

Age-Friendly Kāpiti

Report on Community Engagement Workshops November/December 2019

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January 2020



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Summary

The report is presented in four sections:

1. The context for the workshops
2. The methodology used in conducting them
3. The feedback, with recurring topics and priorities
4. Indicators for subsequent stages of the 'Age-Friendly Kāpiti' project

Since 2006 the World Health Organisation's strategy, 'Towards an Age-friendly World' has been the key driver for the widespread emergence of Age-friendly Cities and Communities. In New Zealand the impetus for Age-friendly initiatives is being provided by the Ministry of Social Development's (MSD) Office of Seniors, which funded this initial phase of work on an 'Age-friendly Kāpiti'.

Four workshops were held, in different locations across the Kāpiti District, during November and the early part of December 2019. In the lead up to the workshops a Steering Group was formed and a facilitator for the workshops engaged. The Group determined that 6 (six) themes - similar to those used in the Wairarapa strategy - would be used as the template for the two-hour Workshops, which were structured to allow all participants to contribute their views about each of the 6 themes. In addition, the participants were asked to agree, as a group, what were their two key priorities. While attendance at two of the workshops was in single figures, they were facilitated in such a way that the essential structure was maintained.

In general, the feedback from the four workshops could be characterised as to some extent reflecting the locations in which they were held, but more significantly – in relation to the six themes – reflecting views that ranged widely between personal, individual consumer-led perspectives to broader, intergenerational and community-focused perspectives. There was a strong emphasis on “the positives” but plenty of healthy discussion about opportunities for enhancements. Themes such as Health, Transport, Housing and Spaces & Places tended to provide feedback that was relatively detailed, perhaps because it came from personal experience, whereas there was some uncertainty about how to respond to the Cultural Diversity theme or to the “what would your ideal future look like” question asked of every theme.

With perhaps the exceptions of Cultural Diversity and Communication & Engagement, the themes did yield some recurring topics: Health – localised services, more ambulances, better information... Transport – trains services to and from north of Waikanae, better and more consumer-focused bus services, extended Gold Card hours, footpath management, more consideration for pedestrians by other footpaths users... Housing – the Council's role in housing planning, age-friendly design, availability and affordability, mixed and intergenerational developments... Places & Spaces – shared, diverse, all-age spaces, use of environmental design, accessibility, community engagement, climate change-led retreat and realignment.

Some of the indicators for subsequent stages of the project may be drawn from the feedback itself, particularly where there have been recurring topics. In addition, the relatively low numbers and quite narrow demographic of people attending the four workshops suggest that the proposed survey questionnaire could be used both to extend the numbers contributing their views as well as exploring in greater detail some of the topics, while two or more focus groups could be utilised to

enhance diversity and the direct engagement of those in the District that have not yet given any feedback and, indeed, may not regard the project as relevant, germane or of any interest to them.

Context

The Age-friendly Kāpiti Steering Group acknowledges the earlier work, 'Towards an Age Friendly Kāpiti Coast', and the attendant 'Age-Friendly Community Evaluation', undertaken in 2018 by AUT on behalf of MSD.

While the global context and benchmark for this current 2019/20 Age-friendly Kāpiti project remains the World Health Organisation's 'Age-friendly Cities and Communities'¹, the project itself was effectively started up with a grant from MSD's Office for Seniors to Kāpiti Coast Grey Power in order that they could, in conjunction with other appropriate groups and the Council, organise and run a number of community consultation workshops on an 'Age-friendly Kāpiti'.

This report provides an overview of and commentary on that work, along with some indications of the next steps to be taken in the project.

Methodology

Following the allocation of funding by the Office of Seniors to underwrite the Kāpiti workshops, a steering group was formed. The Group comprised representatives of Kāpiti Coast Grey Power, Age Concern Kāpiti Coast and Kāpiti Coast District Council, along with the National Vice-President of Grey Power and once appointed, Helix4 Consulting, which would facilitate the workshop-based community consultations.

The Group first considered the framework it wished to use for the consultation, using as reference points the original WHO framework of eight domains, advice from the Office of Seniors website and some of the New Zealand-based age-friendly strategies that have already been developed.



- GOAL 1 Community support and health services
- GOAL 2 Communication and engagement
- GOAL 3 Transport
- GOAL 4 Cultural diversity
- GOAL 5 Housing
- GOAL 6 Places, spaces and activities



After due consideration the decision was made to use Wairarapa's framework of six Strategic Goals (referred to as "themes" for the Kāpiti project) for the consultation stage, and to review their efficacy as a framework for Kāpiti against the feedback and other responses from the workshops, a survey and focus groups.

The structure and facilitation of the workshops were then discussed. Four workshops, each of two hours duration, were to be held in four different locations across the District. There was not a long lead-in between these discussions and the workshops themselves, which may have been a factor

¹ <https://extranet.who.int/agefriendlyworld/>

that restricted the number of participants. While there was inevitable uncertainty about numbers, it was agreed that the workshops should be structured so that all participants would have the opportunity, in groups of circa five people, to give their views on each of the six themes. The participants were asked the same three questions for each of the six themes – What, in this theme, is already happening that is positive... What are the gaps and issues... What would your ideal future look like for this theme? Each group was finally asked to choose, as a group, its top two priorities for the theme. Not only would this be as comprehensive as possible, it would ensure consistency across all of the workshops and therefore accord greater validity to the feedback.

