senior citizens on council’s substantial issues or issues important to the communities.                                                                 | • To design the panel’s community forum(s) to bring senior citizens to discuss council issues and/or issues important to senior citizens.  
• A successful Community Forum was held on Friday 16 March 2018, themed Focus on the Future – The Journey to (Planning for) Age Friendly Communities. The panel received feedback from the forum participants which was included in the panels feedback to the Joint Finance and Performance Committee and Planning Committee held on 21 March 2018. |
| Tākaro – Investing in Play | The council seeks panel’s input to ensure that council’s investment in play is directed to where it can deliver the greatest value to the most people.                                                           | • Jacqueline Fa’amatuainu-Pointon presented Investing in Play: Takaro Consultation Project on 21 August 2017, Analysis will take place over the next 2 months  
• The advice from the Seniors Panel was incorporated into the consultation summary report, together with feedback from other demographic advisory panels. The report was presented to the Environment and Community Committee in February.  
• The draft investment plan is currently in development. Indicative timeframes for publication and consultation on the draft is now August-September, with a view to having a final version adopted by December. |
| Regional Facilities Auckland| Regional Facilities Auckland strives to offer cultural and social programmes which are more inclusive of diverse communities. In particular it seeks to ensure its services and processes meet the needs of senior citizens                                                                 | • To advise RFA about more inclusive services, programmes and processes.  
• Judy Lawley presented an overview of the Regional Facilities Auckland (RFA) on 17 July 2017. The panel provided feedback on how RFA can enhance services for senior citizens. |
| Investing in Aucklanders    | The Community and Social Policy Unit is starting a qualitative engagement process to elicit Aucklanders’ views on their lived experiences of inclusion and belonging, exclusion and social isolation. This work also focuses on barriers to participation and council’s role. The project will take a holistic approach to inclusion and will engage with a diverse range of population groups. | • To help shape the engagement process, contribute a diverse set of perspectives throughout the process, and provide advice on wider community engagement  
• Further advisory panel engagement will be sought through several co-design phases and a summit in 2018.  
• On 25 September 2017, the panels attended an integrated panel session to advise on Investing in Aucklanders. Teena Abbey, Community Policy has completed a series of public engagement and consultation. Some panel members attended the stakeholder meeting held on 10 April 2018.  
• At the Environment and Community Committee held on 12 June 2018 approval was given to the start of up to five inclusion pilots to help Aucklanders feel an improved sense of belonging and participation. |
| Housing and urban design    | The council is developing its position and role on affordable housing including homelessness, and will engage with the                                                                                                                                                   | • To advise on council’s policy approach to mixed and affordable housing and homelessness issues, including urban and universal design |

