



# Report

---

## **Age-friendly Community Report to Kaipatiki Local Board**

October 2018

Age Concern North Shore  
177B Shakespeare Road  
Milford, Auckland 0620

## Acknowledgements

Diane Matheson: Age Concern North Shore

Dr Lucia Davis (PhD): Specialist Advisor, Community Empowerment Unit, Auckland Council

Renata Kang: Age Concern North Shore

Upper Harbour Local Board Age-friendly Working Group - 2017

**Katie Rom BSc (Hons) Health Promotion  
Co-ordinator Health Promotion Service  
Age Concern North Shore  
177B Shakespeare Road, Milford  
Auckland 0620  
Email: [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz)**

**24 October 2018**



## Contents

|   |           |
|---|-----------|
| <b>Executive Summary</b> .....                      | <b>3</b>  |
| <b>Introduction</b> .....                           | <b>5</b>  |
| <b>Research Methodology</b> .....                   | <b>8</b>  |
| <b>Discussion of Results</b> .....                  | <b>10</b> |
| <b>Conclusions and Recommendations</b> .....        | <b>21</b> |
| <b>Results of Similar Surveys of Interest</b> ..... | <b>26</b> |
| <b>Relevant Local Board Statistics</b> .....        | <b>27</b> |
| <b>Housing</b> .....                                | <b>28</b> |
| <b>References</b> .....                             | <b>35</b> |
| <b>Appendices</b> .....                             | <b>36</b> |

# Kaipatiki

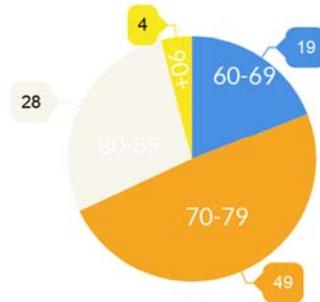
## Age-friendly Community Survey 2018

298 Completed Surveys Returned

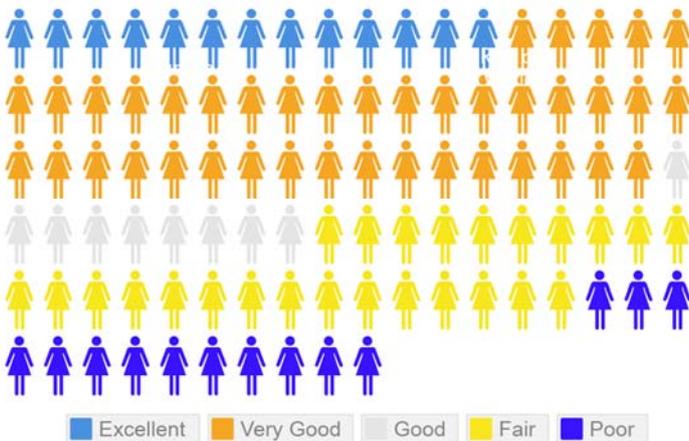
Survey response by suburb



Age of survey participants



### How do you rate your suburb as a place to live?



90% rated the Kaipatiki Local Board as an excellent, very good or good place to live

# Executive Summary

Age Concern North Shore was commissioned by Kaipatiki Local Board to investigate the 'age-friendliness' of this community – with a particular focus on Housing for older people. In an age-friendly community, people can actively participate in their community and its activities and are treated with respect, regardless of their age. By planning to make our communities good places to age, we can actively ensure better health and wellbeing for seniors and the community as a whole. The World Health Organization developed its Age-friendly City and Community model in 2007 and it was this validated model that Age Concern North Shore chose to adopt as a framework for this research project (with some adaptations to place it in a New Zealand and Local Board context).

Our previous experiences of consultation with older people proved that a brief, easy to complete, written survey was the most effective way of achieving feedback from this demographic. This was coupled with extensive experience and knowledge gained by Age Concern staff and their connections within the aged sector. Surveys were distributed to and collected from thirty-seven different groups, organizations or places with a total of two hundred and ninety-eight surveys completed (equates to a twenty-three per cent response rate).

Most encouragingly, ninety per cent of respondents rated their suburb as an 'excellent, very good or good' place for people to live as they age. However; many respondents believe there is a lack of affordable housing for older people locally and Age Concern North Shore confirms that other than limited Social Housing, there is very little low cost housing and no emergency housing options available for seniors in this area.

Other New Zealand research shows that it is towards retirement that many people think about moving and seeking a home for their retirement years. Unfortunately, it is the pre-75 year old population that find themselves with limited housing options, as many retirement villages have increased the age of entry and Social Housing has strict eligibility criteria. It is considered that New Zealand's future older people will mostly live in rentals if policy doesn't change substantially. The proportions of older owner-occupiers fell rapidly in the last fifteen years and will fall further given the reduced rates of home ownership now found among people in their early forties.

Whilst many features of the age-friendly model scored well, there were several areas where attention and improvement should be considered. Of particular note, the research highlights the need for greater attention to be given to the cleanliness, maintenance and accessibility of public toilets in this area. With uneven or broken footpaths being significant risk factors for falls, this research also identified that many footpaths are not well maintained and are not safe for pedestrians nor accessible for wheelchairs. Furthermore,

the provision of seating and shelter at bus stops is equally important to assist seniors to maintain their independence.

In respect of 'Communication and Information', respondents demonstrated that a definite improvement is required in the printing of important Council information that is easy to read. Providing non-digital sources of information is especially important in order to avoid digital exclusion. When focusing on 'Respect and Social Inclusion', it is apparent that many older people are not aware they can attend Local Board Workshops, nor do many believe they are encouraged and able to contact the Board with relevant concerns.

Finally, it is evident that there is a plethora of activities or groups for older people to attend or join in this area. However; it is important to note that transport and finances can be major barriers to many seniors being able to participate and connect socially in their community. Moreover, it has become apparent that some previously well-patronized seniors' groups or clubs are suffering progressively dwindling numbers. This might well be due to the steady increase in the construction of retirement villages – where similar activities are often provided, but it is Age Concern North Shore's opinion that it is more likely due to a gradual change in the attitudes and preferences of older people. We are aware that older people are moving away from formal/membership social groups (with possible Committee commitments) and are instead seeking to attend exercise or physical activity groups and join in with activities that broaden their mind and encourage life-long learning. These groups and many others like them, are indeed flourishing and new sessions and venues are being sought to deal with increasing interest.

Katie Rom  
Age Concern North Shore

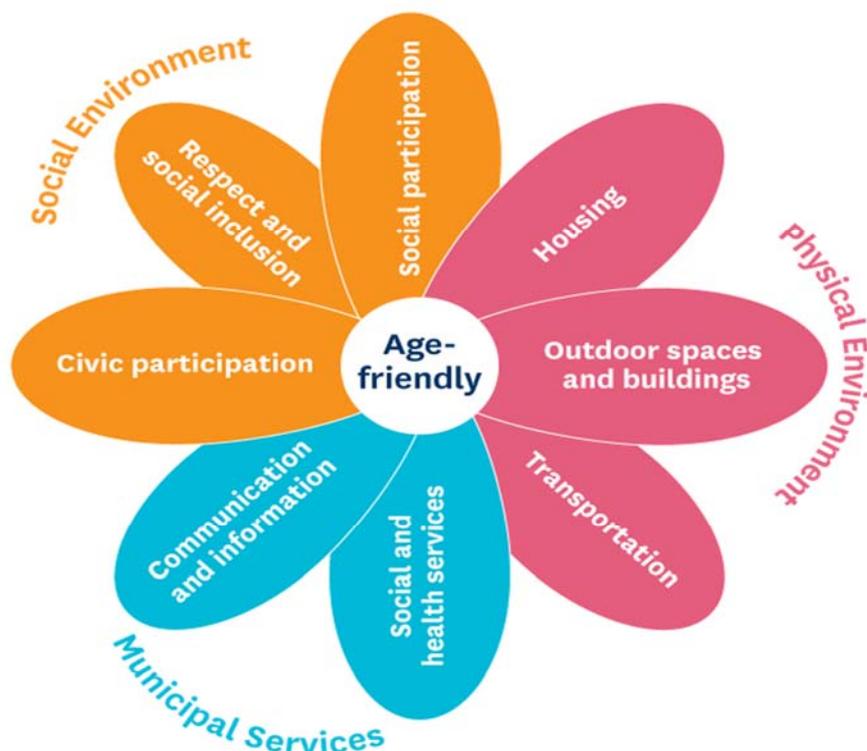
# Introduction

A good life in our later years depends not just on the individual but on where we live – do we feel secure, can we access the services we need and are we able to participate in the community as we wish? Ensuring older people are seen as an important part of all populations gave rise to the World Health Organization's (WHO) Age-friendly City and Community model in 2007. This model has been adopted by hundreds of communities around the world now recognized as 'age-friendly' by the WHO.

In an age-friendly community, people can actively participate in their community and its activities and are treated with respect, regardless of their age. By planning to make our communities good places to age, we can actively ensure better health and wellbeing for seniors and the community as a whole. An age-friendly environment is not just good for older people – it can create a more connected, responsive and supportive community for all of us – no matter our age or abilities (NZ Govt: Office for Seniors, 2016).

The WHO model covers both the physical and social environments that make up a community – from roads and footpaths, to opportunities for social outings. It encourages each community to identify what needs to happen to make the community a good place for older people to live.

## WHO Age-friendly Model



**For older people to enjoy life and feel well, age-friendly communities will:**

- Commit to ensuring that all aspects of planning, policy and practice consider the social inclusion of people in later life
- Support neighbourhood networks which promote social connections and ageing well for a growing diversity of older people, including those otherwise unable to get out and about
- Enable collaborative solutions and 'community networks' which enable social contact, easy access to information, advice, advocacy, activities and opportunities for participation, health and wellbeing
- Have respectful and inclusive attitudes towards later life, treating older people as full citizens, creating opportunities for intergenerational contact and mutual support and fostering positive attitudes to ageing

**For older people to be active and participate in their community, age-friendly communities will:**

- Enable people to participate in economic, social and civic activities, ensuring older people are involved in decision making which affects their lives. This supports the wider community by making services easier to access
- Offer a choice of employment, volunteering and life-long learning opportunities for older people, flexible enough to address disability or caring responsibilities, and enable those who want to work in later life to have an income
- Have accessible, affordable and integrated transport options, including forms of community transport, to ensure older people can get where they want and need to go

**For older people to have enough money to live well in later life, age-friendly communities will:**

- Ensure older people are able to access joined-up information, advice and advocacy, across all sectors and the community
- Work in partnership across statutory and voluntary sectors and with communities to ensure that everyone who is entitled to extra support actually receives it
- Work in partnership with banks and other services to provide face-to-face facilities in the community, promote digital inclusion and ensure older people can benefit from online savings
- Encourage leaders in local businesses and other organizations to employ older workers, making the most of their skills and knowledge

**For older people to feel comfortable, safe and secure at home, age-friendly communities will:**

- Include ageing in their housing and planning strategies, building to lifetime home standards (sixteen design criteria intended to make homes more easily adaptable for lifetime use at minimal cost)
- Provide a wide range of accessible and affordable quality housing options for older people to remain independent and connected to their communities
- Provide ready access to aids, adaptations and assistive technology to help people maintain their independence at home as their needs change
- Tackle fuel poverty, cold homes and the resulting health impacts by addressing damp, poor housing conditions and energy inefficiency in existing housing stock
- Enable partnership working between social services, public health, Police, banks, NZ Post, the voluntary sector and Neighbourhood Watch schemes to prevent older people being scammed and to support people who are victims of scams (ageUK, 2017)

# Research Methodology

Age Concern North Shore chose to adopt the 'WHO Age-friendly Model' for researching the 'age-friendliness' of Kaipatiki Local Board area. We were part of a working group in 2016, led by Lucia Davis (Auckland Council) that first identified what aspects of the WHO's 'Essential Features of Age-friendly Cities' could be influenced by a Local Board. Research was then successfully undertaken in 2017 for Upper Harbour Local Board – utilizing a survey that we designed for the purpose. Previous experiences of consultation with older people proved that a brief, easy to complete, written survey was the most effective way of achieving feedback from this demographic. We knew it needed to be distributed to where older people gathered or visited and that they should not incur any cost in the process. An attractive incentive also needed to be included to generate participation from those usually apathetic about consultation.

The 2017 survey was reviewed and updated for this research project and six extra questions added, together with some slight adjustment of wording to a few questions and a change made to the final additional comments. A \$100 grocery voucher was offered as an incentive for completion, as this was felt to be attractive to anyone. A copy of the survey can be found at Appendix B.

Further research was undertaken to identify all the seniors' groups, organizations and places where older people could access a survey. As it is not possible to access the Electoral Roll for a list of individual addresses, attention was given to other types of accommodation that were accessible, e.g.; Retirement Villages and some Social Housing sites. With a high proportion of older Chinese in this area, the survey was translated into simplified Chinese and one of our Chinese speaking colleagues arranged for it to be completed by some of the older Chinese that Age Concern is connected with. Furthermore, translated surveys were also made available at a few other sites where we know older Chinese attend. An accompanying letter was also designed and contact made with all groups to arrange for the surveys to be made available to their members and visitors and either a box or envelope provided to collect completed surveys. A list of all sites where surveys were distributed/left can be found at Appendix A.

Lastly, Age Concern has been operating on the North Shore for fifty-three years and is connected in some way with most stakeholders working in the aged care sector and with many seniors' groups and organizations. Just five members of our staff alone have amounted a total of ninety-three years of experience working for Age Concern and therefore can provide an intricate knowledge and insight to the sector from past to present day. For many years we have hosted a 'Positive Ageing Network' of professionals working with and for older people and we have been able to draw on their knowledge and opinion as well in helping to provide our opinion in this research.

