

Research Exploring the Needs of Older Adults in Papanui - Innes Community Board Area



**Prepared for Papanui - Innes Community Board and the
Community Support Governance and Partnerships Team**

By

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EXECUTIVE SUMMARY

Background

The Community Support, Governance and Partnerships Unit of Papanui – Innes, working with its Community Board, contracted research to determine whether the Community Board can and does add value to, and can and does support the aspirations of the older adult's community. The research was undertaken by Sarah Wylie, an independent researcher with extensive experience in community-based research, including research with a focus on older people.

The objective of this project was to provide information and recommendations to gain a clear understanding of:

- the characteristics of the older population of Papanui-Innes now and in the future;
- the local services for elders that are provided by the metropolitan/city-wide community organisations located in the Community Board area;
- gaps in current service provision;
- accessibility in the built environment and social environment;
- housing needs and preferences;
- key motivators for older adults to become involved in their community; and
- barriers to involvement.

Methodology

In order to effectively address the research questions and meet the objectives of the research, a mixed methods methodology was employed. In order to keep the costs of the project down, and to maximise engagement with the research, members of the Project Steering Group and the Community Reference Group actively engaged with the research, assisting with some aspects of data collection. Research activities included a literature review, a limited demographic profile, interviews with key informants working specifically in the Papanui – Innes Community Board area with older people, including older people themselves, and interviews and small group discussions with at least 105 older people, who participate in a wide variety of activities and in a wide range of settings in Papanui – Innes.

Population

Of the total population of Innes at the time of the last census, 9 percent were aged 65-79 years, and 4.6 percent were aged 80 years and over, while of the total population of Papanui ward, 11 percent were aged 65-79 years and 6.3 percent were aged 80 years and over. The population of older people therefore forms a larger proportion of total population in Papanui than in Innes ward. Accordingly,

with Papanui being the more populated ward area, the number of older people resident in the area is larger in Papanui than in Innes. People aged 65 years and over at the time of the last census comprised a larger proportion of population in both Papanui and Innes than for Christchurch City. Christchurch projections show an expected almost doubling of the proportion of the population aged 80 years and over in the next 40 years, while population projections for New Zealand as a whole predict that the number of people over the age of 65 will double in the next 20 years.

The older adult population is projected to become more ethnically diverse over time. Changing patterns around housing and personal debt mean that economic hardship is projected to become more common among older people, with many needing to stay in paid employment longer in order to make ends meet.

Research Findings

What Works Well for Older Adults in Papanui - Innes

For Papanui-Innes to work towards being an Age-Friendly community, it needs to be a place where people can stay connected, healthy, active and respected, whatever their age.

From the present research, it would seem that older people in Papanui – Innes are most likely to get/stay involved in community activities if these activities and the people running them make them feel valued and accepted. They are also more likely to get involved if, on a personal level, they are striving to keep fit and well, and if they value social connection. Community activities are going to work best when these are physically and financially accessible, convenient, well-promoted and fun, and when new people are supported, accompanied or welcomed by a friend, acquaintance or buddy when they first attend, and especially someone that they trust.

For older people in Papanui – Innes, a wide array of activities and amenities were highlighted in the local area through the present research as already supporting older people to live well in terms of the five ways to wellbeing (being active, connecting with others, continuing to learn, enjoying the little things, and giving to others):

- Libraries
- Church and church activities
- Local pools (Graham Condon, Burwood Hospital and private retirement complex pools)
- Proximity to nearby supermarkets, shops, post shops and banks
- Access to and engagement in a wide range of fitness, sports and interest groups

- Gardening, walking and enjoying the natural environment
- The wide and varied activities and outings offered by local community groups

A large number of those older people interviewed were actively involved in voluntary roles through a wide variety of settings, and many older people are actively engaged in helping others informally as well, caring for friends and neighbours through gardening, shopping assistance and providing transport.

Papanui - Innes has the highest concentration of retirement complexes of any Community Board area in the city. A number of those living in retirement complexes and consulted in the present research identified significant benefits in living in their complex in terms of opportunity to engage in a wide range of activities and to connect with others.

Housing stock in Papanui – Innes was less impacted by the earthquakes than some other areas of Christchurch. The high concentrations of retirement living and aged care complexes in the area ensure that for now, the housing needs of older people in the area are fairly well met.

For those living near Papanui – Innes’ several malls and commercial areas, and able to walk or drive, they have good access to a wide range of goods, services and amenities. While road works are continuing, it seems the worst of the post-quake disruptions are over, and accessibility has improved and continues to do so.

Being able to drive appears from the present research to have a significant positive impact on quality of life. Discounted taxis are accessed by some older people who do not drive, but these are not affordable for everyone. The Gold Card was praised, as was the Orbiter and the smaller buses now serving some bus routes, and many older people who do live on/near bus routes appear to make good use of this service.

Barriers, Gaps and Opportunities

The main barriers to involvement in the community for older people in Papanui – Innes appear to centre around transport, reluctance to try something new, and financial barriers. While lack of information is a barrier for some, this seems more of an issue for those who are not computer literate, and relates to some activities and services more than others.

Papanui - Innes has many strong community trusts, all of which are members of the North West Collective, and all of which deliver a wide range of social, recreational, educational, health and wellbeing activities and groups to older

people in the community. Funding for community-based activities is stretched, yet all providers have experienced strong growth in demand for their elder activities in the last 5 years.

