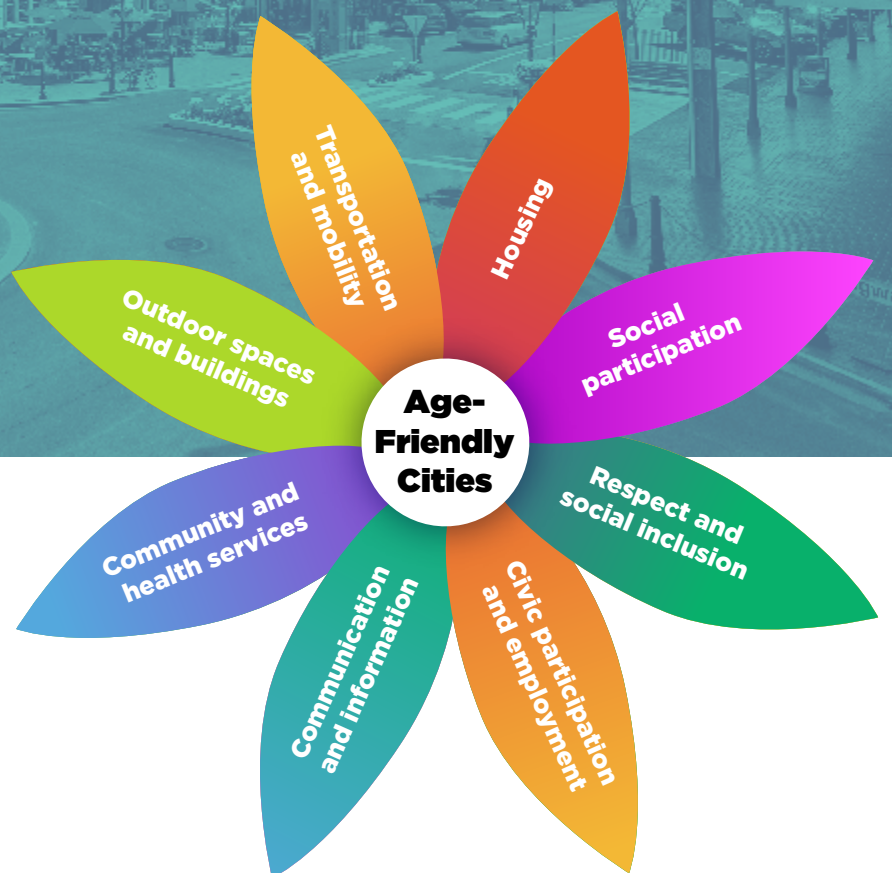




WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

WHANGANUI AGE-FRIENDLY PLAN



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FOREWORD FROM THE MAYOR

In the last several years Whanganui has seen business growth and confidence and the largest population growth since 1996. We are a place resounding with community spirit and there is an underlying essence that underpins what it means to be from or in Whanganui.

Our town has been celebrated nationally as an easy place to live with a culture of creativity and innovation and a beautiful natural landscape. Pursuing initiatives that secure our health, our safety and instil a sense of belonging and wellbeing for all is key within the Whanganui Age-Friendly Plan.

An age-friendly community is a community that cares and caring is the responsibility of all of us in Whanganui. This plan will build on the great things that are already happening in Whanganui. The plan was developed by older people and they will be involved in the implementation and monitoring of the plan going forward. I am excited about what the future holds for our ageing population.



Executive Summary

The Age-Friendly Plan is a collaborative plan that has been developed by the community. We have talked with all sectors of the community, young and old, and taken their feedback into account on the development of this plan. The actions have been chosen based on the eight essential criteria of an age-friendly community.

Achieving the outcomes will require a collaborative effort and the development of new partnerships. There are some great things happening in our community and this plan aims to build on this. Whanganui older people are well serviced by our community, this plan will continue with the great work, enhance it where it needs it and look for new initiatives to fill the gaps.

EIGHT ESSENTIAL CRITERIA OF AN AGE-FRIENDLY COMMUNITY:

1 Outdoor spaces and buildings

- Environment
- Green spaces and walkways
- Pavements
- Outdoor seating
- Roads
- Traffic
- Cycle paths
- Safety
- Services
- Buildings
- Public toilets

2 Transportation and mobility

- Affordability
- Reliability and frequency
- Travel destinations
- Specialised services
- Priority seating
- Transport drivers
- Safety and comfort
- Transport stops and stations
- Age-friendly vehicles
- Information
- Community transport
- Taxis
- Roads
- Driving competence
- Parking

3 Housing

- Affordability
- Essential services design
- Modifications
- Maintenance
- Ageing in place
- Community integration
- Housing options
- Living environment

4 Social participation

- Accessibility of events and activities
- Affordability
- Promotion and awareness of activities
- Addressing isolation
- Range of events and activities
- Facilities and settings
- Fostering community integration

5 Respect and social inclusion

- Respectful and inclusive services
- Public education
- Public images of ageing
- Community inclusion
- Intergenerational and family interactions
- Economic inclusion

6 Civic participation and employment

- Volunteering options
- Training
- Employment options
- Accessibility
- Civic participation
- Entrepreneurship
- Pay
- Valued contributions

7 Communication and information

- Information offer
- Oral communication
- Automated communication and equipment
- Printed information
- Plain language
- Computers and the internet

8 Community and health services

- Service accessibility
- Offer of services
- Voluntary support
- Emergency planning and care

VISION

A safe, friendly and engaging city for all

Principles

Inclusion not exclusion

Older people are at the centre of the plan. They are involved in the planning, implementation and monitoring of this plan.