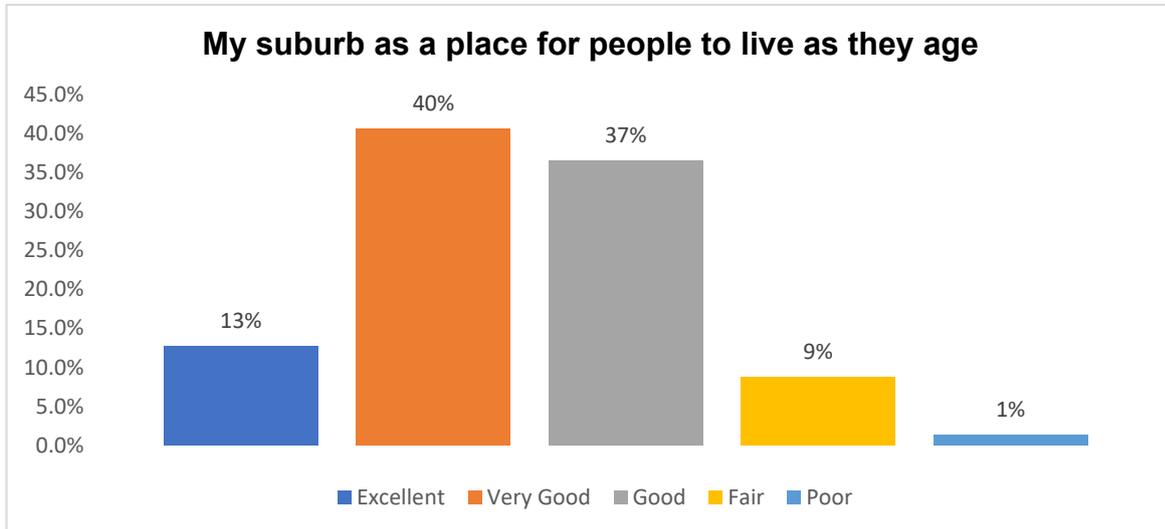
In total:

- Surveys were distributed to and collected from **37** different groups, organizations or places
- Approximately **1,300 surveys** were distributed in the Kaipatiki Local Board area

# Discussion of Results

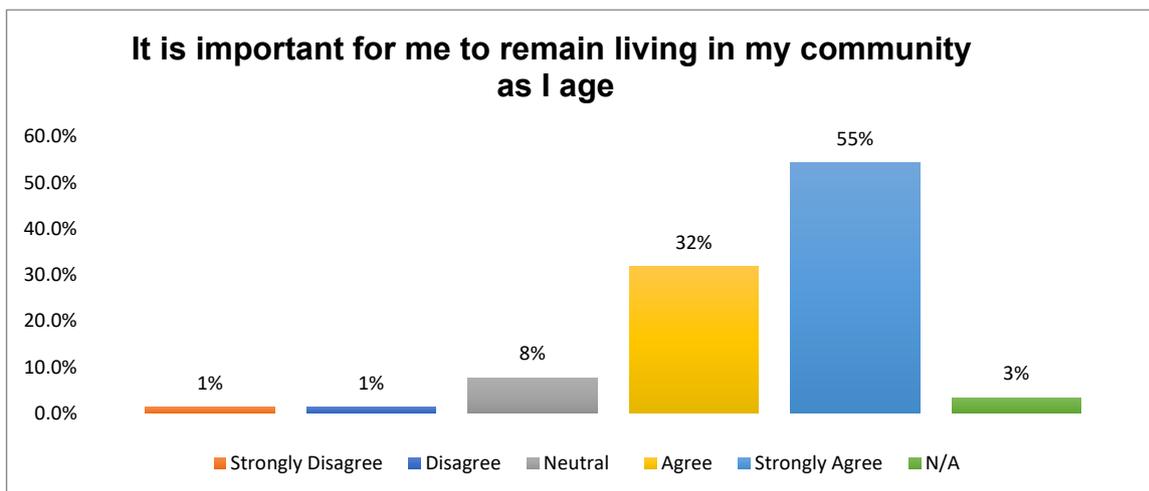
- **298 surveys completed** by Senior Kaipatiki Local Board residents
- **23** of these completed by older Chinese
- This equates to an approximate **23% response rate**

## Ageing In Place:



A total of **53%** of respondents rated their suburb as an **'excellent or 'very good' place for people to live as they age**. A much increased result of **90%** if 'Good' rating included.

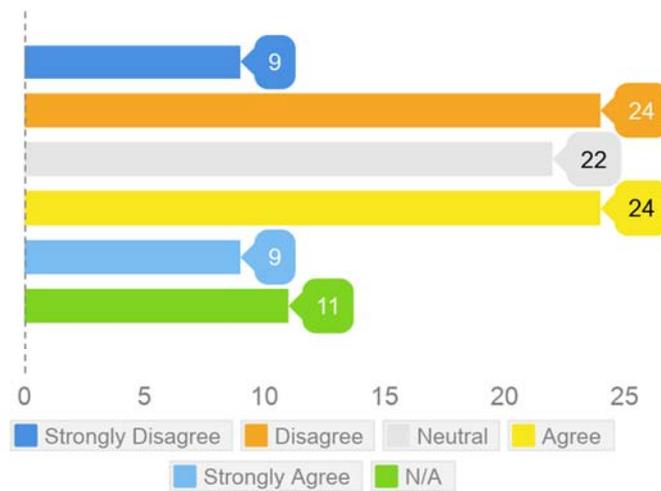
## Housing:



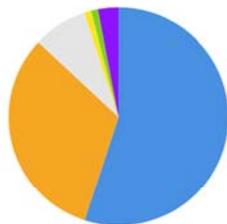
A very strong result with **87%** of respondents **considering it important for them to remain living in their community as they age** (equates well compared to a recent government online survey whereby 88% stated they wanted to stay in their own home).

# Housing - Key Results

Affordable housing for older people is available locally

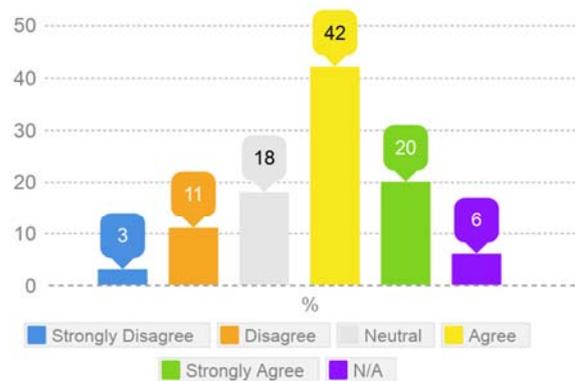


It is important for me to remain living in my community as I age



Strongly Agree (55%) Agree (32%) Neutral (8%)  
Disagree (1%) Strongly Disagree (1%) N/A (3%)

There is suitable accommodation/housing options for me as I age



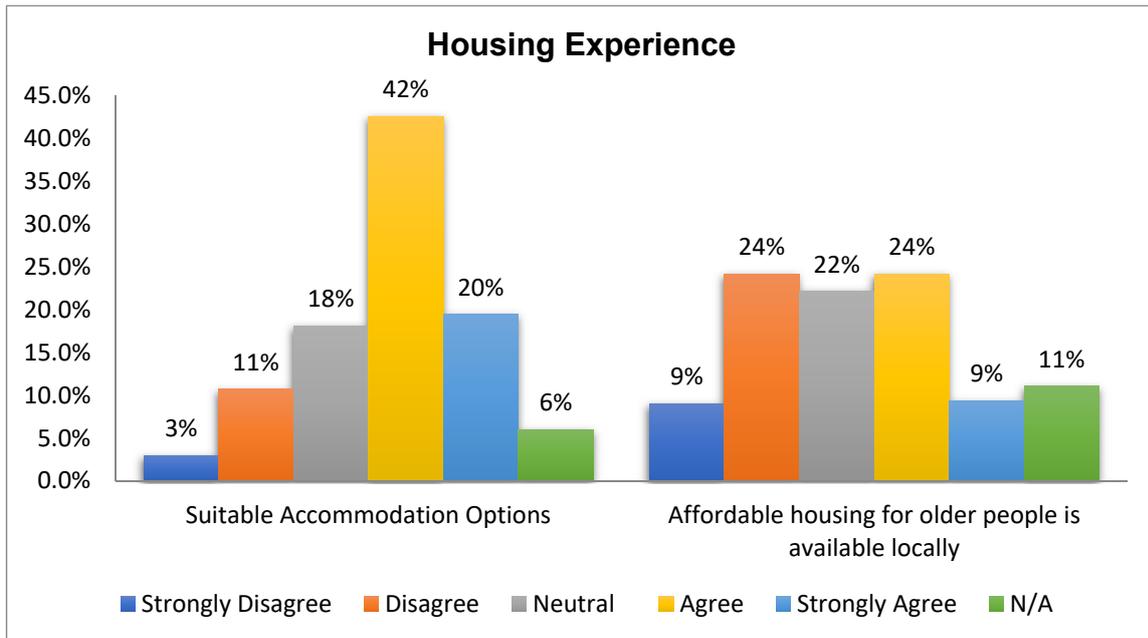
Strongly Disagree Disagree Neutral Agree  
Strongly Agree N/A



*"I know of people who have savings who worry about paying their rent. Are there enough affordable dwellings for older folk who want to stay in their local community?"*

The next chart demonstrates that **62%** of respondents **believe there are suitable accommodation/housing options for them as they age (e.g. apartments, rest homes, hospitals).**

Of important note, only **33%** of respondents **believe that there is affordable housing for older people available locally** – with **33%** ‘strongly disagreeing’ or ‘disagreeing’ with this statement – with another **33%** choosing ‘neutral’ or ‘not applicable’ which might suggest they are not aware of affordable housing as they either don’t need it or have not yet needed to seek it out.



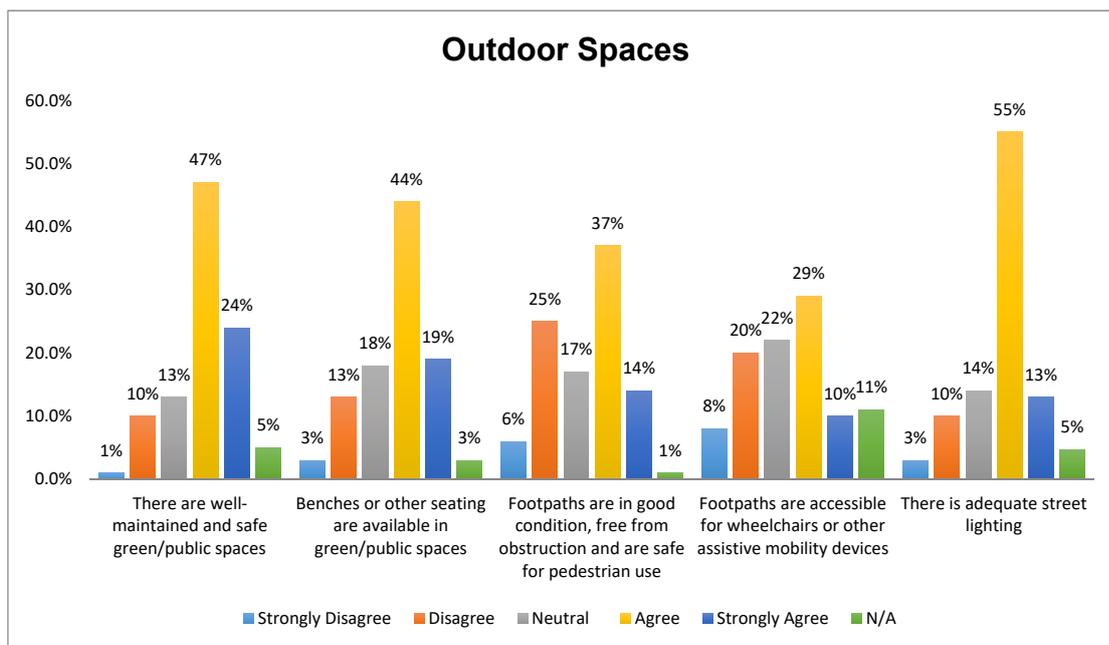
*“Rental accommodation is very hard to get and very expensive”*

*“More affordable rental accommodation for older people”*

*“More reasonable rental pensioner housing is needed for older people who either missed out on buying their own home or don’t have enough capacity to buy into a retirement village”*

*“No old age accommodation for me given that I’m too poor”*

## Outdoor Spaces and Buildings:



A total of **71%** of respondents **believe there are well-maintained and safe green/public spaces**. Age Concern North Shore identified **61** green spaces/reserves/parks in this Local Board area.

A total of **63%** of respondents **believe that benches or other seating are available in green/public spaces**.

*“More seating needed at Onepoto basin around the cycle track and near flying fox playground. Many seniors take grandchildren there”*

Of important note, only **51%** of respondents **consider that footpaths are in good condition, free from obstructions and are safe for pedestrian use** – with **31%** ‘strongly disagreeing’ or ‘disagreeing’ with this statement.

*“Some footpaths have cracks and displacement which I’ve tripped on e.g. Shepherds Park between the little housing and toilet block”.*

*“Footpaths are uneven in places, I know several elderly people who have slipped. And they are also difficult for people with walking aids/wheelchairs”*

*“It would help me if rails were provided wherever there are steps to negotiate. I tripped and had a bad fall in the disabled park by the chemist in Mokoia Rd, where the kerb rises to the pedestrian crossing”*

Likewise, only **39%** of respondents **consider that footpaths are accessible for wheelchairs or other assistive mobility devices** – with **28%** ‘strongly disagreeing’ or ‘disagreeing’ with this statement.