The one variable was that individual facilitators, some of whom had not been party to the Steering Group's discussions, were assigned to facilitate discussion of specific themes during each workshop – there was limited opportunity to brief them in detail and, with the workshops being held over a three week period, some were not able to attend all four workshops. Nevertheless, there was a sufficiently high degree of consistency in the way in which each workshop was eventually conducted.

The Steering Group recognised there was a wide range of information about what was already being done or in planning to impact on the six big themes, but that participants might not be well informed about this 'background' work. Incorporating some sort of information display into the workshops was considered but discounted for two reasons: first, the information was patchy across all six themes and there was not sufficient time to collate and present it in a balanced and accessible way; second, with six themes to consider during the workshops participants would already have a lot to focus on and more information on top of that was thought to be an unhelpful distraction. This additional, 'background' information is something that should not be ignored but should be incorporated into the project as it develops beyond the opening, consultation phases.

The programme for the workshops is shown at Appendix 1, with the introductory PowerPoint that was prepared by Grey Power.

Feedback from the Workshops

The 'raw' record of the feedback – written in longhand during the workshops and subsequently typed up – is shown in Appendix 2.

There was some particularly local feedback, for example the Ōtaki workshop referred to the slightly anomalous health boundary between Capital & Coast and MidCentral DHBs, to the Ōtaki beach and to Haruati Park, while at Raumati South there was reference to the opportunity for the community to be supported to redevelop Raumati South Park. These references, and others, along with several allusions to "streets... (and) neighbourhoods" suggest the strength of the value people place on where they live but, practically, they also indicate some of the potential starting points for action, support, funding...

Health and Community Support

Participants tended to focus more on 'Health' than 'Community Support', perhaps because the notion of what falls under community support is not entirely clear nor is Kāpiti's community sector, while active and well populated, particularly well developed as a coherent, collaborative sector.

There was distinct, positive feedback on GPs, clinical teams, the local ORA² service, and the carers working in the home support services. Particularly positive were the several references at the Paraparaumu workshop to the “Ambulance Diversion” project that has been implemented by Wellington Free Ambulance in conjunction with CCDHB and Tu Ora Compass Health as a result of the Kāpiti Health Advisory Group’s advocacy for more local health services.

Unsurprisingly participants saw gaps in arrangements for travel to and from hospital, issues with specialist appointments and outpatient clinics, the lack of local health facilities, inadequacies in mental health and “crisis” provision and... in ambulances, specifically the number of them that are available at any one time in Kāpiti and the impact that has on wait times. There was also a general observation, repeated in discussions about other themes, that information is hard to come by and that it would be a “future ideal” to have an accessible, central community ‘directory’ – this is one instance where an initiative has already been proposed to the DHB but is not yet in the public domain.

All of this feedback was reflected in the group-led Priorities.

Communication and Engagement

Feedback on this theme was also somewhat one-sided, with participants focused more on “communication” than on the notion of “engagement”.

There was a lot of feedback about modes and sources of communication, with the acknowledgement that seniors are in fact, contrary to the expectations of some, IT-savvy “silver surfers”, which may also be linked with some of the intergenerational factors referenced throughout the workshops. There was also reference, as there had been in Health & Community Support, to the notion of a “hub”, an information centre.

Set against positive feedback about the ‘power’ of streets and neighbourhoods and the networks within them was the recognition that “In a disaster, communication and community resilience will need to be street-based.” Alongside this there were positive references to the Council’s ‘Neighbour Days’ and other community engagement initiatives.

There were several references to the local Community Boards³ and the opportunity for them to engage and communicate more effectively with their parts of the District, which aligns with the stated intention of The Mayor over this current triennium.

But there was also a focus in several comments on the challenges of communication for seniors, and those with disabilities of vision or hearing, and how these might be mitigated by technologies and organisations/agencies.

² ORA - Older Adult, Rehabilitation and Allied Health Services, a CCDHB services based at Kāpiti Health Centre

³ Ōtaki, Paraparaumu/Raumati, Waikanae and Paekākāriki

Transport

There was widespread positive feedback on public transport services in the District, although this was then conditioned by observations about the train service not running further north than Waikanae and some of the specific inadequacies of the recently reorganised bus services such as routing and co-ordination between bus and train services.

There was also a sense that the perspectives and needs of users had not been adequately accounted for, with references to the distance that seniors have to walk to bus stops or that there aren't bus shelters for young mums who have to wait in the rain. And this was seen as having negative impacts on passenger numbers with "buses running empty", so one suggestion was that smaller buses could be introduced into the fleet.

One argument that came through strongly was about the Gold Card, with firmly expressed views that hours of usage should be consistent across the country.

The other major topic was the use of footpaths, and the sharing of them by pedestrians, mobility vehicles, prams and buggies, and cyclists. There seemed to be a generally held view that more could be done to "educate" users to be considerate but also that perhaps more could be done in terms of maintenance, design and environmental features to mitigate the impacts of multiple users on often quite narrow pathways.