Building on what already exists

We acknowledge that there are already a number of services and facilities that enable older people to live fulfilling lives. This plan will build on the great things already happening in our community.

Improvement is always possible

We acknowledge that there are some great things happening in Whanganui, but there is still more to be done.

Empowering local communities

This plan aims to empower older people to plan and respond to their needs at a local level.

Being culturally appropriate

Our plan acknowledges the rich cultural diversity that exists. In Whanganui Kaumātua play a key role for Māori.



STRATEGIC CONTEXT

An age-friendly community is a place where you can stay connected, healthy, active and respected, whatever your age. The global Age-Friendly Cities Project is an initiative of the World Health Organisation (WHO) and commenced in 2006. There are now many countries taking part with hundreds of cities and communities involved. They were asked to focus on supporting healthy ageing in their communities, and included research to find out what was currently available to support older people.

The benefits of age-friendliness include:

- Making it easy for people to stay connected with each other.
- Helping people stay active and healthy.
- Supporting people who are no longer able to take care of themselves to live with dignity and enjoyment.
- Treating everyone with respect.

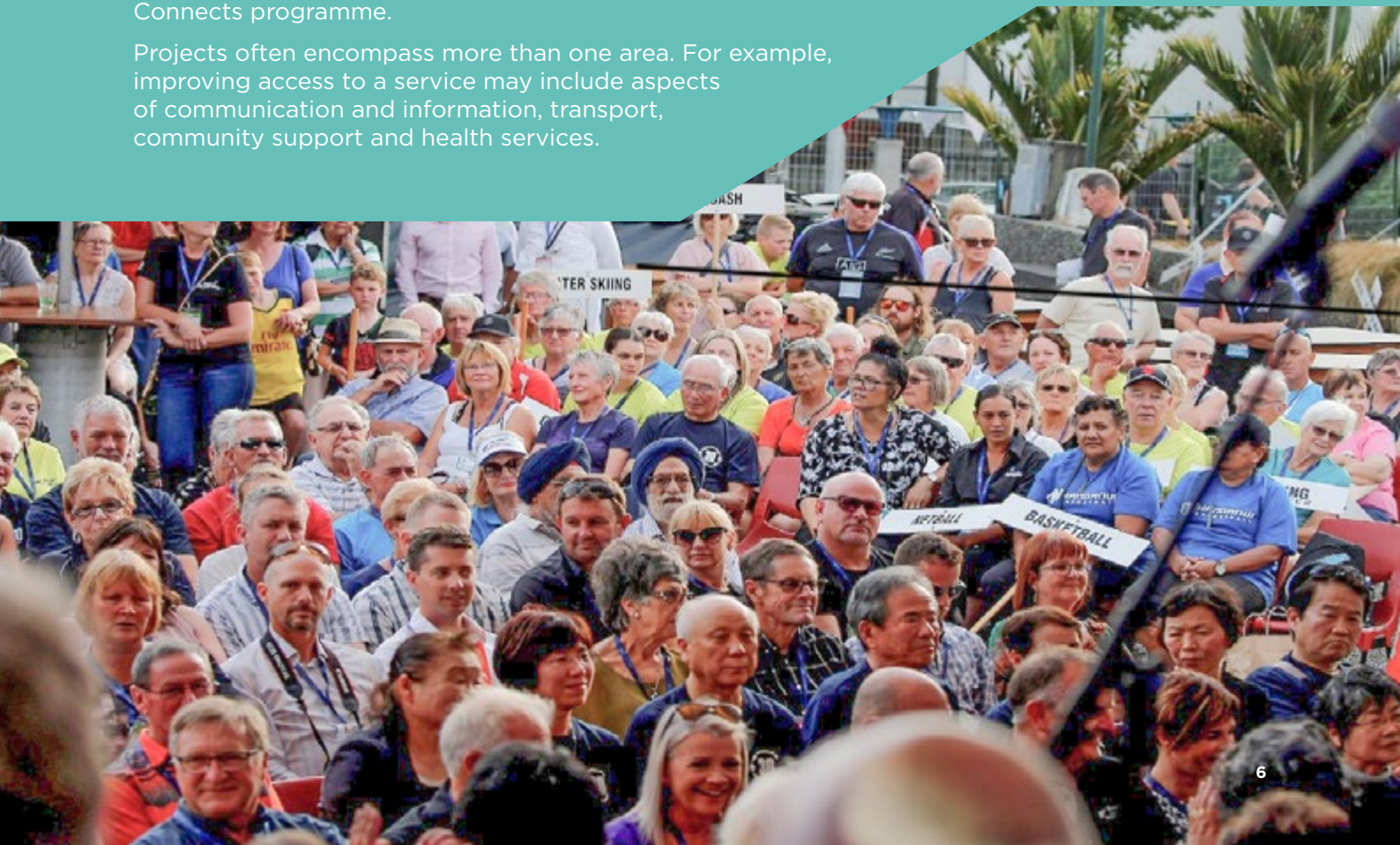
Age-friendly initiatives in New Zealand

Numerous age-friendly initiatives are happening in communities around New Zealand.

Communities identify projects which are important to them, generally based on eight themes adapted from the WHO Age-Friendly Cities model.

The New Zealand context is developed through the Community Connects programme.