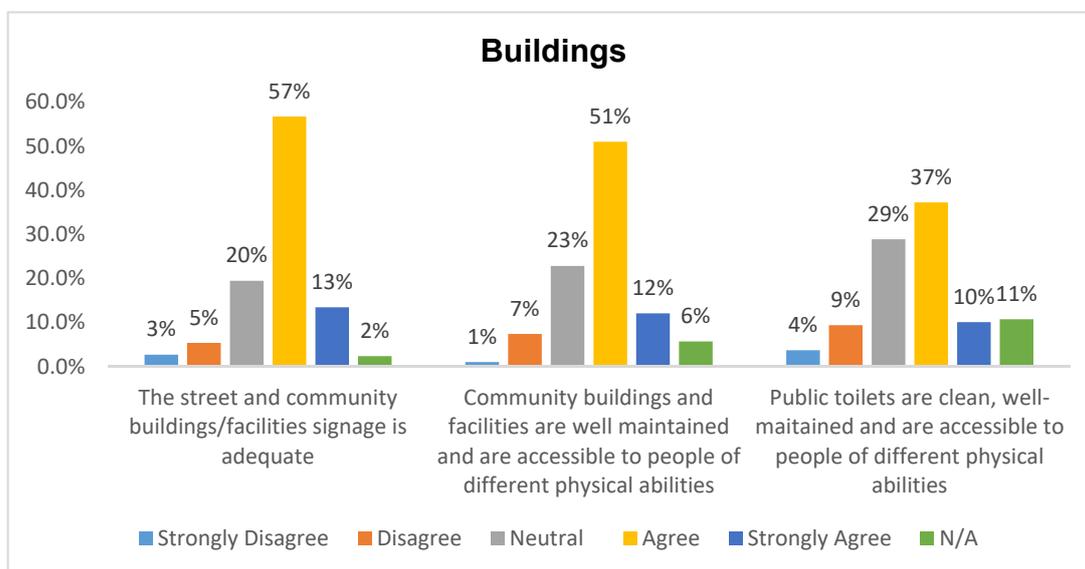
*“Footpaths are too hard for me to use my mobility scooter on. Too many bumps, too hard to get on and off kerbs. Ramps not wide enough. Need more room” (Birkenhead)*

*“Footpaths not good for wheelchairs”*

A total of **68%** of respondents **believe there is adequate street lighting.**

*“Street lights in Roberts Rd poor. Need extra lights”*

*“Street lighting not good in Mount Basten and Monarch. Large black patches, either not enough lamps or shadowed by close proximity to large trees”*



A total of **70%** of respondents **believe the street and community buildings/facilities signage is adequate.**

A total of **63%** of respondents **believe community buildings and facilities are well-maintained and are accessible to people of different physical abilities.**

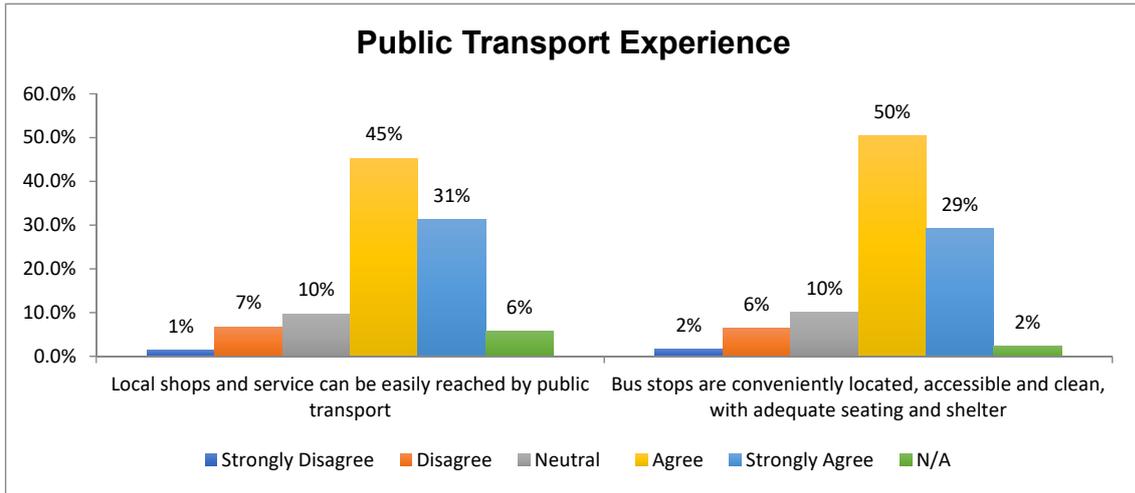
Of important note, only **47%** of respondents **believe public toilets are clean, well-maintained and are accessible to people of different physical abilities.**

*“There are no public toilets in Glenfield or Highbury outside of shopping malls”*

*“More public toilets are needed. There should be toilets at the upper end of Shepherds Park, near the children’s playground”*

*“Accessible toilets need to be separate, not within a men’s and women’s so that a carer of the opposite sex can easily enter”*

## Transportation:



A total of **76%** of respondents **believe that local shops and services can be easily reached by public transport.**

*“Reinstate feeder buses down Island Bay Rd”*

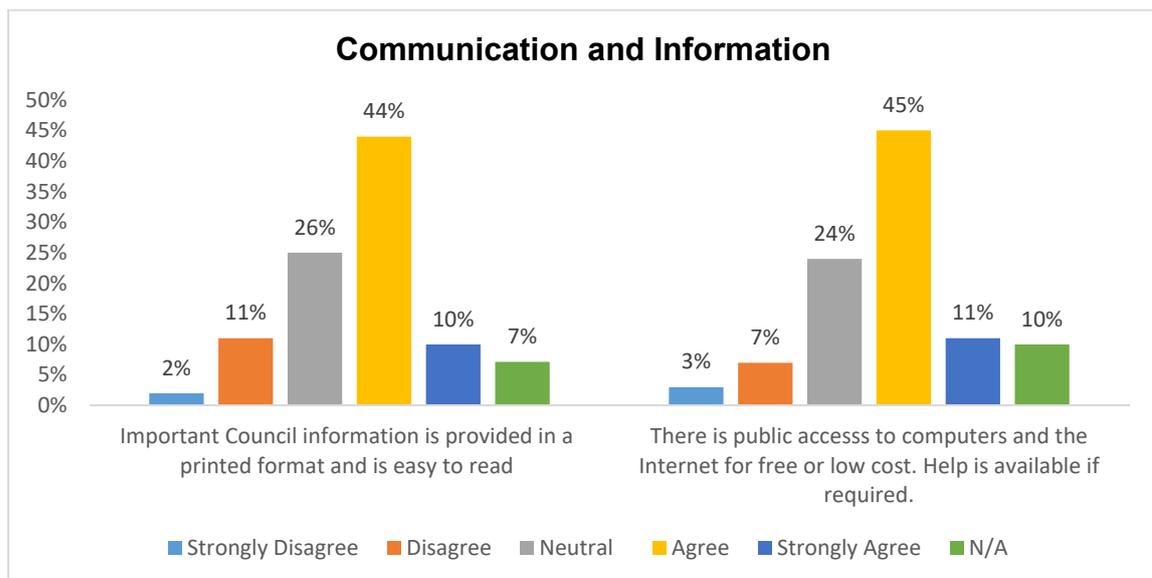
*“Try and put yourself in the position of an older person who is not able to ride a bike or climb on a bus, as we are all being told to do”*

A total of **79%** also **believe that bus stops are conveniently located, accessible and clean, with adequate seating and shelter.**

*“We need better bus stop shelters in Coronation Road. There are only shelters on the side if you are travelling to the city”*

*“Waste bins can be placed near bus stops. Otherwise there are bottles and rubbish left inside the bus sheds”*

## Communication and Information:



A total of only **54%** of respondents **believe important Council information is provided in a printed format and is easy to read**. Another **13%** did not agree with this and **33%** chose a 'neutral' or 'not applicable' position, which might suggest they either don't read Council information or can't remember reading it.

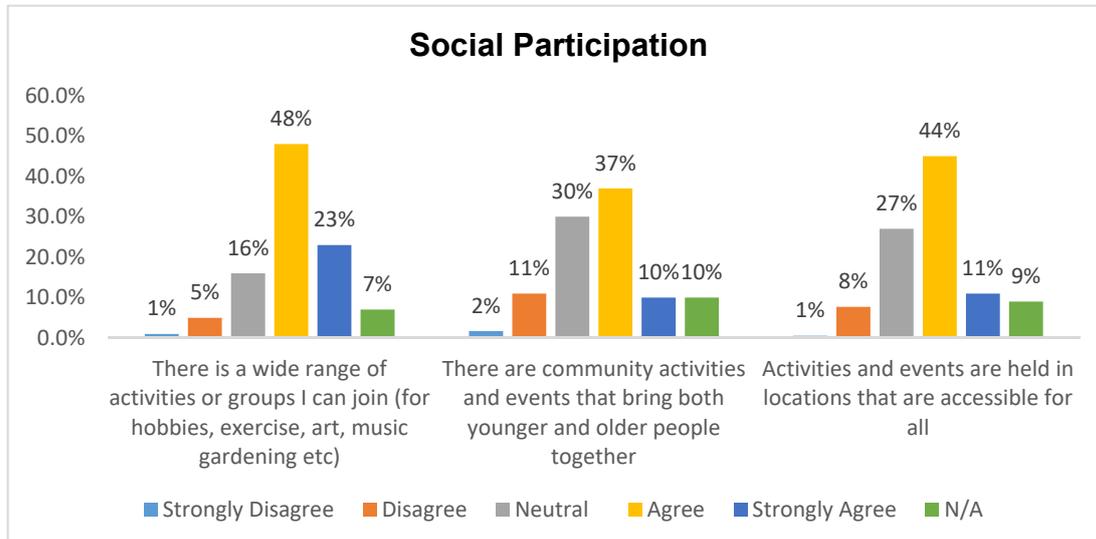
*“Communication is very poor by Council and Boards, not everyone receives the local paper or junk mail. Circulars are few and far apart. Good example is the change in rubbish collection, the Council always gets the rates bill delivered, why not other important messages?”*

A total of only **56%** of respondents **believe there is public access to computers and the Internet for free or low cost, with help is available if required**. Another **34%** chose a 'neutral' or 'not applicable' position, which might suggest they either don't use a computer or need one as they have their own.

*“Only access to internet at the library and only allowed 1hour when a computer is available”*

*“Access to computers at libraries is usually taken up by teens and job - seekers. Provide free computers at local community houses for drop in use - not just classes”*

### Social Participation:



A total of **71%** of respondents **believe there is a wide range of activities or groups I can join (for hobbies exercise, art, music, gardening etc)**. A further **23%** are either not looking for activities or groups due to a lack of interest or an inability to attend.

*“For some people, costs of recreational activities may be an issue eg Tai Chi is \$2 for beginners (subsided) but rises to \$8 for the next level”*

A total of only **47%** of respondents **believe there are community activities and events that bring both younger and older people together**. A further **40%** are either not aware of these intergenerational activities or are not interested in attending them or are unable to attend.

A total of **55%** of respondents **believe that activities and events are held in locations that are accessible for all**.

*“The community houses provide social groups for older citizens but it can be difficult to get there. A local community bus that runs continuously and that drives through side streets would help, but it would need to be cost free”*

*“Have to go 3-4 km to get to Social Activity venue i.e. Highbury or Beach Haven”*

Age Concern North Shore undertook additional research to ascertain what activities, clubs or groups were available in the Kaipatiki Local Board area. Our research discovered the following:

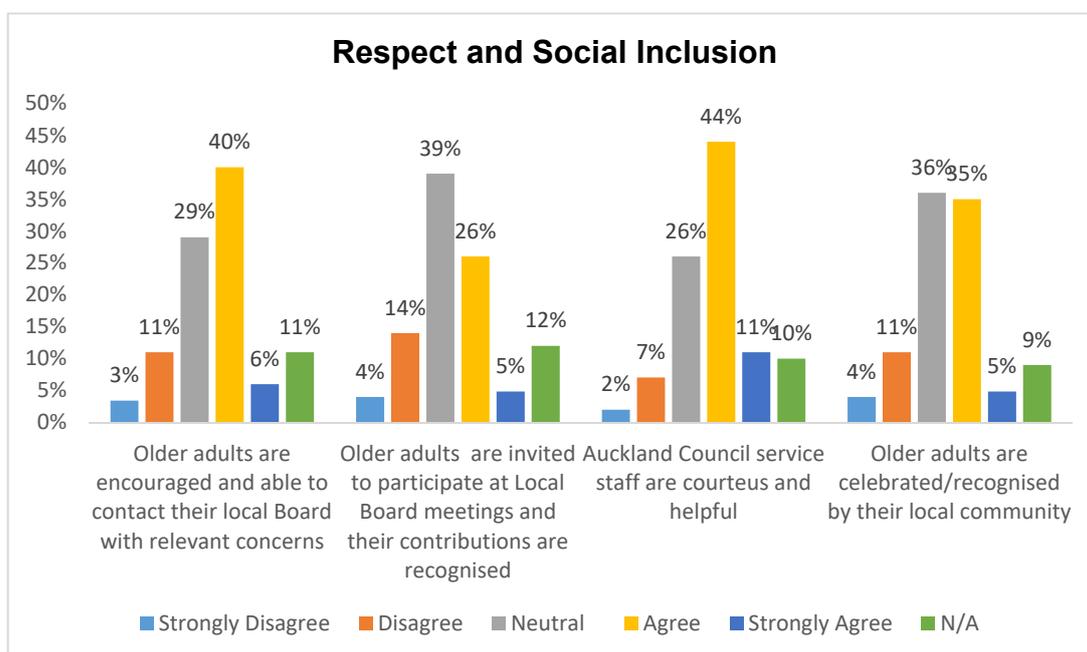
- Approximately **31 exercise or physical activity groups**
- Approximately **36 groups or clubs with a social element**
- Approximately **10 support groups** (e.g., Parkinsons, Dementia, Diabetes & Stroke)
- Approximately **64 educational or special interest groups** (e.g., SeniorNet & Genealogy)

These figures coupled with the 71% response above, would suggest that there is a plethora of activities or groups for older people to attend or join in this area (please see Appendix C for a comprehensive list). However; it is important to note that many seniors lack sufficient mobility to attend or have sufficient funds available, as most activities and groups require payment in some form. Many find that transport is a barrier to attending – especially if they are unable to drive or use (or have access to) public transport.