The revocation process for the old SH1, resulting from the construction of the two Expressways from Paekākāriki to Ōtaki, was also noted as something that is creating opportunities to respond to issues such as access to Paraparaumu train station and provision of pedestrian crossings in Ōtaki. This process was also referenced in the feedback about 'Places, Space and Activities'.

Cultural Diversity

There was much that was positive about the feedback on this theme, although it must be noted that despite the feedback that the community "is diverse" none of the workshops included participants who may have had a different or more interrogative response to that view. And part of the challenge was the naming of the theme itself – it quickly became apparent that participants were tending to interpret "cultural" as 'ethnic', rather than the wider view the Steering Group had of 'culture as culture' and cultural events and activities across the community. Nor had the Steering Group perhaps moved sufficiently to articulate its own notion of "cultural diversity", as somewhat different to Wairarapa's.

Nonetheless, the feedback did provide a genuine sense of inclusiveness and diversity, even if that does need to be 'tested' further from other perspectives. There was certainly a strong and positive intergenerational view of the community, complemented by the recognition that "age is regarded and treated differently in different cultures."

There was a recognition that at one workshop that it was "not a diverse gathering" and another participant at the same workshop asked, "What does diversity mean?". Another workshop posed the questions, "how warm *are* we... how inclusive are we really?" But alongside these observations there was positive feedback for the Multicultural Expo and other celebrations, some of them led by Council, of different cultures throughout the year.

And the groups' priorities emphasised the need for "more opportunities... to celebrate diversity (in all its forms)... for intergenerational experiences... (and) more opportunities for conversations, to increase diversity."

Housing

There were fewer positives here, although the Council not selling its housing stock was specifically mentioned. But there was feedback across all workshops on the gaps, whether specific to Ōtaki because it has very limited retirement accommodation, which is impacting on seniors' ability to remain in the town, or on the wider issues of affordability (housing generally but also what was perceived as a town/rural disparity), availability (of suitably designed and sized housing for seniors) and housing mix.

The view was expressed that retirement villages are not "for everyone" and that the community would benefit from more intergenerational and family-focused developments, with affordable and social housing in the mix. Design was referred to in a number of respects, in relation to practical design sensitive to both age and disability, as well as design principles such as the Seven Principles of Universal Design.

The role of Council in devising its housing policy and using its powers to set the conditions for housing developments in the District was debated, with the view generally expressed that it should be proactive in undertaking this role. The roles of agencies such as Kāinga Ora and MSD were also commented on, with discussion about whether they have got their policies and approaches right in Kāpiti. And there was reference also to housing trusts as potential vehicles for responding more sensitively to local housing issues, particularly with regard to seniors 'downsizing', intergenerational developments, and social housing.

Places, Space and Activities

There was comprehensive, positive feedback on this theme, with references to specific places such as parks, pools and Kāpiti Island, along with more general references to beaches, walks, play areas, facilities, cafes and so on. The work of the District's Cycleways, Walkways & Bridleways Advisory Group was valued.

And while there was a lot of feedback on gaps and issues, much of it was in fact positive in that people were identifying tangible opportunities to improve and enhance places, spaces and activities. Some specifics were identified – at Ōtaki Beach or Raumati South Park, for example – but there also a range of observations on beach access/views for seniors and the disabled, parking, seating, shelters and signage. Once again, the lack of an information centre was seen as a "backward step".

But possibly the two most significant areas of feedback were in relation to intergenerational facilities and activities, where the priority was expressed as "Increase the variety of shared and diverse spaces that can be used by diverse age groups; and the need to be proactive in response to a climate change-led retreat from the coastline, to "retain and realign pathways, cycleways and bridleways."

Next steps in the 'Age-Friendly Kāpiti' project

Two particular factors highlight where additional consultation should be conducted:

- The relatively low numbers attending the workshops indicate that more extensive, widespread feedback should be sought, potentially using a survey
- The lack of any input or engagement from Māori and other under-represented groups, not necessarily just 'ethnic', is a clear indication this needs to be addressed before progressing much further with the project. Hora Te Pai Health Services' kaumatua group and Ngā Hapu o Ōtaki, as well as Te Wānanga o Raukawa, should perhaps be approached.

While an attempt has been made in this report to marshal the feedback it will be apparent to any reader that within each of the six themes, and on occasions across several themes, the feedback would repay further analysis and deeper exploration.

This may be done in several ways, or a combination of them. For example, in order to devise survey questions that delve deeper into the feedback, analysis of the "raw" feedback would need to be done, perhaps with a contribution from an academic perspective.

The distribution of the survey, which should be through established groups and in different formats, with perhaps some follow-up from Steering Group members, would need to be primed by an awareness raising process, so that recipients are not 'surprised' by the survey and are more likely to complete it.

The analysed feedback would also be valuable as the template for more detailed discussions in focus groups, so consultation is not just about other perspectives – which it must include – but also:

- Begins to 'clear the ground' and identify the key, core elements of what might be an emerging plan.
- Explores the feedback more fully – what exactly do we mean by "intergenerational" and what might that look like under each of the themes?
- And, keeps open the opportunity for other thinking that has not surfaced through the workshop process.

These suggestions for 'next steps' would allow for the effective completion of the preliminary stage of the 'Age-Friendly Kāpiti' project, community consultation that would provide the 'bedrock' on which to build and co-design an Age-Friendly Kāpiti strategy and action plan.