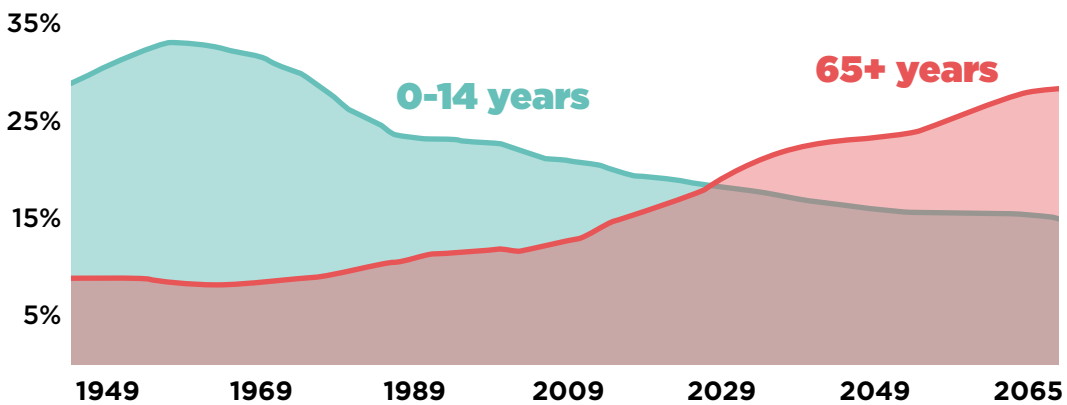
Projects often encompass more than one area. For example, improving access to a service may include aspects of communication and information, transport, community support and health services.



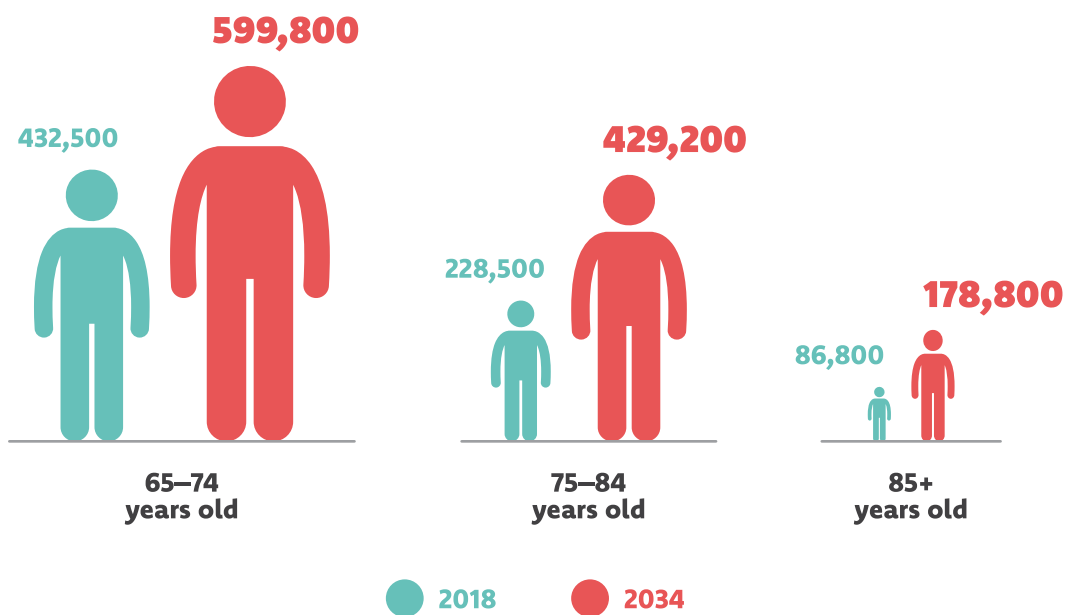
NEW ZEALAND CONTEXT

We are living longer than ever before. By 2034, more than 1.2 million New Zealanders, almost a quarter of the total population, will be aged 65+. During the next decade there will be more people aged 65+ than children aged 0 to 14 years.

New Zealand's population is ageing.

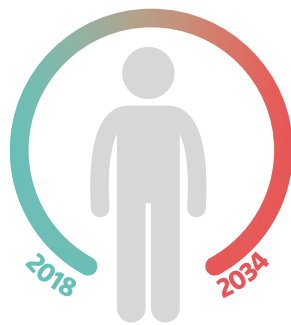


The make-up of the 65+ population is also changing, with more people living longer.



NEW ZEALAND CONTEXT (Continued)

Numbers of older people are increasing across all ethnicities.



637,500 → **928,200**

European or other (including New Zealander)

59,500 → **171,900**

Asian

48,500 → **109,400**

Māori

21,300 → **46,700**

Pacific Peoples

4,000 → **18,000**

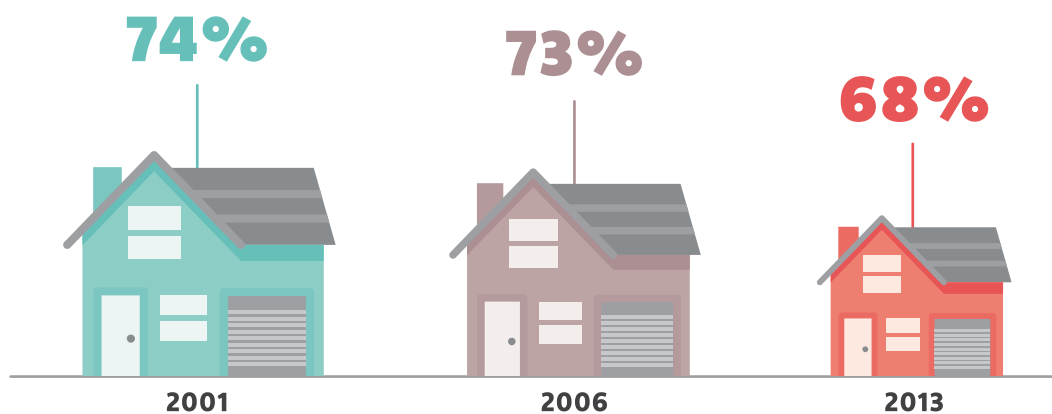
Middle Eastern / Latin American / African