Furthermore, it has become apparent that many previously well-patronized seniors' groups or clubs are suffering progressively dwindling numbers. Examples include 'Senior Citizens' and '60's Up' groups and some bowling/croquet clubs. This might well be due to the steady increase in the construction of retirement villages – where bowling/croquet facilities (and leisure and hobby/interest groups) are often provided, but it is Age Concern North Shore's opinion that it is more likely due to a changing ageing society. Through our contact with older people, we have learnt that many seniors no longer want to belong to formal groups with possible Committee commitments. Instead, they are seeking to attend exercise or physical activity groups led by qualified instructors (e.g., Never2old programme) and they also enjoy activities that broaden their mind and encourage life-long learning (e.g., U3A). These groups and many others like them, are indeed flourishing and new sessions/venues are being sought to deal with increasing interest.

Finally, approximately 21% of Auckland seniors are still in some form of paid employment and such is our longevity now that many 'younger-old' are in fact helping to care for their own 'older' parents.

### Respect and Social Inclusion:



A total of only **46%** of respondents **believe older adults are encouraged and able to contact their local Board with relevant concerns**. Another **14%** disagree with this statement and a further **40%** chose either 'neutral' or 'not applicable' - which might suggest they are not interested in local politics or community issues.

*"As regards being encouraged to contact them, never seen any signs that would do this - seems to be left to those older people who know how to look after themselves, how do others know how?"*

Only **31%** of respondents **believe older adults are invited to participate at Local Board meetings and their contributions are recognized**. Of note, a total of **51%** chose either 'neutral' or 'not applicable' - which might suggest they are not interested in local politics or community issues.

*"Local board meeting participation - never been informed"*

*"I have never had a board member make contact with me. Never know where or when board meetings are held"*

*"I don't think the older voices are always heard"*

*"Special daytime meetings concerning local affairs would be helpful for the older adults"*

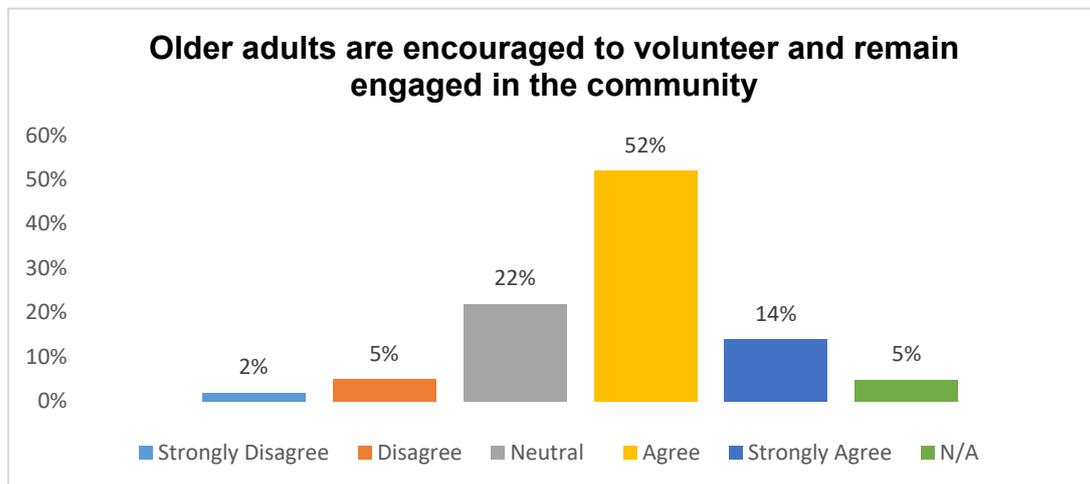
A total of **55%** of respondents **consider that Auckland Council service staff are courteous and helpful**, with **9%** 'strongly disagreeing' or 'disagreeing' to this statement.

A total of **40%** of respondents **believe older adults are celebrated/ recognized by their local community**, with **45%** choosing either 'neutral' or 'not applicable'. This might suggest they are not aware of any activities or events that are held to celebrate older people or they do not consider it an important concern for them.

*"Generally I am helped when I require it, I don't feel especially "celebrated" - certain communities do look after their ageing population. Our kiwi culture does not endorse this and we are snubbed by the young quite often"*

*"Older people need to be more celebrated and engaged and taken care of"*

### Civic Participation:

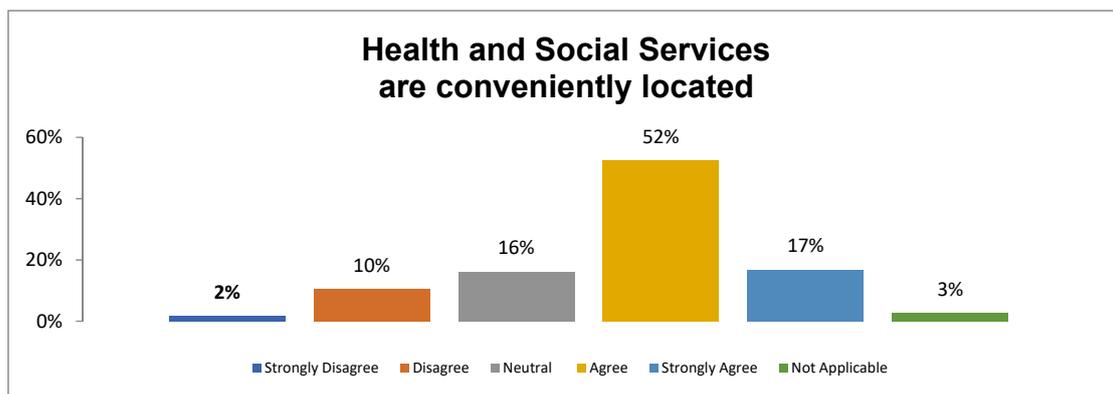


A total of **66%** of respondents **believe older adults are encouraged to volunteer and remain engaged in the community**. A further **27%** might not be interested in volunteering or are unable to do so due to health issues.

*"I wish more older adults are encouraged and invited to volunteer and remain engaged in the community"*

*"Where is the encouragement to volunteer?"*

## Health and Social Services:



A total of **69%** consider that **Health and Social Services are conveniently located**.

*“More help needed for carers of Dementia people in their own homes. Older people like me are not capable at organizing the carer support themselves”*

*“Would be nice to have more information as we age about support in the community: e.g. meals on wheels, assistance available for house cleaning etc. for older people”*

# Conclusions and Recommendations

## Ageing In Place

It is certainly positive that such a large number of respondents highly rated their suburb as a place for people to live as they age.

## Housing

In contrast, it is apparent that many respondents believe there is a lack of affordable housing for older people locally. Age Concern North Shore receives many housing enquiries from older people – particularly from those who have limited income and who don't own their own home. Situations also arise from contact with our Elder Abuse Response Service, whereby emergency accommodation is needed (perhaps needing to escape from an abusive environment). Whilst there is some Social Housing available (Haumaru Housing and Housing NZ), availability is limited and strict criteria apply. There is also limited affordable housing but not enough for the demand (only enough to house 30 seniors). To the best of our knowledge, the Kaipatiki Local Board area has no emergency housing for older adults. The emergency housing that does exist on the North Shore is geared towards families and under 65's.

Please see the 'Housing' section later in this report for further information relating to this topic.

## Outdoor Spaces and Buildings

Older people are major users of public spaces and provide much of the vibrancy and diversity that make communities interesting places to live. They are also major users and financial supporters of green and open spaces. Through their voluntary involvement in organisations, they contribute to maintaining much of the civic heritage and open spaces. The built environment has a major impact on the mobility, independence and ability of older people to age in place (Local Government Association (UK), 2015).

Overall, our research demonstrates that the majority of seniors are satisfied with local green/public spaces and community buildings – although Age Concern North Shore is aware that not all are easily accessible for patrons once inside the building and many could benefit from improved cleanliness and modernisation.

**Public toilets** - as people age, they are more likely to suffer from incontinence or take medication that means that they need to go to the toilet more frequently. It is vital that Local Boards understand the important role that public toilets play in enabling many older people to get out and about in their neighbourhood. Evidence suggests that lack of public toilets is a significant factor in the isolation of some older people (ageUK, 2012). Our research clearly demonstrates that many seniors are dissatisfied with the cleanliness, maintenance and accessibility of public toilets in this area.

It is hoped that the Board can advocate for greater attention to be given to the cleanliness, maintenance and accessibility of public toilets in this area.

Community toilet schemes (where local businesses offer their facilities in return for a financial incentive), might be a workable alternative provided that they meet the needs of older people.

**Footpaths** - uneven or broken footpaths are significant risk factors for falls. Falls are the most frequent and serious type of accident for people aged over 65. Having a fall can have a huge impact on an older person's life - destroying confidence, increasing isolation and reducing independence. In contrast with Auckland Transport's own research, over a third of our respondents felt strongly that footpaths were not well maintained and were not safe for pedestrian use nor accessible for wheelchairs. Anecdotal evidence from Age Concern North Shore's 'Falls Prevention programmes' supports this concern, as many programme participants stated they had fallen and incurred quite major injuries as a direct result of walking on a local public footpath.

It is hoped that Auckland Transport can be encouraged to ensure that footpath repairs are carried out promptly, tree roots are dealt with and that people are encouraged to report problem areas. Providing separate cycle lanes will also make walking easier, less stressful and less risky for seniors.

**Public seating** - for older people who are becoming frail and less mobile, public seating can make the difference between living a full life and feeling cut off and isolated. Many older people cannot walk for more than ten minutes without a rest. Going to the supermarket, queuing at the Post Shop or waiting at the bus stop can become impossible for many if there is nowhere for them to sit down (ageUK, 2012).

Encouragingly, three-quarters of our respondents consider there are adequate benches or other seating in green/public spaces.

## **Transportation**

Older adults often travel in different ways to younger people. Ceasing or reducing driving in older age can be problematic; it can lead to social isolation and threaten wellbeing. Although rates of driving among older adults are increasing, those aged 75 and over are less likely than most other age groups to have a licence. As major users of buses, it is vital that bus

shelters have seating and adequate shelter to enable and encourage seniors to use them – thereby helping to reduce social isolation and dependency on others.

It is hoped that Auckland Transport can be encouraged to support active ageing and ageing in place by considering the changing needs of ageing populations when planning transport options.

## **Communication and Information**

Access to good quality information and advice is crucial and will grow in importance as society ages. Access to integrated, impartial, good quality information and advice is vital to informed decision-making (Local Government Association (UK), 2015). Although computer use is consistently gaining in popularity, it is noteworthy that fifty per cent of those over 85 do not use the internet at all (NZ Govt, 2018).

Our research demonstrated that a definite improvement is required in the printing of important Council information that is easy to read. Furthermore, not all suburbs are currently providing public access to computers for free or low cost.

Local Boards can play a key role in ensuring that their information is offered in a range of formats - ranging from online to face to face, as different options are needed to meet a range of needs and capabilities in a diverse ageing population. Providing non-digital sources of information (in easy to read and good sized font) is especially important in order to avoid digital exclusion. In addition, consideration should be given to ensuring public access to computers across more suburbs.

## **Social and Civic Participation**

Having and maintaining social relations, feeling part of a network of family, friends and community, and being involved in social activities that are meaningful and stimulating is important to many older people. Recent social trends have increased the risk of loneliness and there is now much greater understanding about how this can cause significant detriment to health and wellbeing. Older people have accumulated history, experience, maturity and know-how and with the increasing separation between young and old, intergenerational initiatives have huge potential to strengthen community cohesion. The arts, leisure activities and sport can be as important to older

people as the rest of the population (Local Government Association (UK), 2015).

Communities that value older people and work with them to make their neighbourhoods age- friendly, will attract lonely and isolated people into activities and social interaction. Failure to do so will have the opposite effect (Charles Waldegrave, 2018).

On the whole, our research supports Age Concern North Shore's belief that there are a wide range of activities or groups for seniors, however; some improvements could be made with regards to the provision of more intergenerational activities and accessible locations.

Suggestions to increase social participation include:

- Encouraging activities and events to be held in places that are accessible to all
- Supporting access to community facilities for free or low cost seniors' activities
- Supporting intergenerational activities across the area
- Encouraging local cultural organizations (e.g. theatres, orchestras, art galleries etc.) to come up with ideas for making events accessible and attractive to older people
- Making the most of what older artists, performers, musicians and athletes or sports enthusiasts can offer
- Encouraging volunteering opportunities for older people

## **Respect and Social Inclusion**

Ageism can have a significant disabling impact on the health and wellbeing of older people. One tactic for counteracting ageist attitudes is to promote the huge contribution that older people make to local communities and society as a whole (Local Government Association (UK), 2015).

Whilst Kaipatiki Local Board is to be applauded for allowing public access to specific Workshops, it is evident that less than fifty per cent of respondents believe they are encouraged and able to contact their local Board with relevant concerns. Moreover, less than a third believe older adults are invited to participate at Local Board Workshops and their contributions recognized.

Suggestions to increase respect and social inclusion include:

- Increased advertising to encourage contact and public access to Workshops (the North Shore Times is a useful resource to reach older people)
- Committing to monitoring and challenging ageist attitudes in policy making
- Promoting a positive narrative and images of older people and ageing
- Having a structured means of maintaining active engagement with older people
- Supporting the community to celebrate the 'International Day of Older Persons' (held annually on the 1<sup>st</sup> October)
- Inviting older people to a specific Workshop held close to this date (1<sup>st</sup> October)

### **Health and Social Services**

Age Concern North Shore appreciates that Local Boards have little influence in the location and availability of health and social services. However, it is important that easy accessibility and availability of these services is understood to be of vital importance to ageing well.