While there is some way to go to implementation, it would seem that good progress has been made against the 2018 'Age-Friendly Community Evaluation' report's success factors:

- support from the Office for Seniors
- local council buy-in – top-down approach
- strong community engagement – bottom-up approach
- robust community consultation processes
- undertaken a needs assessment of existing age-friendly activities and projects, and
- implemented age-friendly initiatives

Appendix 1 – Workshop Run Sheet & Opening Presentation

AGE-FRIENDLY STRATEGY KĀPITI WORKSHOPS

Wednesday **20 November**, 10.00 – 12.00, Rotary Lounge, Aotaki Street, Ōtaki

Sunday **24 November**, 2.00 – 4.00, Raumati South Memorial Hall, 5/43 Tennis Court Road, Raumati South

Wednesday **27 November**, 10.00 – 12.00, Ocean Road Community Centre, 45 Ocean Road, Paraparaumu Beach

Tuesday **3 December**, 10.00 – 12.00, Waikanae Baptist Church, 286 Te Moana Rd, Waikanae

FORMAT (120 minutes running time)

Set-up and prep - minus 45 minutes

6 ‘stations’ and x chairs

Projector and laptop

Flip chart paper, Post-its and pens on tables

Station facilitators & scribes briefing (a brief with prompts on each of the focus areas provided)

Registration sheets on arrival – Name, contact details, GP member ✓

Refreshments on arrival

AG/KB	Welcome, Housekeeping Introductions – Facilitators etc introduce themselves Participants (depends on numbers) intro themselves now, or at the tables	5
KB/AG	What is Age-Friendly?... PowerPoint presentation	7
AG	How we are going to run this workshop... 6 focus areas = 6 tables – a “carousel”: facilitators stay at the table, participants move so they contribute to each of the 6 themes 10 minutes per area, 3 questions (same for every area) <u>Now – Gaps – Ideal Future</u>, ending with the group choosing 1 & 2 priorities... then, move on... Recap – the 6 themes: <ul style="list-style-type: none"> · Community Services & Health Services (Anne Schumacher + 1) · Engagement & Communication (Rachel Kirsopp) · Transport (Sue Emirali) · Cultural Diversity (Claire Rewi/Kara Kearney) · Housing (Trevor Daniell) · Places, Spaces & Activities (Brandy Griffen) 	5-7
AG T	Carousel Facilitators to use a separate sheet for each group that carousels Plus collate all the priorities <i>separately</i>	85
AG KB	Next steps <ul style="list-style-type: none"> · early 2020 - a Survey and Focus Groups · March 2020 - Age-Friendly proposals to Council 	5
AG	Thank you and close	



Age-Friendly Communities

World Health Organisation

- Developed by WHO
- A key strategy to facilitate the inclusion of older people
- Enables people of all ages to actively participate in their community

An Age-Friendly world

- Is a place where you can stay connected
- Which treats everyone with respect, regardless of their age
- You are healthy, active and respected, whatever your age

Key areas where communities can become more age-friendly

- Health & Support Services
- Communication & Engagement
- Transport
- Diversity
- Housing
- Outdoor places & spaces

What else will happen

- In the New Year...
 - An on-line survey will take place
 - Focus groups will be held
- Then, use all the information for future planning purposes with Kapiti District Council

Keep up to date

Complete the contact sheet with your information and we will keep you up to date with what's happening by email

Further up dates

- www.kapitigreypower.co.nz
- www.facebook.com/KapitiCoastGPA
- www.neighbourly.co.nz/group/kapiti-coast-grey-power

Age-friendly World

Appendix 2 – Feedback and Priorities from ‘Age-friendly Kāpiti’ Workshops

Health & Community Support

Positives

Team of doctors – podiatrist, physios etc available + emergency in Paraparaumu

Blind ??? vision is well presented here in Ōtaki

Menzshed available for help to community

Access (Healthcare at Home) *pluses and minuses*

Neighbourhood Care

GP good but everything else (*?isn't...*)

Ambulance diversion

Ambulance diversion (CCDHB funded, when dial 111, triaged by paramedic, local GP practice, no cost, fully funded. 102 people didn't go to Wellington). Started September, ALL GP practices

Ambulance diversion – GP practice, triage, fully funded, up to 10pm, 10pm – hospital. 102 people didn't go to Wellington. All docs on board except Kāpiti Road

Good experience – 111 first responders, Fire Service

ORA – assisted with gaining independence (mobility) around community

Accessibility to aids e.g. mobility walkers, although equipment not funded

Nurse Maude

Access – agency is not working but the actual carers are

Gaps & Issues

Boundaries – hospitals and specialists

Defibrillators in situ but most not available due to hours of service where they are situated

Need more attention for mental health for the elderly

Travel to and from hospitals – specialists

Police not positively from one district

In theory (Ōtaki) has a choice of services but there is a division

Hospital appointments (?CCDHB) cancelled at the last minute – on the day, on the way to hospital

Access (Healthcare at Home) *pluses* and minuses

Transport to hospital – not well used, low profile, and not appointments not synchronised with it

HCH Manage My Health – need a ‘personal’ email, not a shared one

Age Concern Companion – matching

More advocacy for e.g. dementia – Titahi Bay a good example of this

Information – “you’ve got to know about them - but how do you find out?” ? a “directory”

Obesity: education of children, nutrition

>6m or more for physios – shortage of physios – public

Not enough health facilities

90% of GPs are part time

2 weeks wait time for appointment

AMBULANCES!!!