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**Seniors Advisory Panel**  
**15 October 2018**
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<tr>
<th>Council initiative</th>
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| panel on the development and implementation plan. The panel seeks to understand and contribute to development planning related to mixed housing and urban and universal design guidelines, to help ensure these support strong local neighbourhoods which meet the needs of seniors. | • On 15 May the panel advised on the use of the Universal Design Tool and offered feedback on the tool.  
• On 16 October the affordable housing policy team attended the Open Panel meeting. They would like to thank the Seniors panel for providing advice on the homelessness policy project and development of the regional, cross sectoral homelessness strategy. The team have commenced engagement with key stakeholders which includes government departments and service providers, along with advisory panels.  
• This initial phase of engagement is to develop our understanding of where homelessness fits with the strategic priorities of government and other agencies. We are also exploring how these agencies would like to be involved in the development of the strategy, and their ideas about mechanisms for collaboration and oversight. Development of the strategy will commence early in 2018 centred around a methodology based on co-design and collective impact.  
• The affordable housing policy team will continue to update the Seniors Panel on progress and seek further input through this process. | |
| Inclusive Auckland Framework | The council has developed a diversity and inclusion framework to guide council staff in working more inclusively and effectively with Auckland’s diverse populations. | • To advise on council’s approach to working inclusively with diverse groups  
• Deborah James, Head of Diversity and Inclusion, attended the Senior Advisory Panel meeting on 18 September.  
• On 17 May, the panel chairs and deputy chairs had its first annual meeting with GB and ELT members. There were approx. 40 attendees including ten governing body members and six ELT members.  
• A further integrated session will be held on 8 November. Shane Ellison, Chief Executive – Auckland Transport will attend. | |
| Auckland Transport | Auckland Transport is a Council Controlled Organisation that delivers safe, innovative and sustainable transport for Auckland. The panel’s advice will focus on sustainable and accessible public transport that meets the needs of senior citizens | • On 17 July the panel met AT staff and advised on overall issues and challenges senior citizens have with the public transport system.  
• AT staff will seek advice on bus network redesign, hop and gold card and cycle/walk ways  
• AT staff attended the 16 October panel meeting to discuss the Super Gold card.  
• The Panel were concerned about the design of the K-Road station for City Rail Link. At the 18 September 2017 meeting, the Panel provided advice to City Rail Link Ltd staff who were invited to present on the design of the City Rail Link (CRL) K-Road Station Project. The panel were particularly concerned with the Mercury Lane incline from the K-Road station.  
• Auckland Transport presented to the 21 November meeting on Karangahape Road Streetscape.  
• Auckland Transport attended the June 2018 panel meeting to update on the Central Bus Network changes  
• At the Governing Body meeting on 26 July 2018, an item was considered entitled City Rail Link: approval for change of project scope to provide additional future capacity. Accessibility of the K-Road station design was discussed. | |
| Environment and open space | Council is responsible for managing many aspects of Auckland’s natural environment, including air and water quality, beaches, forests and open spaces, and waste management. The panel is aware of a generational responsibility to protect and improve the environment and open spaces for future generations, in particular by applying Te Ao Maori values and approaches. The panel contributes to environmental initiatives that improve public open spaces and protect our environment. | • To advise on Council’s approach to environmental and open space protection, including reduction of plastic waste and kauri dieback.  
• The panel provided advice to the joint Finance and Performance, and Planning Committee meeting held on 21 March 2018 which supported a targeted rate for clean water and harbours as well as options to address Kauri dieback and other environmental protection.  
• On 31 May 2018, the Governing Body approved a water quality targeted rate to clean up Auckland’s waterways and beaches and a natural environment targeted rate to fund pest and disease control  
• Restrictions are now in place for many tracks in the Waitākere Ranges and other areas due to the kauri dieback. |
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<tr>
<td>Public Safety and Nuisance Bylaw Review</td>
<td>The council is reviewing the Public Safety and Nuisance Bylaw. Main areas of the bylaw for panels’ advice include begging, car window washing and fireworks amongst many other issues.</td>
<td>• The panel advised on the Public Safety and Nuisance Bylaw Review in May 2017                                                                 • The engagement period for the bylaw review ended on Friday 30 June. All feedback received and research undertaken during the engagement period were collated and a findings report was presented to the Regulatory Committee.                                                                 • The Bylaw contains 49 issues. Decisions on these issues were undertaken from March to June 2018.                                                                 • The Public Safety and Nuisance Bylaw 2013 statement of proposal was adopted for public consultation at the Governing Body meeting held on 27 September 2018. This information will be provided to local boards and advisory panels for their views</td>
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<tr>
<td>Auckland to consider becoming an Age Friendly City as part of the World Health Organisation’s Global Network.</td>
<td>The panel would like to encourage Auckland to become an Age Friendly City. At present the council is working on the Investing in Aucklanders’ project. The panel feels that becoming an Age Friendly City would not detract from this project.</td>
<td>• The 10 July Environment and Community Committee considered a report regarding Age Friendly Cities and resolved as follows:                                                                 • That the Environment and Community Committee: a) acknowledge and thank the Seniors Advisory Panel for their presentation regarding Auckland joining the World Health Organisation Global Network of Age-friendly Cities and Communities b) agree Option 2: the council maintains existing approach and invests some resources to seek membership of the WHO Global Network of Age-friendly Cities and Communities. Noting that all future implementation actions requiring financial decisions will be subject to Annual and Long-term Plan processes.</td>
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### Advice on council’s effective engagement with senior citizens