# Results of Similar Surveys of Interest

## **Age Concern North Shore: Membership Survey 2017**

- 277 responses (female = 80%)
- 147 living in own home
- 15 in Rest Home
- 62 in Retirement Village
- 32 in rented accommodation
- 13 living with family

Stated the issues they are most concerned about in order of priority:

1. Health
2. Transport
3. Support to stay in own home
4. Finances
5. Social isolation
6. Housing

## **Ministry Social Development: National Age-friendly Online Survey 2018**

- 1893 responses
- 88% want to be able to stay in their own home
- 61% feel confident they can
- 51 % felt supported to

Main barriers to staying in their home was:

- Cost (50%)
- Maintenance (67%)
- Transport (39%)
- Access to amenities (36%)
- Only 14% would turn to local government to support ageing in place

## Relevant Local Board Statistics

Auckland Council understands 'older Aucklanders' as people aged 65 years and over. In the coming decades, Auckland will experience numerical and structural ageing. This means that both the number and proportion of older people living in Auckland is expected to increase. As the 'baby boom' cohort move into older ages, the number of people in Auckland aged 65 years and over is projected to double in the 20 year period from 2013 to reach 349,800 by 2033 (Auckland Council, 2016).

Unfortunately, Census 2018 figures are not yet available for inclusion in this report.

### According to the Census 2013, Kaipatiki Local Board area has:

- A significantly lower proportion (**11.5%**) of people 65 years and older compared with New Zealand (14.3%). This equates to **9,468 Seniors**
- 288 (**4.3%**) of Māori aged 65 years and older, compared with 5.4% of New Zealand's Māori population.
- **5,028** one-person households making up 18.2% of all households, compared with 23.5% in New Zealand
- **65.8%** of households in occupied private dwellings owned the dwelling or held it in a family trust (higher than in Auckland as a whole at 61.5%)

Overall, the dependency ratio in Kaipatiki (**42.9%**) was lower than in the national economy (52.8%). The dependency ratio expresses the number of persons outside of the working age as a proportion of the number of persons of working age (15 to 64 years). (Infometrics, 2017).

# Housing

## Independent Living

### Ageing in Place:

The majority of people prefer to remain in their own homes as they age (see 88% in aforementioned MSD online survey). This is seen as cost effective compared to long-term aged care facilities. 'Ageing in place' is linked to greater independence and a sense of belonging by older people.

Home-related decisions involve matters of care and support, security, financial aspects, health and wellbeing, personal relationships and social connections. Together, an array of 'push' and 'pull' factors operate, and these can be both positive and negative. The 'push' factors include worry about managing housework and home maintenance, a cold and damp dwelling, loneliness, accessibility problems, unaffordable housing costs or fear of crime in the neighbourhood. The 'pull' factors include improved housing, wanting to live closer to relatives or services or the attraction of another place. Other 'pull' factors associated with staying include an attachment to home, a desire to preserve housing wealth for younger generations, the costs and effort of moving or fear of change (Dr Bev James, 2016).

**Accessibility of housing** is a key component in quality of life and age-friendliness, and there should be a range of options for older people - from single-family dwellings to assisted living and communal options. Expanded housing options and hubs of services can make ageing in place possible for older people.

**Innovative housing options** may be increasingly sought-after by the ageing population. Meeting this demand will require creative partnerships between older people, local authorities, building companies, housing associations and other groups. This includes: senior co-housing; affordable rental housing (including opportunities to remodel); home sharing and the Village model (Dr. Judith A. Davey, 2017).

While many older people could partition their existing homes or use their sections to accommodate an additional unit, council planning rules in New Zealand are fragmented and inconsistent. This makes these options difficult, even though they offer both rental, care and income generating opportunities for older people. New builds are usually larger than older people need, can afford or want (Dr. Kay Saville-Smith & Dr. Bev James, 2018). Nationwide, new houses are now 61% bigger than they were before 1990.

From a random survey of 550 older people conducted by Dr. Kay Saville-Smith in 2016, it was found that smaller homes are wanted by those seeking to move but:

- Older people have anxieties about apartments - related to body corporates and the leaky building syndrome
- Entry to a retirement village is often perceived as resolving (rightly or wrongly) risks and inconvenience around body corporates and leaky buildings
- Older people would like smaller homes and gardens in walkable neighbourhoods, but find it difficult to find smaller suitable homes that are:
  - at an affordable price
  - designed to be accessible and universally functional
  - connected to shops and other amenities

The research shows that it is towards retirement many people think about moving and seeking a home for their retirement years. It is this pre-75-year-old population that find themselves with limited housing options.

In response to many years of research regarding housing for seniors, the Centre for Research, Evaluation & Social Assessment (CRESA) developed a resource kit that older owner occupiers can purchase to use to support them making decisions about their future accommodation needs. Called '**My Home, My Choices – Ngā Kete o te Whare**' it is research-based and was built with and tested by older people for older people. Recognizing its usefulness, Age Concern North Shore developed a Workshop whereby older people can attend to use the kits at no charge (normally \$49 to purchase). The Workshop has been hugely successful and is being shared across the Northern region. In addition, the resource kit can be borrowed from Age Concern on an individual basis.

## **Renting:**

The NZ Government undertook a stock take of NZ's Housing earlier this year and found that:

- The proportion of older people living in a mortgage-free house has fallen from 86% to 72%
- Renting is less affordable than it was in the 1980's, but is masked by increasing overcrowding and state assistance through the Accommodation Supplement and Income Related Rent Subsidies
- Transience has major health, educational and social costs which recent housing policy has failed to address
- The numbers of people receiving both Superannuation and the Accommodation Supplement is growing by 2000 a year. There is a growing risk of more and more older people living in housing-related poverty, mainly because Superannuation levels assume mortgage-free homeownership amongst the over 65's

The Government's solutions:

- The Government passed the Healthy Homes Guarantee Act in its first 100 days in office. It sets standards for rental housing around heating, insulation, ventilation and moisture
- A targeted review of the Residential Tenancies Act will be carried out this year to look at changes to make life better for renters. It will consider banning letting fees and limiting rent increases to once per year
- KiwiBuild will increase the supply of housing and end the shortage that is driving rents up

New Zealand's future older people will mostly live in rentals if policy doesn't change substantially. The proportions of older owner-occupiers fell rapidly in 15 years, and will fall further given the reduced rates of home ownership now found among people in their early forties. If future older people in rental have the experiences of current older tenants – we can expect:

- Under-servicing of health needs in preventative and primary care
- Significant housing affordability problems and reduced living standards
- Premature accessing of residential care, reversal of falling proportions of residential care use, costly in-home care and a residential care funding gap – most older people and virtually all older renters are excluded from retirement villages
- Elder homelessness associated with insecure tenure and unnecessary eviction (Dr Kay Saville-Smith, 2018)

## **Community Housing Options:**

**Community Housing Providers (CHP's)** became eligible to receive the **Income Related Rent Subsidy (IRRS)** from 2014 for tenants placed from the Social Housing Register. CHP's are registered, regulated and monitored by the Community Housing Regulatory Authority, a part of the Ministry of Business, Innovation and Employment (MBIE).

**Housing Support Products (HSP's)** consist of a range of products designed to assist people to achieve or sustain independence in the private housing market. HSP's help to ensure that those who most need public housing can access it by reducing the number of people on the register, and by helping those who can sustain alternative housing to transition out of public housing. Examples include: Bond Grants; Letting Fees; Moving Assistance; Tenancy Costs Cover; Transition to Alternative Housing Grant and Rent in Advance.

When New Zealanders are in need of public housing, their needs are recorded on the **Social Housing Register**. The Social Housing Register is comprised of a Housing Register and a Transfer Register. The Housing

Register is prioritised by need and consists of public housing applicants who have been assessed as being eligible. The Transfer Register is made up of people already in public housing, but who have requested and are eligible for a transfer to another property.

The purpose of the **Emergency Housing Special Needs Grant (EH SNG)** is to help individuals and families with the cost of staying in short-term accommodation if they are unable to access one of the Ministry's contracted transitional housing places. The EH SNG pays for short-term accommodation for up to seven days at a time, and is provided by commercial and community providers who are not contracted by MSD to deliver accommodation services (MSD, Public Housing in Auckland Region, 2017).

The commonly accepted guideline for housing affordability is a cost that does not exceed 30% of a household's gross income. Affordable housing is usually, although not exclusively, provided by social housing providers and can comprise both rental and home ownership (Community of Refuge Trust).

### **Housing New Zealand Corporation (HNZC)**

HNZC is the largest residential landowner in Auckland. As much of the land can be utilized better to create more social housing homes in Auckland, the **Auckland Housing Programme** is replacing many old homes with new ones and many of these will be one and two bedroom homes to meet the needs of smaller households, including an expected increase in older tenants (HNZC, 2018).

As at 31 March 2018:

- 179 people aged 65+ living in HNZC accommodation in Kaipatiki area (of whom 22 are 85+)
- Average income-related rent paid for a one-bedroom property in Kaipatiki = \$99 per week (with an average rent subsidy of \$227). This is \$2 less than HNZC NZ average

As at 31 December 2017:

- 20 applications on the Social Housing Register for Kaipatiki (where the main applicant is aged 65+)
- HNZC has 57 one-bedroom and 305 two-bedroom properties in Kaipatiki

### **Haumaru Housing**

Haumaru Housing is a limited partnership between the Auckland Council and The Selwyn Foundation, providing safe and affordable housing for older people. Sixty-two residential villages across the Auckland region are being systematically refurbished to meet the health, social and community needs of older people.

- Pensioner units owned and previously managed by Auckland Council
- Management transferred to Haumaru Housing in July 2017
- 148 Units in Kaipatiki Local Board area
- As at Aug 2018, there are a few units available to let in this area, with a few more being upgraded to be available to let soon

Haumaru Housing does not administer a waiting list, but prioritises clients according to the severity of their housing need and the urgency to which accommodation is required. As a CHP they have access to MSD's social housing register for prospective tenants and as such, they receive 'Income-related Rent Subsidy' (IRRS) for tenants who are eligible.

### **Bays Community Housing Trust**

In 2014 the Bays Community Housing Trust built two houses in Northcote for single women aged 65 plus to share and rent at a subsidized cost. To be eligible for entry, the women cannot own their own property and will have limited assets, are able to live independently and are willing to live in a small community. Each house has five bedrooms, each with an ensuite and shared living spaces. This is an innovative housing model for older people and is supported by a Relationships Manager from the Trust who supports the women in adjusting to the new situation. Rent is approximately \$220 a week including power, water, phone and internet (2014). The Trust is actively engaged in exploring other projects that would provide more affordable housing on the North Shore and Hibiscus Coast.

### **Accessible Properties NZ Ltd**

- 9 units in James Street, Glenfield
- Available to adults aged 18yrs and above
- Not currently tenanted by anyone 65yrs and above

### **Selwyn Foundation Village**

- Located at Hansen Close, 25 Roseberry Ave, Birkenhead
- 12 stand-alone Villas and subsidized rental accommodation in Selwyn House
- Residents are entitled to use the amenities and facilities at Selwyn Village in Point Chevalier and be involved in the village's social outings and activities.
- Handyman services are available
- With 11 independent living suites, Selwyn House is perfect for those on limited means who currently live alone, but would enjoy the company and security of living around others. They must be aged 70 or above, be able to cope independently, are a NZ resident and single

## Retirement Villages:

The stock provided through retirement villages is, compared to the New Zealand housing stock as a whole, heavily weighted to smaller dwellings and apartments. However, there are also barriers to retirement village living. Some older people express resistance to being with other older people and living in a homogenous neighbourhood. There are also affordability barriers presented by the costs of licence to occupy and ongoing monthly costs. Also many retirement villages have, because of the issues around sustaining their business models, increased the age of entry and moved away from a model of attracting early retirees (Dr. Kay Saville-Smith, 2016).

Retirement villages have been on the leading edge of:

- More appropriate stock-sizing for older people
- Take-up of accessible housing design – represented in a significant number of retirement village operators seeking LifeMark accreditation
- The development of what are effectively master-plan developments with care given to communal and outdoor areas (Maggie Owens, 2018)

The Retirement Village Association commissioned research that showed each new 250-unit village would support 303 full-time equivalent staff and contribute \$21.4m in design, construction and fittings. Add in up-stream supply chain impacts, the total value is around \$63.2 million (Maggie Owens, 2018).

**Co-location, with aged care co-located with a village** - There has been a big push in this area of the market as it's not economic to build greenfield standalone care facilities, so co-location has been the sector's answer to new supply (Michael Gunn, Sunday Star Times).

- Kaipatiki Local Board area currently has six retirement villages.

Many community projects/groups are linking with retirement villages and in turn, the villages are trying to include the community more often (although this could be in their own interest of 'showcasing' the village). Examples include:

- SeniorNet Glenfield providing weekly instruction in I.T at 2 retirement villages with a plan to leave talented residents to carry on their work afterwards
- U3A and Friendship Groups (formerly Probus) holding monthly meetings at some villages

## **Disability Support**

An organisation called 'accessible' has a focus within the community to offer both the public and private health sectors services that enhance independent lifestyles and equipment management. For people with a disability, 'accessible' funds the provision of hearing aids, equipment, housing alterations and vehicle modifications on behalf of the Ministry of Health. In the provision of equipment 'accessible' also has the ability to ensure that technical support is available.