Manage My Health

More specialist/outpatient appointments (in Kāpiti)

Little flexibility in appointments at Wellington Hospital

Private flexible in transport. 3 hour appointment time, how to get there, Kāpiti Carers

Accessibility to Health Care in KĀPITI

Better specialist services in Kāpiti

No help for broken ankle 1½ hour waiting and had to be taken by care

Experience good but not travel to Wellington or Hutt

Hospital appointment system – there is an arrangement but some specialties not done

Outpatients – Wellington car parking a problem even at 7am

Shuttle to Kenepuru and from there to Wellington

More ambulances, at least one, 24 hours a day in Kāpiti i.e. improved response time, better after hours and emergency

“Ambulance took 45 minutes from Wellington and she survived”

Cost of dental care plus time 2 weeks for appointment

Hospital petition – update?

CCDHB – home care, telehealth, stroke – ambulances ??? team of specialists waiting, in future ???

Back up ambulance, more of, >10 more

Kāpiti fund for taxi

Kenepuru A&M NOT A&E – extra ½ hour to Wellington

Level of doctors’ fees

Education – Learn About First Aid courses *provided by KCDC

Wheelchair access for shuttle

Crisis support for ALL issues – including broad-based ambulance service (and) after-hours service

Not aware of what you are entitled to

Poor communication or follow up especially after hospital stay

Lack of communication to those who need it

Support agencies (Access & Nurse Maud) not turning up when they are scheduled to, not coping with demand

Concerns that home-based service are not meeting people’s need – dangerous

Cost is a barrier - costly to go to GP – cost variants in seeing GP, either duty GP or urgent care GP

There is a role for the Health Practice team, not just the GPs who need to be proactive in getting information out

Accessibility to services

Transport to visit specialists – visit to ED, lack of transport to return home

Lack of awareness of transport services available in Kāpiti

Future ideal

A health and community services directory

Community awareness e.g. of Neighbourhood Care

Sustaining initiatives

Hospital

Availability of specialist and health practitioners - attract health practitioners

Bringing more service to Kāpiti rather than travelling outside of district

Priorities

- More local specialist services
- Medical Centre – another GP (and/or a Nurse Practitioner)

- Access to up-to-date information
- Better transport to hospital (not high profile or synchronised with appointments and so not well used)

- Ambulances
- More ambulances, at least one 24 hours a day in Kāpiti, improved response time, better after hours and emergency
- More ambulances, back up
- Crisis support for all issues, including broad-based ambulance service
- Better specialist services in Kāpiti
- Shuttle to Kenepuru and from there to Wellington

- Better DHB tender process for support services and proper monitoring of services
- More specialists to Kāpiti

Communication and Engagement

Positives

Popular ways of communication – computer x 2, newspapers (Ōtaki & Kāpiti) x 4, radio

Local newspaper and radio are very good for announcing local meetings

Make sure there is a good supply locally (e.g. at the library) of newspapers for those who don't have deliveries

Wrong assumptions are made about older people and Internet use but they are “Silver Surfers”, although age brings a spectrum of capabilities and needs

Neighbours Days

Neighbourhood support & KCDC Social Investment

Internet, on-line, local newspaper (though problems with delivery for some), radio, ‘Neighbourly’

Fast broadband (Metlife Care, Summerset)

IN: newspaper, Google on-line, Neighbourly, library, local groups, factual information, radio,

Council's weekly ‘What's On’

OUT: telephone, F/B, tight community - shared coverage

KCDC Community Gardens “best street”, Neighbours Days

Internet, local newspaper

‘What's On’ important

Like to be emailed – still receive and write letters

Newspapers

Libraries – newspapers, general info – excellent resource

Local Radio

Information Centre – make an age and disability HUB

Neighbourly

Networks within neighbourhoods

CAB

Grey Power (subscriptions) & Age Concern

Telephone service for deaf – they can read what is being said over the phone

An assumption (is) that older people are not IT savvy – (there are) varying degrees of ability but more are utilising computer etc

Gaps & Issues

Improve Community Board outside Community Centre

Is a non-effect??? from any signs being allowed on new roading?

Not correctly informed about link road on new expressway, no discussion on holdups

No communication from NZTA

Newspapers – variable delivery and non-delivery... newspapers are not junk mail!

More tech upskilling needed

In a disaster, communication and community resilience will need to be street-based

Fast broadband should be all over Kāpiti

Earlier communication about these meetings!!

More workshops, could be better and more of them... Ambulance service speaking

Notice board in Coastlands, resite Community Notice Boards on Kāpiti Road

Engage Community Boards – advertise meetings and better education

Local Community Board – room for questions???