New Zealand is becoming increasingly diverse. There are more than 200 ethnic groups in New Zealand, and collectively we speak 160 different languages. As well as ethnicity, diversity also includes differences in age, religion, philosophy, socioeconomic background, sexual orientation, gender identity, intelligence, physical abilities, mental health, physical health disabilities, genetic attributes, personality and behaviour. The people that make up the older population are increasingly diverse and have differing needs.

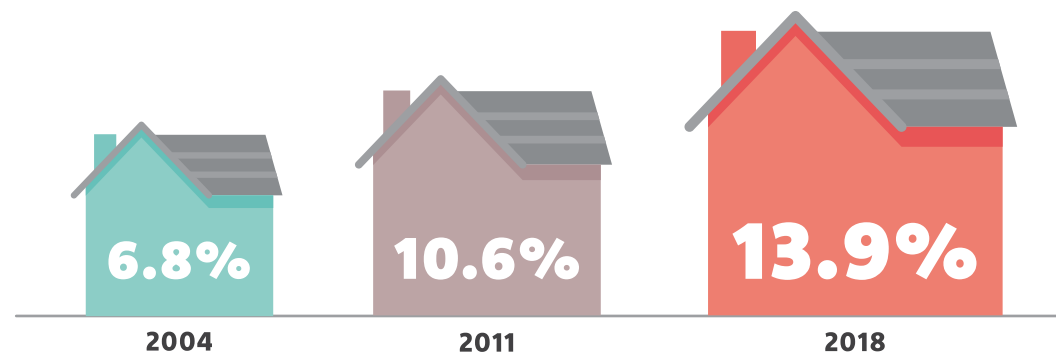
While more people are entering later life with a debt over their home, at the same time more older people will be renting into the future.

NEW ZEALAND CONTEXT (Continued)

Older people are currently more likely than other age groups to own their own home but this is dropping.

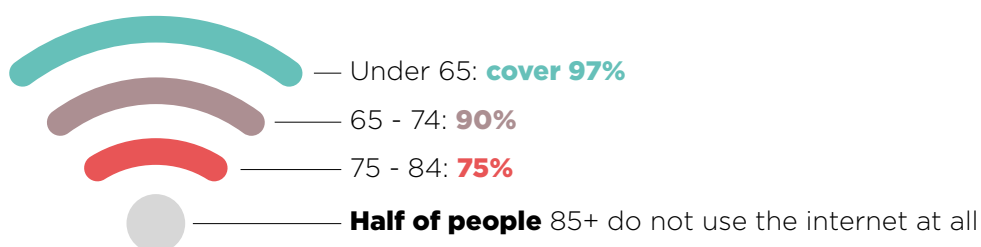


For older people who own their homes, the number with mortgages is increasing.



In the next 15 years there will continue to be significant technological developments that can improve the lives of older people, health care services, and connection with families, whānau and friends and facilitate lifelong learning. These developments may also be barriers for some older people who are digitally excluded, have limited skills or do not have access to the internet.

Internet usage by age



WHANGANUI CONTEXT

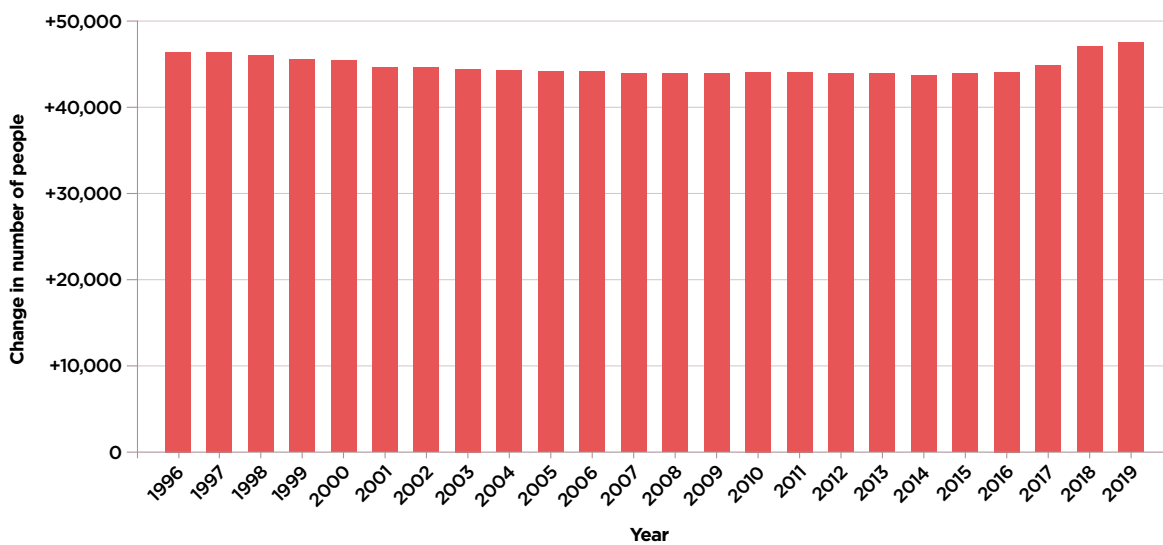
Analysis of the five year age groups of the Whanganui District in 2013 compared to New Zealand shows that there was a similar proportion of people in the younger age groups (under 15) and a higher proportion of people in the older age groups (65+).