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<tr>
<th>Item</th>
<th>Date and advice</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>Regional Facilities Auckland</td>
<td>17/7/17 – provided feedback on the ways that Regional Facilities Auckland can take account of the senior community.</td>
<td>Paul Brewer, Chief Operating Officer of RFA</td>
</tr>
<tr>
<td>Auckland Council’s Response to Homelessness</td>
<td>16/10/17 – provided insights into the prevalence of homelessness for seniors and asked to be involved in the development of the cross-sectoral homelessness strategy.</td>
<td>Kimberley Howell, Policy Analyst, Affordable Housing</td>
</tr>
<tr>
<td>Voter Participation Initiative</td>
<td>20/11/17 – provided advice regarding their experience and barriers to participation for the 2016 Auckland local body elections</td>
<td>Katie Watson, Senior Advisor, Voter Participation</td>
</tr>
<tr>
<td>Universal Design Tool</td>
<td>19/2/18 – provided advice on the Universal Design Tool and advised Roger and Judy would alternate at the Universal Design Forum meetings</td>
<td>Elise Copeland, Principal Specialist</td>
</tr>
<tr>
<td>Water Utility Consumer Assistance Trust</td>
<td>19/2/18 – provided advice regarding the WUCAT to ensure CAB is promoting it and that communities understand it is funded by Watercare</td>
<td>Heather Nicholson, WUCAT</td>
</tr>
<tr>
<td>Volunteering Auckland</td>
<td>16/4/18 – provided advice to Cheryll on ways to encourage more people to volunteer.</td>
<td>Cheryll Martin, GM Volunteering Auckland</td>
</tr>
<tr>
<td>Harboursport</td>
<td>21/5/18 – provided advice regarding the livestonger website and programme</td>
<td>Kerri Moran, Community Strength and Balance Manager</td>
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<tr>
<td>Library Mobile Services</td>
<td>21/5/18 – provided advice regarding an expanded regional mobile library and access service</td>
<td>Darryl Soljan, Head of Community Libraries</td>
</tr>
<tr>
<td>Emergency Management – Disaster Recovery (EDMR)</td>
<td>21/5/18 – provided advice regarding disaster recovery</td>
<td>Lucy Benge and Wayne Browne, Auckland Emergency Management</td>
</tr>
<tr>
<td>Central Bus Network</td>
<td>18/6/18 – provided advice around safety regarding transitions and connections (lighting etc)</td>
<td>Sanjana France and Carla Norris, Auckland Transport</td>
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<tr>
<td>Auckland Climate Action Plan</td>
<td>16/7/18 – provided advice regarding the plan</td>
<td>Alex Tang and Lauren Simpson, Chief Sustainability Office</td>
</tr>
<tr>
<td>Kia Whai Whare Tatou Katou: Regional, cross sectoral homelessness plan for Auckland</td>
<td>16/7/18 – provided feedback on the plan and agreed to attend the engagement event in August/September</td>
<td>Kimberley Howell and Peter Chaudry, Affordable Housing</td>
</tr>
<tr>
<td>Community Venue Hire</td>
<td>20/8/18 – Panel members requested further information on community venue hire, and provided advice on how council could more meet the needs of seniors in this space</td>
<td>Kevin Marriott, Manager Community Places</td>
</tr>
<tr>
<td>Cemeteries and Crematoria Bylaw</td>
<td>20/8/18 – Council is reviewing the Cemeteries and Crematoria Bylaw and code of practise; Staff consulted with panel members regarding the bylaw</td>
<td>Julie Harker and Bonny Apps, Policy Analysts, Social Policy &amp; Bylaws</td>
</tr>
<tr>
<td>Elections</td>
<td>20/8/18 – Janet Clews and Judy Blakey will be the representatives on the cross panel working group with Joan Lardner-Rivlin as back up.</td>
<td>Katie Watson, Senior Advisor &amp; Jeanette Johnston, Manager Election Planning</td>
</tr>
<tr>
<td>Generations – Insights and opportunities</td>
<td>17/9/18 – provided feedback and offered to utilise their networks for connectiveness</td>
<td>Emily Preston, Senior Project Lead – Innovation Unit</td>
</tr>
</tbody>
</table>
Te take mō te pūrongo / Purpose of the report
1. To provide an update on any items of interest, and discuss items of relevant significance to the Seniors Advisory Panel’s work.

Whakarāpopototanga matua / Executive summary
2. The chair will give a verbal update.

Ngā tūtohunga / Recommendation/s
That the Seniors Advisory Panel:
a) note the update from the Chair.

Ngā tāpirihanga / Attachments
There are no attachments for this report.

Ngā kaihaina / Signatories

<table>
<thead>
<tr>
<th>Author</th>
<th>Sandra Gordon - Senior Governance Advisor</th>
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<tr>
<td>Authoriser</td>
<td>Allison Dobbie - Principal Development Advisor</td>
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