Run more workshops

Not enough communication, drop-in clinic

Newspaper NOT delivered (because of “No Junk Mail... No Circulars” stickers, do away with junk mail and advertise in the local paper)

Better pick up points for local papers and delivery to more homes

WINZ – lack of information by case workers, lack of awareness or knowledge, not willing to share (information about) entitlements to older people, lack of confidence (on part of older people) to ask for information

Unable to hear over the phone – hearing impairments or accents that cannot be understood

Ideal Future

Priorities

- Bigger and more community notice boards
- Using local newspaper and radio and having them available

- Upskill older people’s technology skills, but also get newspapers delivered to all the community (they are not “junk mail”)
- Promote and enhance opportunities for ‘Neighbours Days’

- Create future opportunities for neighbourhood support through KCDC Social Investment funding
- Earlier communication about these meetings!
- Engage Community Boards, advertise meetings and better education
- Community Boards – room for questions... no!
- ‘Community Gardens’, best on street, ‘Neighbours Days’, run more workshops
- Internet - fast broadband fibre should all over Kāpiti
- Better pick up points for local papers and delivery to more homes
- Provision of phones for older people that are not touch phones – disabilities
- More localised information, in particular in newspapers
- Regular bulletins of new information – DHB, WINZ etc

Transport

Positives

Capital Connection is good, but insufficient

Local and southbound buses, Waikanae and south is good but not for medical appointments because timing is wrong

Ōtaki Health Shuttle is good but only starts in Ōtaki, doesn't do Te Horo

Paths are generally very good, pedestrian crossings are good, footpaths – certain residents walk every day

Buses, reliable but...

Total Mobility

CWB excellent

CWB good

CWB good, very cycling and walking friendly

Voluntary health shuttle good

Hospital shuttle good

Shuttle service to health services

Availability of transport to hospitals & health services: shuttles – train to Porirua then picked up to take to Kenepuru, volunteer services – to Hutt Hospital, Kāpiti Carers

Bus service is outstanding

Bus service is accessible

Kneeling buses good

Access to bus, easier to get on bus e.g. with walkers

Train connection to Wellington

Good work on widening Kāpiti Road

Taxi service

A good bus service (with) increased services to a larger area of Waikanae, and increased (number of) buses with kneeling capacity

Good roading

Good train services

Gaps & Issues

No bus service to the north

More bus services south

More trains, train from Levin to Wellington and back

No train stop in Te Horo

No Expressway interchange at Te Horo

More crossings needed on old SH1, by New World would be good especially for Sunday markets

Domain & Mills Road crossings dangerous for mobility scooters, too steep

Nowhere to learn to drive, have to go to Levin or Paraparaumu for lessons or tests, can lead to illegal driving

Buses running empty, too few covered bus shelters for older people, mums etc (home owners can refuse!)

Bus routes – via Coastlands to station rather than having to go to station then wait; Coastal Medical Rooms etc

Bus service – Gold Card, consistency across the country, increase hours of usage on public transport

Increase Gold Card hours for transport usage

Access to attractions – Lindale, QE Park, Southwards, more bus routes & communication, more flexibility of routes

As a cyclist, don't like sharing road with vehicles

Need footpaths in all areas, some roads with no footpaths

Footpaths need work

Some footpaths are not wheelchair/walker/pram friendly

More education on sharing pathways, bells on bikes

Education on shared pathways

More running tracks

Affordable air fares from Paraparaumu

Don't have electric scooters on shared pathways

More train services from Ōtaki

Gaps with transport to private health services and Hutt Hospital

Bus service route has changed, not enough stops

Times of bus services, finish too early, not connected up with train

More CWB

Mandatory bells on bikes off-road

More pedestrian crossings

Kāpiti Road very busy

Not enough parks which allow access in and out of vehicles

Would like to see drop off zones

Private care parks

15 minute walk to bus stops – Raumati South and Leinster Ave very isolated

Too many big buses, perhaps smaller 20 seat buses

Luggage compartments in buses

Total mobility vehicles

A lot of empty bus services

Bus services to retirement villages

Coast barrier – utilising paid services e.g. Driving Miss Daisy etc

Shared pathways – can be scary, with children, scooters, walkers

Accessibility is poor at Paraparaumu station, particularly for those who use walkers and push-wheelchairs, the ramp is steep and quite long. Significant problem.

Phasing of lights too quick

Ideal Future

Extend Gold Card hours (but not just GWRC, central govt allocate funding)

Encourage more 'Park & Ride'

Footpaths work programme, mobility scooter friendly

Public transport – more accessible, more routes, more stops, smaller buses, better timing

Priorities

- Input into revocation on SH1 throughout Railway Retail e.g. seating
- Electrification and train service Ōtaki to Wellington
- Extended Gold Card hours as in Auckland

- Input into revocation so that buses can be routed via Coastlands to the Railway
- Promote better community awareness of the need for bus shelters in particular locations so home owners are less likely to oppose them

- Footpaths work programme
- Mobility scooter-friendly
- Public transport...
 - Better bus coverage – more routes, more stops, smaller buses, better timing, more accessible
 - Trains – a service to and from Ōtaki
 - Services to attractions like Southwards, Lindale, QE Park and events
- Cyclists – more access for them (but) better education and rules about shared pathways x 2

- Access to Paraparaumu train station
- Better utilisation of existing bus services

Cultural Diversity

Positives

Ōtaki is diverse, must embrace and support all

Changes are occurring – people are migrating north, more new people with new roads. Lots of transition, change is a plus, the town welcomes newcomers