Overall, 20.2% of the population was aged between 0 and 14, and 19.2% were aged 65 years and over, compared with 20.4% and 14.3% respectively for the whole of New Zealand.

The Whanganui District Estimated Resident Population for 2018 is 45,200, with a population density of 0.19 persons per hectare. Since 2015 the population has been increasing by approximately 700 new residents in both 2017 and 2018.

Estimated Resident Population (ERP)

Whanganui District

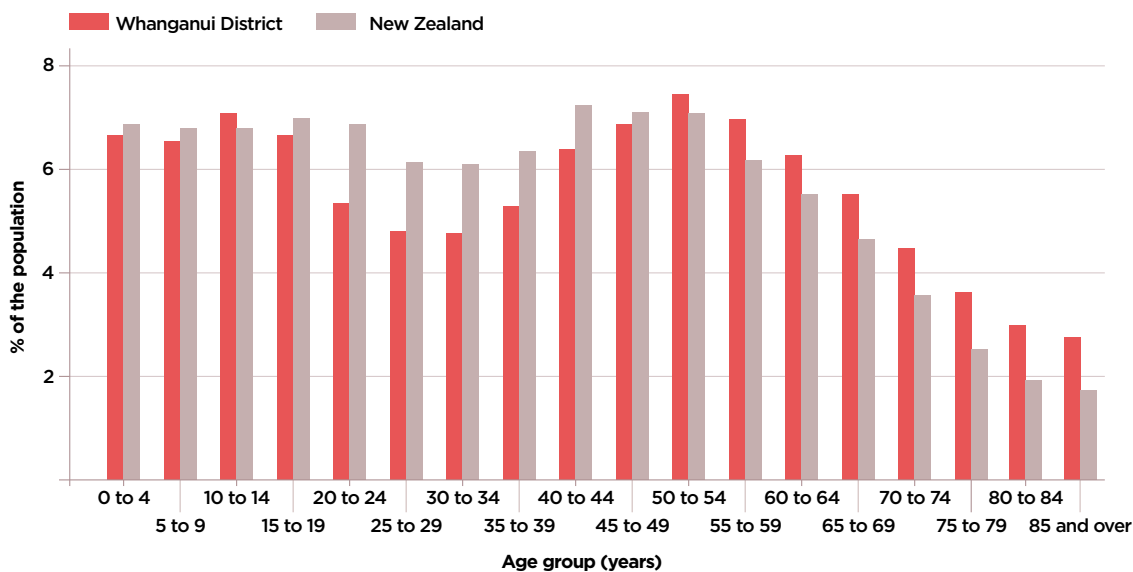


Source: Statistics New Zealand, Subnational Population Estimates - information releases for June 30th June 2013 and earlier issues. Compiled and presented by .id, the population experts.



WHANGANUI CONTEXT (Continued)

Five year age structure, 2013



Source: Statistics New Zealand, Census of Population and Dwellings, 2013. Compiled and presented by .id, the population experts.

The Age-Friendly Plan is closely linked to our Leading Edge Strategy as well as the Safer Whanganui Strategic Plan. There are also links across a number of other Council strategies, for example the Housing Strategy with actions to address immediate and future housing needs and the Digital Strategy, which responds to our continuously evolving technical environment.



HOW THE PLAN WAS DEVELOPED

Developing an Age-Friendly Communities Plan was originally raised by Grey Power at the Councils Positive Ageing Forum. In 2018 a paper was presented to the forum providing some background on Age-Friendly Communities (AFC) and why we should look at this as an option for Whanganui.

The following recommendations to progress the plan were made at the September 2018 Positive Ageing Forum:

- That Whanganui District Council in partnership with the Positive Ageing Forum endorses in principle Age-Friendly Communities.
- That Council support the initial application and the creation of an Age-Friendly Steering Group to begin the process.

An Age-Friendly Communities Steering Group (AFCSG) was established and Terms of Reference completed. Steering Group Organisational Members: Whanganui District Council, Whanganui District Health Board, Alzheimers Whanganui, Masonic Court Rest Home, Pasifika, Age Concern Whanganui, Grey Power, IHC and Kaumātua Kaunihera.

A timeline and plan was developed and members held a number of focus groups and interviews across the community. All groups and individuals were asked the same four questions:

1.

What will Whanganui look like in 2050?

2.

What does Whanganui do well? What things already make Whanganui a positive place for ageing?

3.

What things can we do better to make Whanganui more age-friendly?

4.

What are some solutions?

The four consultation questions were also featured on the Whanganui District Council 'Have Your Say' page where a large number of comments were received.