**Age Concern New Zealand** believes all kiwis deserve the right to warm, dry, healthy and affordable homes. The three areas they think need to be addressed are:

- Increase and review of the Accommodation Supplement as older people are needing both NZ Super and an Accommodation Supplement
- The rights of the older tenants
- Increase the stock of housing for older people, including developing housing alternatives

## **Non-independent Living (Rest Home & Dementia Care):**

- Kaipatiki Local Board area currently has **ten rest homes** and **six dementia care** facilities (four of the rest homes have dementia care sited together)

## References

- AARP: Liveable Communities, Great Places for All Ages Survey, 2015/16
- Age Concern North Shore: Calendar of Activities, 2018
- Age Concern North Shore: Membership Survey, 2017-18
- Age Concern New Zealand: Media Release, Housing Challenge for Older Kiwis, 2018
- Age-friendly Communities Muskoka Assessment Survey, 2014
- AgeUK: Age Friendly Places: Making our community a great place to grow older, 2017
- AgeUK: Pride of Place, How Councillors can improve neighbourhoods for older people, 2012
- Auckland Council: Determinants of Wellbeing for Older Aucklanders, 2016
- Dr Bev James: Public Policy & Research Ltd. 2016
- Haumaru Housing Limited Partnership: Unit Locations email, May 2018
- Housing New Zealand Corporation: letter from Rachel Kelly, May 2018
- Infometrics: Kaipatiki Annual Economic Profile, 2017
- Kay Saville-Smith (CRESA): Age Concern Conference, Good Homes: Keeping People Connected, 2018
- Kay Saville-Smith (CRESA): Property Professional, Housing Older People Actually Want, 2016
- Livability For All: The 2016 AARP Age-friendly Community Survey of Pheonix, Arizona of Residents Age 50 - plus
- Local Government Association (UK): Ageing: the silver lining. The opportunities and challenges of an ageing society for local government, 2015
- Maggie Owens: Retirement Villages Association, Age Concern Conference, Bigger and Better – what's behind the growth of Retirement Villages, 2018
- NZ Government: A Stock take of New Zealand's Housing, Key Findings and the Government's Solutions, 2018
- NZ Government: Ministry of Social Development, Public Housing in Auckland Region, 31 Dec 2017
- NZ Government, Office for Seniors: Age-friendly in your Community, 2016
- NZ Government, Office for Seniors: Dr. Judith A. Davey: Age-friendly Cities and Communities World Experience and Pointers for New Zealand, 2017

NZ Government, Office for Seniors: Strategy for an ageing population – Discussion Document, 2018

NZ Government, [www.superseniors.msd.govt.nz](http://www.superseniors.msd.govt.nz) – Charles Waldegrave: Making it good for older people article, 2018

NZ Government, [www.superseniors.msd.govt.nz](http://www.superseniors.msd.govt.nz) – Dr Kay Saville-Smith & Dr Bev James: Where the Heart Is article, 2018

SeniorNet Glenfield: Newsletter May 2018

Susan Edmonds: Stuff article – 26 May 2018

UK Local Government Association: Ageing: The silver lining. The opportunities and challenges of an ageing society for local government, 2015

World Health Organization: Checklist of Essential Features of Age-friendly Cities, 2007

[www.accessable.govt.nz](http://www.accessable.govt.nz) – accessable, 2019

[www.accessibleproperties.co.nz](http://www.accessibleproperties.co.nz) – Accessible Properties NZ Ltd, 2018

[www.bcht.org.nz](http://www.bcht.org.nz) – Bays Community Housing Trust, 2018

[www.stats.govt.nz](http://www.stats.govt.nz) – Stats NZ, 2018

[www.selwynfoundation.org.nz](http://www.selwynfoundation.org.nz) – The Selwyn Foundation, 2018

## Appendices

- A: Age-friendly Survey Distribution
- B: Age-friendly Survey 2018, Kaipatiki Local Board Area
- C: Activities and Groups Available for Seniors in the Kaipatiki Local Board Area
- D: Additional Comments provided by Survey Respondents

## Appendix A: Age-friendly Survey Distribution

|  |  |
|--|--|
| Beach Haven Community House  | Birkdale Community House                   |
| Selwyn Group – Cedars Church   | Older Women’s Network – Cedars Church      |
| Birkenhead 60’s Up Group   | Bayview Community Centre                   |
| Glenfield Community Centre   | Age with Flair Group                       |
| Glenfield Library  | North Shore Branch NZSG (Genealogy)        |
| Glenfield 60’s Up Group Club   | Salvation Army Companions                  |
| SeniorNet Glenfield Group  | Glenfield Senior Citizens                  |
| CMA Glenfield  | Takapuna Friendship Club                   |
| The Orchards Retirement Village AUT  | Never2old Programme at                     |
| Northbridge Retirement Village   | Northcote Citizens Centre                  |
| Onepoto Awhina Community House   | Northcote Library                          |
| Northcote 60’s Up Group  | Northcote Point Senior Citizens Group      |
| Highbury Community House Group   | Birkenhead Senior Citizens                 |
| Birkenhead Library   | Birkenhead RSA                             |
| Friendship Club of Birkenhead  | CMA Birkenhead                             |
| U3A Birkenhead (University of the Third Age)                               | Selwyn Villas                              |
| Birkenhead Care & Craft Group  | Seniors Friendship Group - Birkenhead      |
| Bert Sutcliffe Retirement Village  | U3A Takapuna (University of the Third Age) |
| Haumarū Housing x 90 Units (Beach Haven, Glenfield, Hillcrest & Northcote) |  |

## Appendix B: Age-friendly Survey 2018 Kaipatiki Local Board Area

**Would you like to win a \$100.00 Supermarket voucher? All you need to do is answer some quick and easy questions below regarding your local community in the Kaipatiki Local Board area and you might win \$100.00 to spend on your groceries!**

Age Concern North Shore is wanting to gain a snapshot of how 'age-friendly' you find your local community today. By completing the survey, your views will contribute to the development of age-friendly communities.

This survey aligns with the World Health Organisation's age-friendly communities model, which describes an 'age-friendly community as one which:

- recognises the great diversity among older people
- promotes their inclusion and contribution in all areas of community life
- respects their decisions and lifestyle choices and
- anticipates and responds flexibly to ageing-related needs and preferences

For more information on this survey, please contact Katie Rom at Age Concern North Shore on: 929 2312 or email: [educator@acns.co.nz](mailto:educator@acns.co.nz). It should take just a few minutes to complete and you don't need to supply your name.

The survey closes on the **4th June** and Age Concern will notify the winning entry from the draw by phone.

Once completed, pop your survey in to the collection box or return to: 177B Shakespeare Road, Milford Auckland 0620 or scan and email to: [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz)

We appreciate your time in providing this valuable feedback.

---

What suburb do you live in? (ie: Beach Haven, Birkenhead, Chatswood, Birkdale, Northcote, Glenfield, Hillcrest, Marlborough, Totara Vale, Bayview)

**What is your age?**

60-69

70-79

80-89

90+

**How would you rate your suburb as a place for people to live as they age?**

Excellent

Very Good

Good

Fair

Poor

How do you rate the following in your community?

|   | Strongly Disagree     | Disagree              | Neutral               | Agree                 | Strongly Agree        | N/A                   |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Local shops and services can be easily reached by public transport  | <input type="radio"/> |
| Bus stops are conveniently located, accessible and clean, with adequate seating and shelter                         | <input type="radio"/> |
| It is important for me to remain living in my community as I age  | <input type="radio"/> |
| Affordable housing for older people is available locally  | <input type="radio"/> |
| There is suitable accommodation/housing options for me as I age (eg apartments, Rest Homes, Hospitals)              | <input type="radio"/> |
| Health and Social Services are conveniently located   | <input type="radio"/> |
| There are well-maintained and safe green/public spaces for me to visit  | <input type="radio"/> |
| Benches or other seating are available in green/public spaces   | <input type="radio"/> |
| Footpaths are in good condition, free from obstructions and are safe for pedestrian use                             | <input type="radio"/> |
| Footpaths are accessible for wheelchairs or other assistive mobility devices  | <input type="radio"/> |
| There is adequate street lighting   | <input type="radio"/> |
| The street and community buildings/facilities signage is adequate   | <input type="radio"/> |
| Community buildings and facilities are well-maintained and are accessible to people of different physical abilities | <input type="radio"/> |

How do you rate the following in your community?

|  | Strongly Disagree     | Disagree              | Neutral               | Agree                 | Strongly Agree        | N/A                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Public toilets are clean, well-maintained and are accessible to people of different physical abilities | <input type="radio"/> |

Please provide examples below of where improvements are needed in relation to any of the above

How do you rate the following in your community?

|  | Strongly Disagree     | Disagree              | Neutral               | Agree                 | Strongly Agree        | N/A                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Older adults are encouraged and able to contact their local Board with relevant concerns                   | <input type="radio"/> |
| Older adults are invited to participate at Local Board meetings and their contributions are recognised     | <input type="radio"/> |
| Auckland Council service staff are courteous and helpful   | <input type="radio"/> |
| There is a wide range of activities or groups I can join (for hobbies exercise, art, music, gardening etc) | <input type="radio"/> |
| There are community activities and events that bring both younger and older people together                | <input type="radio"/> |
| Activities and events are held in locations that are accessible for all                                    | <input type="radio"/> |
| Important Council information is provided in a printed format and is easy to read                          | <input type="radio"/> |

How do you rate the following in your community?

|  | Strongly Disagree     | Disagree              | Neutral               | Agree                 | Strongly Agree        | N/A                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| There is public access to computers and the Internet for free or low cost. Help is available if required | <input type="radio"/> |
| Older adults are encouraged to volunteer and remain engaged in the community                             | <input type="radio"/> |
| Older adults are celebrated/ recognised by their local community   | <input type="radio"/> |

Please provide examples of where improvements are needed in relation to any of the above

Any other comments in relation to how **your** local community meets the needs of older people

So that we can contact if you win the prize draw, please provide a phone number

***Thank you for your valuable feedback.***

***Please place this survey in the collection box ( if provided) or return to:  
177B Shakespeare Road, Milford, Auckland 0620 or email:  
ageconns@acns.co.nz***



## Appendix C: Activities and Groups Available for Seniors in the Kapatiki Local Board Area

Please be advised that this is not an exhaustive list and many entries have multiple sessions during the week at the same venue

### Activity or Group:

### Where Held:

|   |  |
|---|--|
| <b>ActivSenior Yoga - Gentle style yoga class for the active senior</b>   | North Shore Leisure<br>Bentley Avenue, Glenfield                                   |
| <b>Aqua Shallow Senior</b>  | North Shore Leisure<br>Bentley Avenue, Glenfield                                   |
| <b>ActivSenior Pilates - Gentle style Pilates class for the active senior</b>   | North Shore Leisure<br>Bentley Avenue, Glenfield                                   |
| <b>Senior Movement - Low impact, gentle exercises</b>   | North Shore Leisure<br>Bentley Avenue, Glenfield                                   |
| <b>Glenfield 60's Up Movement - Entertainment or speaker</b>  | North Shore Leisure<br>Bentley Avenue, Glenfield                                   |
| <b>English for Everyday Life<br/>Pre-Intermediate, Foundation, Beginner<br/>Intermediate &amp; Upper Intermediate</b>   | Glenfield Community Centre<br>Cnr of Glenfield Road & Bentley Avenue,<br>Glenfield |
| <b>Shanti Niwas Charitable Trust Indian &amp; South Asian Support Group - Support group for older people</b>  | Glenfield Community Centre<br>Cnr of Glenfield Road & Bentley Avenue,<br>Glenfield |
| <b>Community knitting group</b>   | Glenfield Community Centre<br>Cnr of Glenfield Road & Bentley Avenue,<br>Glenfield |
| <b>Laughter Yoga</b>  | Senior Citizens Hall<br>Mayfield Road, Glenfield                                   |
| <b>Glenfield Senior Citizens - Snooker, Bowls, 500 (cards), Housie &amp; Social</b>   | Senior Citizens<br>Mayfield Road, Glenfield  |
| <b>North Shore Branch NZSG - Genealogy</b>  | Senior Citizens Hall<br>Mayfield Road, Glenfield                                   |
| <b>Age with Flair - a time for fun &amp; laughter while tackling issues facing older women today</b>  | North Shore Women's Centre<br>5 Mayfield Road, Glenfield                           |
| <b>Art group</b>  | North Shore Women's Centre<br>5 Mayfield Road, Glenfield                           |
| <b>SeniorNet Glenfield - Computer classes and workshops. Peer to peer training</b>  | Mayfield Centre<br>Mayfield Road, Glenfield  |
| <b>Fitness League NZ (Inc) - Balanced exercise programme, easy exercise</b>   | Glenfield War Memorial Hall<br>Hall Road, Glenfield                                |
| <b>North Shore Centres of Mutual Aid (CMA) - Companionship &amp; morning activities for older people isolated in the community. Transport arranged - lunch &amp; morning tea provided</b> | Glenfield War Memorial Hall<br>Hall Road, Glenfield                                |
| <b>Salvation Army Companions Club - two course meal, table games, guest speakers and companionship</b>  | Salvation Army Hall<br>430 Glenfield Road, Glenfield                               |
| <b>Zumba Gold - Modified low impact exercise</b>  | St Barnabas Church Hall<br>470 Glenfield Road, Glenfield                           |
| <b>Tai Chi - For women or men</b>   | St Barnabas Church Hall<br>470 Glenfield Road, Glenfield                           |
| <b>Glenfield 60's Up Movement - Outings – bus trips</b>   |  |
| <b>Glenfield 60's Up Movement - Coffee morning – every Friday</b>   | Glenfield Mall   |