Relations across groups are really good

The community helps itself, tackles its own problems

Bilingual signs on the expressway
Asian/Chinese population
Te Reo
Service clubs e.g. Rotary, Lions, RSA etc
It is likely that the “service club” for most Māori is via their whānau and hapu

Different cultures are celebrated

Kāpiti is diverse
The older generation is included, but are all age groups
Many groups do get involved in community groups
Schools are inclusive
Looking from older generation, Kāpiti is inclusive of diversity
Neighbourhood network works well in certain areas (Avenue, Oakwood area)
Generational culture
Innovate in ARTs
Art Centre at Kāpiti College
Schools do a good job
Lots of activity coming from youth
Feels that sexual orientation is acceptable. We would hope so!
Good array of groups in Kāpiti
Doesn't feel there is discrimination
Libraries to offer more experience?

(We are) seeing more school age children
Mahara Place utilised by young children
Intergenerational aspect if working well
Using pronunciation of 'Kāpiti' and encourage

Gaps & Issues

Service clubs struggle to get members and community engagement, it would be good if clubs were more diverse and could grow

Would like to see more cultures at Grey Power

Where are the other ethnicities at today's workshop? Not diverse gathering here at workshop.

Expected to see young people here today

Language is important re workshop

Timing of workshops – (it's) why they might not be here

More opportunities for event to be held

What does diversity mean?

Kāpiti has high %age of white population

Is there enough diversity in Kāpiti? There is a wide range of clubs available, for all age ranges. Kāpiti is well served for clubs

No group is exclusive

Accessibility for people with disabilities – buildings could be better

Create opportunities to meet other cultures, meet to discuss diversity. Minority cultures need to be welcomed

There is a socio-economic divide in Kāpiti

Could be a hard task for older people re lifestyle choices

Celebrate different cultures e.g. Diwali, Chinese New Year, Māori New Year (led by Council)

Liaison for different cultures?

Intergenerational opportunities

Better engagement of different cultures – how warm are we... how inclusive are we really?

Multicultural expo – allows different cultures to share their identities

Day time activities – a lot of activities in Paraparaumu and at night is a barrier

Ideal Future

Calendar of ethnic and cultural events

More cultures at Grey Power

Better integrational and engagement of all cultures

Spiritual diversity – wider reaching and more inclusive

Priorities

- Ōtaki is naturally very diverse... the “centre of the Universe”
- Enhance and build on what we already have

- Run annual multicultural expo’s
- Recognise that age is regarded and treated differently in different cultures

- Would like to see more cultures at Grey Power
- Different cultures celebrated, more opportunities led by Council – Māori ^{no 1}, Chinese New Year...
- More opportunities for events to celebrate diversity, including intergenerational opportunities (ethnic, political, spiritual...)
- Social-economic divide – create opportunities for intergenerational experiences; awareness, tolerance, data...; more employment opportunities for older people
- More opportunities for conversations, to increase diversity

- Event to bring all together – inclusive of all

Housing

Positives

Council flats are good, well sought after with wait lists

KCDC not selling its housing stock

Kāinga Ora building a few homes, on a small scale

Retirement villages... for some

Gaps & Issues

Rural sections are too big and rates, especially for rural sections, are too high

Will move out as get older, not sufficient community-based, older housing so for retirement villages you must move north or south

Would like a retirement village where people can go in order to stay in Ōtaki. With some units for sale and others for rent. Potential to get a Trust to build one but requires cheap land

Some older people can become more isolated in a retirement village, supported living arrangement would be better

Some couples get separated, which is not ideal

Kāinga Ora doesn't see the need to build housing in Ōtaki and MSD is more focused on employment, which impacts affordability

Lack of rental properties

As a rental \$\$\$

Better support by Kāinga Ora

Make more affordable housing – there is land available for development of affordable/social housing

What is “affordable”?

Mixed villages, not just retirement villages, with rental spaces also

Central government won't allow councils to build social housing (so) a trust for housing – for rent, rent to purchase and purchase (with) council as “wise managers”

Rapid growth – has moved quick enough from 3 brm to 2 brm housing – to allow to downsize

Can't move from larger homes due to cost and/or availability

Retirement villages aren't for all

Retirement villages to be intergenerational and family – cheaper and rental accommodation

Abbyfield (Masterton) great idea

Medium density housing – not too high, no more than 2 stories – the only way to combat housing is to go upwards – lifts

Homes do not accommodate disabilities e.g. wheelchairs, bathroom designs too small

Practical Housing Designs – consultation with older people, older people don't design homes in later life – generally

Kāinga Ora – housing policy, housing built that is more expensive but not meeting needs. Buy expensive homes to house more ??? rather than build more homes

Should Council get involved in housing – (or) trusts formed?