HOW THE PLAN WAS DEVELOPED (Continued)



Organisations consulted with as part of the pre-consultation:

- Grey Power
- IHC
- Age Concern Whanganui
- Whanganui Rotary
- Te Oranganui Trust
- Kaumātua Kaunihera
- Rest Homes
- Tupoho
- Tamaupoko
- National Council of Women

We also consulted with the community at:

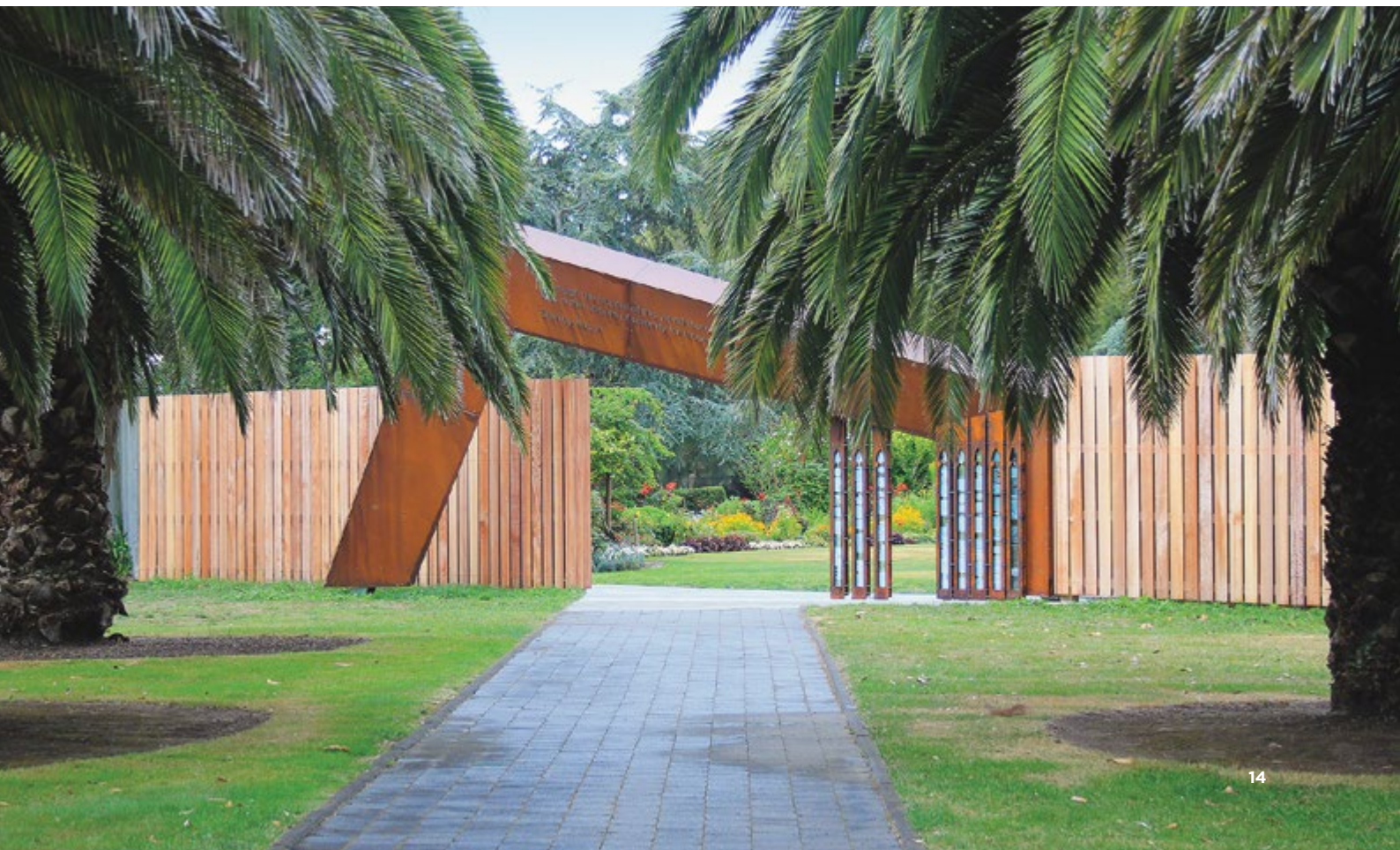
- UCOL open day
- Whanganui River Markets
- Whanganui Advocacy and Support open day



AGE-FRIENDLY WHANGANUI OUTCOMES AND ACTIONS

In an Age-Friendly Community:

- green spaces are well-maintained with seating, shelter, and toilets
- safe pedestrian crossings and footpaths are wide enough for wheelchairs, walkers or strollers
- there is public transport to health centres, shops, and parks
- affordable housing options are close to services and facilities
- signage is clear and easy to read
- council events and activities appeal to people of different ages
- older people contribute to community groups
- facilities are located close to residential areas and services
- older people are consulted and included in decision-making





1. OUTDOOR SPACES AND BUILDINGS



1.1 Feedback from our community:

The community said our walkways, scenery and parks are great. We have some beautiful old buildings with a balanced approach to heritage buildings and their restoration. They said access to footpaths for pushchairs, wheelchairs and mobility scooters was improving but trees and their roots cause problems on a number of our footpaths. They would like to see more seating, public toilets and water fountains around the community and some exercise equipment along the river walkway to enable people to increase their fitness and mobility. There is still some work to be done getting businesses and buildings that have limited access to people with disabilities up to an acceptable standard.