|  |  |
|--|--|
| <b>North Shore Diabetes Support Group - Support and education</b>  | Auckland Christian Assembly<br>26 Albany Highway, Glenfield      |
| <b>North Shore Stroke Club - Indoor bowls, ping-pong, scrabble, art &amp; craft, petanque, mini golf, walks, housie, exercises, various other activities &amp; outings</b> | Sunnybrae Bowling Club<br>6 Argus Place, Glenfield               |
| <b>Takapuna Friendship Club - Speakers, friendship, outings</b>  | Sunnybrae Bowling Club<br>9 Argus Place, Glenfield               |
| <b>English for Everyday Life - Pre-Intermediate &amp; Elementary</b>   | Bayview Community Centre<br>72 Bayview Road, Bayview             |
| <b>Tai Chi &amp; Qigong - Slow gentle movement</b>   | Bayview Community Centre<br>72 Bayview Road, Bayview             |
| <b>Pilates - Classical</b>   | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Creative art class, Special hands art class &amp; Arts and oils &amp; Scrabble</b>  | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Crochet &amp; Patchwork &amp; Peggy Squares – learn to knit or teach others; knitting for community</b>   | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>H.U.G.G. Haven Uke &amp; Guitar Group &amp; Afternoon guitars at the House</b>  | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Advanced &amp; Intermediate French</b>  | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Friends of Shepherds Park</b>   | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Wise Woman’s Circle</b>   | Beach Haven Community House<br>130 Beach Haven Road, Beach Haven |
| <b>Older Women’s Network - Writing stories for future generations &amp; Rummikub</b>   | Cedar Centre<br>56A Tramway Road, Beach Haven                    |
| <b>Selwyn-Cedars - Fun &amp; friendship</b>  | Cedar Centre<br>56A Tramway Road, Beach Haven                    |
| <b>Birkenhead 60’s Up Movement - Speaker or entertainment and monthly trips</b>  | Cedar Church Hall<br>56A Tramway Road, Beach Haven               |
| <b>Beach Haven Birkdale Garden Circle - Bus trips – garden visits &amp; lunch</b>  |  |
| <b>Beach Haven/Birkdale Garden Circle - Speaker, trading table</b>   | Beach Haven Ratepayers Hall<br>336 Rangatira Road, Beach Haven   |
| <b>Tai Chi - For women and men</b>   | Beach Haven Ratepayers Hall<br>336 Rangatira Road, Beach Haven   |
| <b>French Language Class – Beginners &amp; Intermediate</b>  | Birkdale Community House<br>134 Birkdale Road, Birkdale          |
| <b>Mixed Media Art Class</b>   | Birkdale Community House<br>134 Birkdale Road, Birkdale          |
| <b>Garden Circle – share garden tips, plant swapping, guest speakers &amp; garden visits</b>   | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Embroidery – canvas work</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Unfinished objects, social craft group</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Patchwork &amp; Sewing</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Mah Jong</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>French - advanced</b>   | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Smartphone (Android) workshops</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Chair Yoga</b>  | Highbury Community House<br>110 Hinemoa Street, Birkenhead       |
| <b>Birkenhead Stroke Club - Indoor bowls, exercises</b>  | Birkenhead RSA Rooms<br>Recreation Drive, Birkenhead             |

|  |   |
|--|---|
| <b>Birkenhead Ballroom Dance Group</b>   | Birkenhead RSA Club Rooms<br>Recreation Drive, Birkenhead               |
| <b>Friendship Club of Birkenhead - Speakers, friendship, outings</b>   | Birkenhead RSA Club Rooms<br>Recreation Drive, Birkenhead               |
| <b>Birkenhead Combined Fellowship Club - Speakers, friendship, outings</b>   | Birkenhead RSA Club Rooms<br>Recreation Drive, Birkenhead               |
| <b>Parkinsonism Society Support Group - Education and support</b>  | Birkenhead Methodist Church<br>Onewa Road, Birkenhead                   |
| <b>U3A Birkenhead - Guest speaker &amp; special interest groups</b>  | Birkenhead Methodist Church Hall<br>Onewa Road, Birkenhead              |
| <b>Birkenhead Care and Craft - Companionship for people isolated through age or disability</b>   | Birkenhead Methodist Church Hall<br>Onewa Road, Birkenhead              |
| <b>North Shore Centres of Mutual Aid (CMA) - Companionship &amp; fun activities for older people isolated in the community. Transport arranged - lunch &amp; morning tea provided</b>          | Northcote/Birkenhead Rugby Club<br>Recreation Drive, Birkenhead         |
| <b>Seniors Friendship Group - Games &amp; conversation</b>   | Kendall Bay Lounge, Rawene Centre<br>33 Rawene Road, Birkenhead         |
| <b>English as a Second Language - Pre Intermediate, Elementary &amp; Upper Intermediate (conversation)</b>   | Kendall Bay Lounge, Rawene Centre<br>33 Rawene Road, Birkenhead         |
| <b>Birkenhead Probus Walking Club - All welcome, not just Probus members</b>   | Various   |
| <b>Grandparents Raising Grandchildren - Meetings, support and information</b>  |   |
| <b>never2old active body, active mind - Fitness training programme focusing on improving older adults functional fitness for continued independent living &amp; to improve quality of life</b> | AUT Sports & Fitness Centre<br>Akoranga Drive, Northcote                |
| <b>YMCA Northcote - Y Gold - low intensity for mobility, balance, muscle strengthening</b>   | YMCA North Shore<br>5 Akoranga Drive, Northcote                         |
| <b>YMCA Northcote - Movement therapy low level exercise 50-90 year olds</b>  | YMCA North Shore<br>5 Akoranga Drive, Northcote                         |
| <b>Zumba Gold - Active seniors group fitness</b>   | YMCA North Shore<br>5 Akoranga Drive, Northcote                         |
| <b>Parkinson's Counterpunch for people with Parkinson's - Non-contact boxing and exercise</b>  | Shane Cameron Fitness<br>129 Onewa Road, Northcote                      |
| <b>Northcote Walking Group</b>   | Various   |
| <b>Northcote Baptist Neighbour Craft Morning - Patchwork, painting, cross-stitch, jewellery making, knitting.</b>  | Northcote Baptist Church<br>67 Eban Avenue, Northcote                   |
| <b>U3A Takapuna -General meeting &amp; speaker, visitors welcome</b>   | Northcote Senior Citizens Hall<br>Cnr Ernie Mays Street & College Road, |
| <b>Essentrics! - Tones, strengthens, lengthens and limbers muscles. Improves posture and balance</b>   | Barfoot and Thompson Netball Centre<br>44 Northcote Road, Northcote     |
| <b>Northcote 60's Up Movement - Meetings, entertainers, outings</b>  | Northcote Citizens Hall,<br>Ernie Mays Street, Northcote                |
| <b>Northcote Petanque Club</b>   | Northcote Bowling Club, Council Terrace, Little Shoal Bay, Northcote    |
| <b>Northcote Point Senior Citizens - Social &amp; entertainment &amp; outings</b>  | Northcote Point Senior Citizens<br>119 Queen Street, Northcote Point    |
| <b>Tai Chi &amp; Qigong - Slow gentle movement</b>   | Wall Memorial Hall<br>2 Rodney Road, Northcote Point                    |

## **Appendix D: Additional Comments Provided by Survey Respondents**

### **Housing**

More affordable rental accommodation for older people

More reasonable rental pensioner housing is needed for older people who either missed out on buying their own home or don't have enough capacity to buy into a retirement village

More affordable housing

Affordable housing for older people is scarce but this probably relates to over priced housing. Even retirement villages charge huge amounts

Rental accommodation is expensive and council flats are run down and are hard to obtain

The houses and rental properties are sky high

No old age accommodation for me given that I'm too poor

Main issues involve affordable housing + old age care for the elderly. Unfortunately this is becoming an increasing problem in Auckland especially for those who do not own a valuable property or are renting

Rental accommodation is very hard to get and very expensive

I know of people who have savings who worry about paying their rent. Are there enough affordable dwellings for older folk who want to stay in their local community?

More pensioner housing needed

People may be forced out of the community if they wish to go to a retirement village because of the cost of the same

### **Public Transport**

Try and put yourself in the position of an older people who is not fit and well. And is unable to get around physically and can't use public transport

Paint our Birkenhead buses in Birkenhead colours so they can be seen. At night time or driving in the dark, painted ones are really hard to see

Increased bus service on weekends and public holidays

We need better bus stop shelters as in Coronation Road. There are only shelters on the side if you are travelling to the city

Try and put yourself in the position of an older person who is not able to ride a bike or climb on a bus - as we are all being told to do

More public transport

Bus shelter near my house is very exposed to westerly wind and rain. Is designed for advertising not bus passengers

Waste bins can be placed near bus stops. Otherwise there are bottles and rubbish left inside the bus sheds

People standing or seated at bus stops, smoking or non (heaven forbid) vaping. As the jury is out on vaping should not allow it nor encourage it

Reinstate feeder buses down Island Bay Rd

There is a long stretch of Chelsea View Dr where there is no public transport

Bus stop shelters are designed for advertisers and not for the convenience of bus users

Verbena bus services spasmodic. i.e. University bus, none available during day

Timetable in all bus stops

Link service behind schedule

Public transport needed up in Roseberry Ave and Park Hill Rd to reach bus stops on Mokoia Rd and Glenfield Rd

More shelters over bus stops

Public transport is not at all available from where we live. Too far to walk to bus stops and the buses do not go direct to out shopping centre

Bus stops should not be place over driveways or close to driveways or corners. Bus stop in my area in the 1980's were placed where we wanted them and we used the buses. Common sense really

The bus stop is far from the house I live in. I have to go uphill to go to the bus stop

Access to knowledge - have to get timetables

Have been in touch with Council to no avail regarding smoking at bus stops. We who look after our health should not have to put up with this. There should be instant fines for this and more prominent and larger signs erected

The bus stop outside Barfoot and Thompson has very little seating capacity

We need more bus shelters. If it is pouring with rain people get wet or do not go out

Ensure that there are always buses available in all directions e.g. shopping, so public without cars can get about daily

Feeder bus services could be looked at and perhaps improved. So many people park all day as they travel from home to the bus

Cross town buses would be nice but with shortage of services may be difficult to achieve

But one bus an hour is not enough. They should be at least two buses an hour

Need a direct bus service via Kaipatiki Rd to Glenfield, otherwise we must catch 2 buses

I would love to hear a bus driver invite people to stand for the older people

Keep the public transport free travel for gold card people at a longer period of time 9am-10pm, especially with increasing petrol prices

### **Public Toilets**

No public toilets so we all use the mall toilets

Pleasing of late to get the upgrade of main roads and toilets

The toilets are less than a year old at Northcote

Toilets are very dirty - more cleaning two time a day?

Public toilets dirty

Check toilets more frequently. Sometimes dirty and no one there to help

There are no public toilets in Glenfield or Highbury outside of shopping malls

Not enough clean public toilets

Public toilets - none in Birkenhead shopping 24hour around library

More public toilets are needed. There should be toilets at the upper end of Shepherd's Park, near the children's playground

Need more public toilets nearby

More clean public toilets and more toilets.

Toilets needed close to playground in Shepherd's Park

Toilets needed close to playground in Shepherds Parks

All public toilet except the mall seem to be difficult to keep clean

Northcote toilet block around the corner from the library needs a hand dryer and needs to be cleaned more often

There are no public toilets though the ones at the library are available during down hours

Only public loos are at McDonalds and Glenfield mall which have restricted open hours

Public toilets availability at the major bus area of Glenfield Rd inadequate. (Library only open 9-5 not public holidays)

Other than in the mall there are very few if not any public toilets

Some toilets are hard to notice out in public areas. Most shopping malls could be better

Accessible toilets need to be separate - not within a Men's and Women's so that a carer of the opposite sex can easily enter

In Birkenhead one has to go to the library for toilets or use the ones in the mall

Toilets need to be cleaned more often

Not aware of public toilets in Birkdale, only in Beach Haven which are horrible

There is not public toilet in my area - Tonar Street

No public toilets or water when I run from Chatswood, Highbury, Takapuna. Milford at 0530am or anytime

Sometimes I have been in public toilets and find a lot of water on the floor, so these need attention

Not enough public toilets

No public toilets anywhere in this community

More toilets at Countdown mall - 3 not enough

Northcote shopping centre toilets are always dirty

More toilets needed and checked regularly to prevent vandalism and law breaking

More seating and toilet facilities would be helpful

Beach Haven public toilets need upgrading and regular cleaning

No public toilets at Shepherds Park near walkway

The Shepherd's Lane toilets are not convenient and the disability toilet is often locked

We need to have toilets in parks and playgrounds

No public toilets at Highbury library + high point available during day time

Public toilets are poor

### **Street Lighting**

Street lights in Roberts Rd poor. Need extra lights

There is not adequate street lighting on some streets which are a part of the main road but are a little off the road

Street lighting not good in Mount Basten and Monarch. Large black patches, either not enough lamps or shadowed by close proximity to large trees

Definitely street lighting not good at all.

Street lighting poor

Lighting to be regularly checked then repaired or replaced

### **Car Parks/Parking**

Better disability parking needed outside Glenfield Library

Inadequate parking restricts those with limit mobility to access civic locations

More disabled parking

More PARKING !!!

More parking in Birkenhead

Fix the slip in Birkenhead and listen to the complaints about car parking

Need another mobility carpark and better signage re the current parks, upgrade at the wharf

Lack of parking when shopping in Birkenhead. The mall is badly facing the uneven way and preventing visitors from enjoying the super city view

As I do my grocery shopping in Glenfield mall complex, I find now that the disabled car parks are mostly at the opposite end of the mall

Parking is common on footpaths. Hard to take pushchairs and walkers. Please send parking wardens to make it safer

Local streets are always parked with cars for commuters. Some street corners poorly lit (Monarch - Eban for eg)

More areas for car parking please

### **Footpaths**

Footpaths not good for wheelchairs

Some footpaths are in bad state due to big trucks parking on them and breaking surface

Some footpaths uneven from tree roots

Quite a few footpaths and walkways need repair and better lighting

Main road footpaths are wide which does tend to harm traffic flow. Our local footpaths are a bit of a mishmash with trees untrimmed and grass needing attention

A pathway is required from the end of Chadworth Dr, through to Kaipatiki Park. The park gets very boggy?

The footpaths could be smoother. There are lots of cracks

Footpaths could be wider and grass berms reduced in width, after all what do the 'berms' provide. Nothing!!

Footpaths could do with improvement

Footpath are uneven in places, I know several elderly people who have slipped. And they are also difficult for people with walking aids/wheelchairs

Footpaths need attention for improved usage: uneven

As an O.A.P who does a lot of walking for fitness the footpaths and surrounds are in a disgraceful and dangerous condition. Money is spent on bus shelters, What about the footpaths and more seats in green areas?