Rural/urban density – using more green spaces. Issue for District Plans, include more smaller housing

Utilising empty buildings etc as social housing

Suitably designed homes for older people, especially in new build homes and retirement villages, should be part of consenting

Lack of sheltered housing, if at all

Lack of rental availability in retirement villages

See a role for KCDC as setting policy re housing affordability – setting conditions, benefits for tenants and landlords... “if you build on this subdivision it must include so many rental homes...”, look at consent levels
Affordability when it comes to down sizing
Lack of smaller, 2 brm homes

Age restrictions to retirement villages - 70 years
Cheaper housing
Low rental stock
Lack of smaller homes to downsize to
50-70% paid for rent
Affordability to pay weekly maintenance fees to retirement villages – unable to continue to pay fees
Retirement villages to rent space
Retirement villages are only interested in making profit (rather than) caring/providing for those living within these villages – better regulations
Having to continue working to pay for housing
Reverse mortgages
Huge waiting lists for housing
Low density housing
Housing needs to be built by bus stops, trains, shops

Ideal Future

Priorities

- Increase housing stock, make more land available and manage affordability
- Reduce rates for rural properties

- Ensure that age-friendly design is integral to and embedded in planning and consenting
- Clarify and communicate what *is* the Council’s role in determining the scale and type of housing stock that is available in the District now and in the future

- Affordability
- Cost, including reduction in Council costs
- More space for building
- Council involvement in building houses – what is its role, setting the tone, policies?
- Council more involved in housing
- Mixed housing – intergenerational villages
- Part of consent process:
 - Design & rentals
 - More two-bedroom properties

Places, Spaces & Activities

Positives

Haruati Park – awesome

Kiddies play area
Beach... river

Marine Parade, Mahara Place, Kāpiti Islands parks, sheltered picnic spaces

Good parks, walkways, gym, cycling, swimming pool, seating
Churches – good at involving community for all
Jets \$6 for older people
Walking cheapest activity
Cafes – social activity for Kāpiti residents
Golf course, bowls, ukulele group
McLean working – although excessive
Lots of reserves – although some not so accessible, seating
Good transport to beach
Very well provided for open spaces etc but require redevelopment and layout
Menzshed - great
Walking groups – good
Accessibility to areas
We have got open spaces, parks, beaches
Space by the stream utilised by the community – not signage
CBW excellent
Big tick for outdoor pool, Waikanae and Waterpark is excellent, can sit and watch the young families

River, beach, reserves, parks, CWB, clubs and activities, Memorial Hall, cinema, walking tracks

Gaps & Issues

Better signage to the Park as you could drive past and not know – put Community Board signs there to advertise it – put BIG 'Haruati Park' sign
Tasman Road paly area needs 'little' kids, age appropriate
Ōtaki Beach - active area for everyone e.g. splash pad, BBQ facilities (basic one there), shelter up there, informal from sun and rain, family area. Sort toilet facilities – need urgent upgrading, old and not clean. Café... and allow area to be developed. Add ons.
Aged equipment for all areas
Transport: bus does go to the beach, 2 per day.
Plateau Ōtaki does not have a play area, NIMBY, back to public consultation
No swimming pool in summer (sic... ?)
Theatre hard for disabled to get into but ramp available.
Seats in village needed, put seats on Main Road

Kāpiti Island – subsidy or special days for older people
Public transport to special events
Disability parking available for events
Shared diversity spaces
Retreat pathways from the coast (in preparation for global warming impact)
Redevelop – and re-imagine – Raumati South Park

Little way for people to have a say e.g. community associations
Lacking of seating by ocean front
Lack of parking spaces – Coastlands, Library, Community Centre
Better accessibility across Coastlands carpark to Mall and Medical Centre
Lack of disabled parking across the community
Lack of information centre – really poor not to have one in our area, backward step for region and tourists
Kāpiti Island the main reason for visitors but not all know where to get to the Island – lack of information
Lack of signage for public, to certain areas
Develop areas along Whareroa Stream through to Coastlands
Crime prevention through environmental design
Lack of public seating
Lack of sheltered areas
Adult exercise areas, intergenerational exercise areas, gym equipment for ALL – outdoors
Community dances for community e.g. similar to church dances
Ability to get to beach and see it from the care especially Paraparaumu Beach – built up where the car park is
Sand dunes too high as some are disabled and can't get out of car to view the beach/sea
Adult playgrounds needed
Long walking areas with adult exercise areas included
Paraparaumu pool – an adult exercise area
Better use of space by Library
Places to meet – lack of areas.

Better age-friendly access to beach – paved pathways
Lack of older people's outdoor gyms and intergenerational parks
Lack of seating, benches
Outdoor spaces for chess, petanque
Riverbank needs more maintenance
Cost of some activities – outdoor classes- encourage more outdoor classes/activities especially in summer
Doors that are heavy, especially for those that with disabilities. Council should be ???

Ideal Future

Priorities

- Upgrade facilities and amenities at Ōtaki Beach
- Raise the profile of Haruatai Park, Ōtaki Pool and all other facilities there

- Increase the variety of shared and diverse spaces that can be used by diverse age groups
- Take a proactive, 'climate change' approach to retreating from the coastline that will retain and realign pathways, cycleways and bridleways

- Redevelop Raumati South Park, which could be used as an opportunity for intensive community engagement and co-design, and as an exemplar of what could be done elsewhere in the District
- Better parking across all train stations
- Signage x 2
- Accessibility, including seats and shelters, to outdoor areas for ALL
- Crime prevention through environmental design
- New park behind Library
- Adult playgrounds
- All age playgrounds
- More seating