1.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Maintain and enhance a pedestrian network that is comprehensive and accessible with all modes of mobility aids.	Enhance	→ Council → Mobility User Group	Annual audit of pavements and crossings completed.
Increase the availability of seating, toilets and water fountains in public spaces.	Enhance	→ Council	Number of new seats, toilets and fountains installed annually by December 2022.
Initiate discussions to develop exercise stations along the river front and other key areas.	New	→ Sport Whanganui → Rotary	Exercise equipment installed by December 2022.
Targeted consultation ensures older people have an opportunity to participate in the design and redesign of public places.	New	→ Council	Number of consultations held with older people on Council plans per year.
Increase the accessibility of the built environment for older people.	Enhance	→ Council → Business → Organisations	All essential service providers in the built environment are accessible for the disabled and elderly by 2022.
Town Centre Regeneration project will follow the dementia design principals.	Continue	→ Council	Incorporated by December 2022.
Promote a voluntary dementia-friendly accreditation programme for business.	New	→ Alzheimers → Age Concern	Number of businesses who sign up to accreditation programme annually.



2. TRANSPORTATION AND MOBILITY



2.1 Feedback from our community:

The community said there are some things we do well, our new walkways are great for walking and mobility scooters but they wanted to see more promotion of alternative transportation like mobility scooters, e-bike and e-trikes and then more charging stations in town for this type of transport. A huge amount of feedback was received on the bus service, lack of seating and shelter at bus stops, availability of bus timetables in suburbs and the absence of bus timetables including bus routes and timing. The other area our community want to see some improvements in was parking, all day free parking for residents over 70 years in age and more mobility parking at key identified areas in Whanganui.

2.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Work with Horizons Regional Council to upgrade bus stops with shelter.	Continue	→ Council → Horizons → PAF	Increase in the number of bus shelters per annum.
Work with Horizons Regional Council to review the bus routes and timetable with input from older people.	Enhance	→ Council → Horizons → PAF	Horizons hold an annual review of routes and timetables with PAF.
Provision of Senior Driving Programmes and education for older people.	Continue	→ Age Concern	Number of driving programmes run annually.
Increase the availability of accessible parking at key locations.	Enhance	→ Council → Business owners → DHB	Number of accessible parking spots increases annually.
Investigate mobility scooter charging stations.	New	→ Council	Charging station in place by December 2021.
Continue to provide training sessions for mobility scooter users on safe usage.	Continue	→ Mobility Users Group	1-2 training sessions per year.
Promote cycling (e-bikes and e-trikes) as a mode of transport.	Enhance	→ Lets Go → Sport Whanganui	Annual cycling/have a go day held for older people.
Increase free parking in the CBD for older people.	Enhance	→ Council	Free parking is extended for older people by 2021.
Work with Intercity to improve the current bus station to be age-friendly.	Enhance	→ Council → Age Concern → Intercity	Bus depot is improved by December 2021.



3. HOUSING



3.1 Feedback from our community:

As we move into the future with an already increased ageing population the community think we need to look at housing differently to ensure that we have enough. This needs to be a mix of private housing like additional retirement facilities and gated communities and community-funded accommodation. They would like to see some changes to the quality and quantity of our pensioner housing and improvements in the standard of rental accommodation available in the community.

3.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Review Whanganui District Council Housing Policy.	Continue	→ Council	Updated policy in place by June 2020.
Improve the quantity, quality and accessibility of pensioner housing in Whanganui.	Enhance	→ Council → Housing providers	Number of units available annually.
Support the development of a 'Whanganui Housing Standard' building on the roll out of the voluntary Rental Warrant of Fitness.	New	→ Council	Whanganui Housing Standard developed by 2025.
Promote the development of innovative housing models across the district.	Enhance	→ Council	Innovate housing models promoted as part of housing strategy.
Run workshops on home energy efficiency.	Continue	→ Whanganui Regional Health Network	Run 1-2 workshops annually.
Investigate technology solutions to make independent living easier and safer for elderly living alone.	New	→ Age Concern → DHB → Council of Elders	Options explored by 2021 and business case produced.



4. SOCIAL PARTICIPATION



4.1 Feedback from our community:

Our community told us that we have some great services that offer great programmes and social activities in our community but that we don't always promote these well or in places that are readily available so not everyone knows about them. We have a fantastic library that offers so many services like our home visiting services and our new library hubs are a great community resource. We need more of these in the suburbs to improve access and create more opportunities to create social cohesion and belonging.

4.2 Priorities for Action:

Action	Continue/Enhance/New	Responsible Agency	Success indicators and time frame
Continue the Kaumātua/older people games.	Continue	<ul style="list-style-type: none"> → Te Oranganui Trust → Sport Whanganui → Rest Home Villages 	Number of games held events held annually.
Continue to investigate social connection opportunities such as library hubs.	Continue	<ul style="list-style-type: none"> → Council 	Number of social connection opportunities held at library hubs annually.
Introduce an older persons landing page on Manageme.	New	<ul style="list-style-type: none"> → DHB 	Older persons page added to Manageme by 2021.
Promote older people's activities on local notice boards and libraries.	Enhance	<ul style="list-style-type: none"> → Council → Age Concern → Community House 	Annual survey shows increased awareness.
Extend awareness and reporting of Elder Abuse Project.	Continue	<ul style="list-style-type: none"> → Age Concern → Office of Seniors → New Zealand Police 	Number of reported cases of elder abuse annually.



5. RESPECT AND SOCIAL INCLUSION



5.1 Feedback from our community:

Our community have told us that there are some great connections between early childhood centres and schools with retirement villages but this is not available everywhere and is often only at specific times of the year like Christmas. They would like to see this more structured and deliberate across the community. Our older people have so much time and expertise to give – we need to remember this and encourage the relationships and learn about their lives.