Some footpaths have cracks, displacement which I've tripped on e.g. Shepherds Park between the little housing and toilet block

There are many places where the footpaths are uneven + could cause an accident. We know of one event where this actually happened + involved an operation to for broken shoulder

Too many broken stones all pavements. Many footpaths are tripable - not good enough, could be better

Footpaths are too hard for me to use my mobility scooter on. Too many bumps, too hard to get on and off kerbs. Ramps not wide enough. Need more room

Footpaths are built for car access not walkers. Around Birkenhead they are in very poor condition. They are difficult to walk on because of the center is wrong for walkers, they should be flat

Footpaths are too narrow to accommodate rubbish/ recycling bins and pedestrians. Walkway Martin Cres to Greenslade alongside No 12 Martin more often than not in a disgusting state. Appalling amount of leaf litter in Greenslade around the Park - been there for months

Footpaths need maintenance where trees have roots that may have broken surfaces. These are in suburban streets, not necessarily main thoroughfare

More even footpaths - slight cracks/bumps make it easy to trip

Stop cars parking on footpaths, also rubbish trucks leaving bins on footpaths, we have to walk on roads using a walker

Footpaths broken and uneven

More maintenance of footpaths for the elderly with walking sticks, or if unable to walk. Footpaths are covered with rubbish bins and cars parked on them. Some footpaths are in need of repair but I know you are working on many of them

Some of the footpaths in neighbourhood streets need urgent attention

Greenery on sides of paths needs cutting back a lot! Storm water drains need unblocking, lines needed to stop parking too close to driveways

Some paths, berms and gutters are in a bad state. Too many parked cars to allow road cleaning. It all looks a bit neglected

Mowing of uneven berms, parks

Footpath repairs needed in places

Footpaths on main road leading to mall

Better footpaths - one level continuous length at concrete - not like Mokoia Rd. Also Birkenhead town centre is very difficult for me to walk on as its camber is really poor

Footpaths need attention, often uneven + broken, covered bus stops not on all sides of streets

I have noticed that some of the footpaths can be slippery due to broken parts due to cars parking on them, very bad for also people who are on disability scooter

It would help me if rails were provided wherever there are steps to negotiate. I tripped and had a bad fall in the disabled park by the chemist in Mokoia Rd, where the kerb rises to the pedestrian crossing

Northcote is in disarray at present re roads, foot/cycle paths, seats etc. When construction is complete I'm sure a number of improvements will exist.

Please have the footpaths in the streets checked. A lot a breaking and cracking

Footpath needed in Island Bay Road from Oden Place

The streets need to have the weed killed especially on the curbs. The weeds make a lovely area look untidy

Attention must be given to Council by clean up e.g. weed, clean vergers, encourage shops to clean their areas or pavements be kept clean

The grass are between the road and the footpath could be in concrete and used for car parking, yes it will cost a dollar-but the continual maintenance will cease

We pay rates and are getting less & less value for money, our roads & footpaths are a disgrace to Auckland Council NSH + Rodney. Need to go back as they were. Big is not always better

Footpaths need repairing-green areas need mowing more regularly

### **Benches, Seating and Outdoor Spaces**

More seating in public spaces

The seats in the little park beside the Birkenhead library are so uncomfortable to sit on they are rarely used. They are ugly ornaments rather than sensible seats.

More seating required through shopping centre

Must have more seats around parks and shops

More seating required in public spaces, parks, streets, Seating required in Stafford Park and Little Shoal Bay

More seating needed at Onepoto basin around the cycle track and near flying fox playground.

Many seniors take grandchildren there

All green areas are sports fields with no gardens or seating

More benches in parks, roadside and Malls

Urgent security checks after 10pm in Shepherds Park

We need to have another rubbish bin, whereas now we are using cabbage bags, which costs us a lot

The rubbish bins need emptying more often. The ones at Chartwell Ave are often overflowing

We will be grateful if we will be given more bins for rubbish

There are places where hardly any cleaning is done.

While walking I see a lot of recyclables discarded, could it not be possible to provide recycle bins in public parks, particularly at entrances - Marlborough Park and recreation

More seats in public areas

In relation to seating in the district. I think we need a lot more seating especially in shopping centres

I have an alleyway beside my flat and I have, in the past and now a lot of trouble and damage from undesirable people to block the alleyway would be a good improvement form of safety

More shade areas to help prevent melanoma problems

Bush walkway around Shepherds Park - Eskdale bush not mainline

The parks and verges are a disgrace in the way they are maintained

## **Access to Information and Communication**

Auckland council printed information is difficult to understand

Communication is very poor by Council and boards, not everyone receives the local paper or junk mail. Circulars are few and far apart. Good example is the change in rubbish collection, the Council always gets the rates bill delivered, why not other important messages?

Most people feel that there is no one to communicate with. Communication and engagement with older people to be increased substantially by local boards and council, to employ more older people in community engagement services

Only main form of communication is North Shore Times - no Herald and no computer Brochures are good when you can get them. Only available at libraries, some things should be more widely advertised through local paper (perhaps inserts)

Community events advertised in NSTA. But they stopped delivering some areas. Also the Channel magazine is full of activities but again not delivered. I get it from library

How do I find some of the services you have available like: computer, social services. Do I phone Kaipatiki?

Access to computers at libraries is usually taken up by teens and job-seekers. Provide free computers at local community houses for drop in use - not just classes

Computer area at Glenfield library is cramped, no privacy

Public access to computers and internet may be available but you need to let us know, often faculties may also be available but not well advanced

Only access to internet at the library and only allowed 1 hour when a computer is available

Computers etc at Northcote Library are good and very well used

Public computers - my password at Birkenhead library is not valid at Onehunga Library

More computers needed in library. More information in printed paper from the council would help

Internet only available at the library

Not all older people have computers so are sometimes cut out and don't understand

### **Respect and Social Inclusion**

The words 'encouraged and invited' in the survey don't quite fit - such encouraged & invitations are usually only offered if the older person is looking to be involved

I wish more older adults are encouraged and invited to volunteer and remain engaged in the community

Council staff when you speak on phone are polite and courtesy but I waited 14 days for rubbish bins to be exchanged

A letter was sent to the Kaipatiki Local Board regarding a traffic problem at the (Orchards) Retirement Village and I did not receive a reply. This letter was sent on 31.01.2018

Local board meeting participation - never been informed. As regards being encouraged to contact them, never seen any signs that would do this - seems to be left to those older people who know how to look after themselves, how do others know how?

Generally I am helped when I require it, I don't feel especially "celebrated" - certain communities do look after their ageing population. Our kiwi culture does not endorse this and we are snubbed by the young quite often

I don't think the older voices are always heard

Special daytime meetings concerning local affairs would be helpful for the older adults

Where is the encouragement to volunteer? The library Inter-generational Dialogue was helpful

There are some people that receive more information continually because of the agency process

I have never had a board member make contact with me. Never know where or when board meetings are held. As far as I am concerned very little social activities takes place

Older People in New Zealand become invisible. Life is set up for the young. Families find the elderly a burden and not an asset. Not always aware of community events. Until there is a change of attitude in this country, the nuclear family will remain

(unlike Asian communities overseas) will exclude the elderly and find them more of a problem than an asset

The local councillors do not make themselves known and if we ask to have street lighting nothing is done or any opinion voiced regarding why not!

Why would the local boards invite me to a meeting?

Older people need to be more celebrated and engaged and taken care of

Work or services provided by the local board is poorly publicised. Related to the older people

Not everyone is interested in Email etc and should not be considered ridiculous because they do not want a computer. It does not mean they are stupid, maybe very wise

I don't feel that the needs of older people are specifically addressed. We seem to be invisible

### **Social Participation**

More classes, courses, seminars could be held locally. Maybe bring in some volunteers to check on the elderly regularly and provided information, education, updates

Elderly people from different ethnicities are to be further activated to engage in local community activities such as events, shows and environment protection etc.

I have only started going out on my own, we use to go by car everywhere. I found that it is the person itself that has to go out & meet people

I think there are lots of opportunities at the Beach Haven and Birkdale Community Houses - maybe some people need encouragement to find out for themselves from them?

There may be more activities etc in the public community. However without a computer and not always seeing the local newspaper I possibly miss these events

Have to go 3-4 km to get to Social Activity venue ie Highbury or Beach Haven

Shared transport available to attend meetings

Some elderly are alone and can be isolated from others through shyness/pride or not knowing where to go - neighbours in places do not know who they live next to - neighbours need to keep an eye on any elderly

For some people, costs of recreational activities may be an issue eg Tai Chi is \$2 for beginners (subsidised) but rises to \$8 for the next level

In our local village there is no place for the people to get together and so all mostly keep to themselves (Haumaru Housing)

The community houses provide social groups for older citizens but it can be difficult to get there. A local community bus that runs continuously and that drives through side streets would help but it would need to be cost free

### **How my Community Meets the Needs of Older People**

Older people are needed and loved if they volunteer to help in charity shops. All older people are warmly welcomed at All Saints Anglican, St Andrews Presbyterian Churches and probably all church and service groups

I enjoy meeting with younger "old" people & up till now have been able to get along to these U3A meetings. I have my laptop at home which I operate mostly

Neighbours very willing to help meet needs i.e builder next door provides free off cuts for the fire – we're always warm

I feel people attending any of the activities offered, need to persevere more than once to get to know the friendly/happy staff & people who will give them all the help on offer, this is I feel most important

Very good library which provided books for all ages in large print and also help with IT needs e.g. phones, computers, plenty of parking at certain time of the day

So long as one is mobile there are many clubs where one can meet and have morning or afternoon tea. Take part in activities or go out on a trip somewhere. The Cedar place in Tramway Rd is one. Local community house gardens

Experiencing good relationship with others

There are plenty of fitness/exercise classes + other activities based around the main centre and bus services. There are quite good but there is still a lot of walking involved for older frailer people. Some organisations provide transport. Good library.

I think the elder people are quite well looked after. They can have meals on wheels and visits from Age Concern and then there is the 'Gold card' if they are able to go on buses and also some discounts off at certain shops

Both within the retirement village where I live, and in the wider community, older people have plenty of activities to choose from to meet their wellbeing needs

Bert Sutcliffe Village, though incomplete, works hard to meet our needs

The Beach Haven community is very good - include all age groups in a wide variety activities. I believe the Birkdale & Birkenhead community are similar

So far, still mobile, have car and enjoy doing voluntary work. Not sure of services if I were immobile or sick

There is a very vibrant and active ukulele and guitar group which meets weekly- age is no barrier. Scrabble group which meets fortnightly. Great environment!

There are several things for older people to gain and meet others, if they wish to do so

Self-inflicted malaise is part of the battle. Older adults are perceived to be either grumpy, shouty or timid and not confident. Both are momentary reactions to how the deal with difficulties in the heat of the moment

Churches provide variety of activities for older people

Residents in Hillcrest have the advantage of easily being able to access local community areas in Glenfield, Northcote, Birkenhead and even Takapuna.

I live in a retirement village and am well provided for. All the things I need from the community is readily available and to a good standard.

Age Concern is a very good group to belong to, along with the Senior Citizens. However now I am not driving I find I'm not attending as much

Bert Sutcliffe retirement village meets all needs

I find New World Shop (B/head) and staff excellent with older people. Always willing to help and have a smile and chat. Couldn't be better. Plenty of staff to help us

Wonderful community, it will be once the painting is completed by very slow painters. Try sewing in shuttered windows and two strip lights in an airless room

Love the fact that we have U3A and never20old AUT gym available. For the future we don't want to live the restricted life of a retirement village

Very good idea to talk to the elderly

Island Bay progressive league a good local group but not advertised or promoted

Churches on some occasions, do great activities

My local community is very helpful or supportive

Plenty of group activities

We have CMA which is very good

Northcote, Birkenhead-Glenfield libraries are great for intergenerational visits and use of free internet. Warm, welcoming space during winter which is well used by diverse groups

Age Concern does a marvellous job alongside all its helpers. There are such areas which we could all contribute to

I live in a community where the needs of older people are met. Health and social services are available for help if required. There are lots of activities clubs and events for older people to join in

Beach Haven community house the "pantry" are a wonderful asset

TV a good information

I feel if an older person wants to find services etc. in our community, they can. The two community houses would be a good place to start

### **Health and Social Services**

Require more exercise centres and nutrition speakers for older people on strict budgets. Need a plan to combat chronic loneliness for the housebound

We live as a married couple; we want to stay in our home as long as possible - perhaps a contact point on how to make this possible as we get older would be very helpful

Cheaper GP services and mobile GP's

Residents at rest homes and retirement villages need access to professional advice about managing their money and assets - particularly in gifting to own family. Work and Income only give you unhelpful brochures. Some people say go to a lawyer

More help needed for carers of Dementia people in their own homes. Older people like me are not capable at organizing the carer support themselves

Need more promotion for services for older folk

A phone service to phone daily, perhaps partnered

Like all elder folk, we are keen to remain independent of rest homes for as long as possible. Would be nice to have more information as we age about support in the community: e.g. meals on wheels, assistance available for house cleaning etc. for older people

### **Miscellaneous**

Please reinstate the posting boxes they took away

More post boxes; our one in Northcote has been taken away. I have to walk to the main shopping centre

Glenfield Road - don't agree with the "vape shed"

Northcote may be better when all the work is complete

I love Northcote shopping. Car parking a problem at times but the plans to improve I will wait and see

Most of the activities in Northcote College centre are geared toward the Asian community and signage is not often in English - including restaurants

A lot of rubbish is seen around the houses, people should get a reminder for that

Publicity needed where older people can see it

Work and Income to provide adequate universal income to all ages

Council must see to make the look of the shops front are kept in good order. Clean up the shops when left unoccupied, not good feel for visitors to our shop areas

Northcote totally ignore the elderly

The self-confidence for older adults takes a huge knock down when they retire/are made redundant or are gifted a new piece of technology for Christmas

Most of my neighbours are new immigrants and tend not to fraternize with European Nz'ers

We could have bank here. Will not come back. All the banks gone

I'm an immigrant and English beginner. I would like to have some better chance to communicate with kiwis

There are reductions on races for students eg Auckland Marathon races but no reduction for runners over 70 years in entry fee. Why not?

The junction lookout in Birkenhead Ave is very poorly designed and not well used. There should have been a large café right across the lookout area, enclosed with a large plate glass windows so that people could have coffee at all times of the year in a warm comfortable space

Seating in the mall could be extended so the lonely could sit and watch the world go by without feeling they have to buy coffee at a café. Warm comfortable reading rooms to read newspapers, other than the library, could be helpful