5.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Investigate programmes to connect kindergartens/pre-schools/schools with older people groups.	New	→ Age Concern	Programmes in place in 2021.
Actively target the ageing population in community engagement and consultation strategies.	New	→ Council	Number of times Positive Ageing Forum participants are consulted annually.
Value conversations and create more opportunities for story telling such as walking tours and oral history events.	Enhance	→ Libraries → Kaumātua → Age Concern	Stories written up and archived by June 2021.
Increase social inclusion for older people through better internet access, especially banking.	Enhance	→ Age Concern → Senior Net	1-2 workshops annually.
Increase the number of community education classes targeted at elderly.	Enhance	→ Community Education → UA3	Number of classes specifically for elderly annually.



6. CIVIC PARTICIPATION AND EMPLOYMENT



6.1 Feedback from our community:

We have a well-established and comprehensive volunteer service in Whanganui and a Positive Ageing Forum that meets four times a year. This forum provides key information to individuals and groups working with the elderly. However, there is always more that can be done to collectively improve outcomes for elderly. Many of our elderly are skilled and have so much to offer our community regardless of their age. We need to encourage groups and organisations to ensure an older persons lens is cast over their planning to ensure that their viewpoint is considered in any design development.

6.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Continue to hold Positive Ageing Forum quarterly.	Continue	→ Council	Four forums held per year.
Encourage more people to become volunteers.	Enhance	→ Age Concern → Whanganui Volunteer Centre	Annual increase in volunteer numbers.
Support older people to continue to be in the workforce.	Continue	→ WINZ → Public Sector Employers → Private Sector Employees	Annual data shows number of over 65's employed in Whanganui.
Analyse voting turnout in for the 2019 local body elections in Whanganui and take steps to increase the numbers in 2022.	New	→ Council	Voting turnout of older people increases in 2022.
Continue to acknowledge International days.	Enhance	→ Age Concern → DHB Public Health Centre	Increase in annual awareness and events.



7. COMMUNICATION AND INFORMATION



7.1 Feedback from our community:

As an ever-changing community we need to ensure that we keep people up to date with all of the changes. Our community told us that we have lots of services available but we need to improve our communication so people know what is available. Technology changes are fast-paced and we need to ensure that we take the community along with these changes.

7.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Hold an annual older persons expo to showcase services and technology available.	New	→ Age Concern → DHB	Annual expo held.
Information technology training offered for older people.	Continue	→ Senior Net → UA3 → Nga Tai o Te Awa	Number of programmes available in the district annually.
Offer financial literacy education and support prior to retirement.	Continue	→ MSD	Number of financial literacy education sessions held annually.
Run at least one annual workshop focusing on mobile services and technology offered at city libraries (e-book and audiobook collections).	Continue	→ Council	One workshop annually.
Undertake a scoping exercise of ways to ensure a coordinated approach to the safety of vulnerable older people in an emergency.	New	→ Civil Defence → Council → DHB	Completed by December 2021 with a plan to ensure older people are safe. A programme to raise the emergency safety awareness of older people is developed by December 2021.



8. COMMUNITY AND HEALTH SERVICES



8.1 Feedback from our community:

Our community told us we have a great hospital with a range of services that are provided either locally or within our region and although we have a health shuttle it is not always easy to access out-of-town services. We have good support systems to keep older people in their own homes. Maintaining fitness and flexibility is important as we age and we have strength and balance classes to support this. There are many options and they are very accessible. The community has said access to health services are important and we need to get some better systems and understanding of what is available.

8.2 Priorities for Action:

Action	Continue/ Enhance/ New	Responsible Agency	Success indicators and time frame
Improve health literacy to ensure the health system is responsive to community needs.	Continue	→ DHB	Annual patient experience surveys show that people understand what the health system offers and are able to access the support they need.
Ensure the availability of nutrition and education classes across the district.	Continue	→ DHB	Number of classes available annually.
Continue to raise awareness of personal safety issues (abuse and neglect and phone and e-mail scams).	Enhance	→ Police → CertNZ → Age Concern	1-2 workshops annually.
Offer education/information for people to navigate their way through health and social services.	Enhance	→ DHB → Whanganui Regional Health Network → Age Concern	1-2 workshops annually.
Ensure people have support to meet transport needs for local and out of town services.	Enhance	→ DHB	Annual patient experience surveys show that transport is not a barrier to accessing care.
Continue to raise awareness of the value in having Enduring Power of Attorney in place. Provide information on options for affordable legal services.	Continue	→ Community Law Centre → Age Concern → DHB	Community Law Centre statistics show increasing number of EPAs completed each year.
Provide practical and emotional support through the bereavement process.	Enhance	→ Whanganui Anglicans	Plan to be developed in 2020.

IMPLEMENTATION

A collaborative approach will be essential to the success of this plan.

This will involve all partners working together on the delivery of the actions identified. Once the plan is finalised a detailed action plan will be developed.

Once the plan has been approved, the Council will apply for funding available through the Ministry for Seniors.



Monitoring and Review

The success of Whanganui's Age-Friendly Plan will be based on the number of actions that are completed satisfactorily. A quarterly progress report will be presented to the Positive Ageing Forum, who will monitor progress and ensure that implementation is on track.

This plan will be reviewed in whole or part by 2023.



WHANGANUI
DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

WHANGANUI AGE-FRIENDLY PLAN



06 349 0001



whanganuidistrictcouncil



yourcouncil@whanganui.govt.nz



whanganui.govt.nz



@whanganuidc