Sustainability and accessibility have been identified in prior research as key considerations in development of new services and programmes. Locally based solutions built on partnership are a good model for service delivery to address social isolation in older people. Resilient Greater Christchurch (2016) strives towards supporting vulnerable older people and older people moving into a new area, as many older people in Papanui - Innes do, relocating to retirement living complexes to build connections in their immediate communities. This goal aligns strongly to the work of the community trusts. Around participation, the strategy aims to facilitate networking between community organisations and strengthen funding arrangements to build confidence and investment in the community voluntary sector. While the trusts are already very well networked via the North West Collective, some key providers (eg. Christchurch Chinese Church) are not part of the collective, and therefore miss out on the opportunities for collaboration that come with this group. All the providers of social and wellbeing programmes for older people are stretched in terms of funding, and would benefit from more certainty of funding.

As with other parts of Christchurch, Papanui – Innes’ elder population is becoming increasingly diverse, and the Asian and Māori elders populations in particular are set to increase rapidly in the coming years. Despite a growing Asian population, the community lacks a rest home that caters for the needs of Asian older people. Some excellent community-based activities are being delivered for Chinese elders by Christchurch Chinese Church, but there is an identified need for more support to connect older people with limited English to “mainstream” activities, and to create opportunities that bring different elder groups in the community, including a range of cross-cultural groups together to share knowledge, skills and interests. Better support is needed for the transition to retirement, and into residential care.

While the Papanui – Innes area is well catered for in terms of a wide range of amenities, accessibility issues were highlighted, particularly in Papanui. The commercial area of Papanui was identified as busy and congested, and while it is a key destination for older people for multiple purposes, parking is difficult, the streets are hard to cross, kerbs in the wider Papanui area are difficult to cross on mobility scooters and in wheelchairs, and a number of upstairs offices lack lifts, and many doorways are inaccessible by wheelchair / mobility scooter.

The present research highlighted some gaps in provision of community meeting spaces outside churches, and especially in Shirley and Papanui.

Having affordable and accessible transport options for older people is a goal of the Positive Ageing Strategy, yet feedback from older people and from key informants indicated that this is an area in which Papanui – Innes is not doing well for older people. Maintaining mobility for older people is essential for their wellbeing, but a number of gaps were identified in terms of support transitioning from driving to using other transport modes, accessible parking and education on the safe use of mobility scooters. Bus routes do not connect well with a number of retirement complexes, and therefore large concentrations of older populations and older visitors. Bus users often have to change buses to get to key destinations, making bus use harder.

The benefits of intergenerational engagement for older people are widely documented. Through the course of the present research, a number of examples of such engagement were identified, and more initiatives could be developed within the Community Board area involving other schools and early learning centres.

Recommendations

On the basis of the research findings, the following recommendations are put forward to the Papanui – Innes Community Board for their consideration and prioritisation:

- 1) Papanui – Innes Community Board should give full consideration to seeking the advice and support of the Office for Seniors and working actively pursuing Age Friendly Community status for the Community Board area. Key foci could be a) improving public transport services and connections across the Community Board area, and b) building intergenerational connections for residents of retirement living complexes.
- 2) Papanui – Innes Community Board should support a full stocktake of retirement living and aged care in Papanui – Innes, in order to develop a clear picture of the population of these facilities and their needs and capacity in terms of intergenerational engagement opportunity and public transport.
- 3) Informed by the research recommended above, Papanui – Innes Community Board should advocate to Environment Canterbury for a) improved bus connections to the retirement complexes with greatest populations, both of residents capable of independent community engagement and of older visitors; b) enhanced provision of bus stops and bus shelters; and c) enhanced public transport connections within the

ward areas. The former bus stop on Main North Rd near Countdown is widely missed, and bus stops near the Lady Isaac and Alpine View are good starting points for advocacy.

- 4) Papanui – Innes Community Board should continue to advocate for, recognise, collaborate with, and where possible, provide funding support to the community trusts that comprise the North West Collective, along with Age Concern Canterbury, and which actively deliver social and wellbeing supports, groups and services for older people in the local community.
- 5) It is suggested that opportunities for collaborative, cross-cultural projects for older people would be greatly enhanced with addition to North West Collective membership of Christchurch Chinese Church’s Family Pastor and/or Cedar and Evergreen group convenors.
- 6) Further research could be undertaken, mapping the existing involvement of retirement living complex residents in local schools and early childhood centres, and scoping level and location of demand for partnerships like that of Mairehau School and the Ryman Lady Isaac complex.
- 7) The present research endorses expedient replacement of the Shirley Community Centre.
- 8) It is recommended that full consideration be given to commissioning of an accessibility audit of Papanui’s business area, with findings utilised to advocate for changes that can enhance accessibility for older people, people with disabilities and parents of small children.
- 9) Papanui – Innes Community Board should encourage Christchurch City Council and Active Canterbury to continue to produce the Older Adults Recreation Guide in hard copy, taking on board the experience of a major community provider which noted that only half their older clients had access to a computer / the internet.
- 10) Papanui – Innes Community Board should continue to support Age Concern Canterbury’s Seniors Expo as a key local information resource, for as long as it remains in the Papanui area.
- 11) Staff of Papanui – Innes’s libraries should be acknowledged for delivering a personal, high quality service to older library users, and should be

encouraged to continue to facilitate connections between City Libraries and retirement care complexes in the community.

12) City Libraries should consider the viability of a mobile bus service to a location near the Supa Centre, Belfast.

13) Papanui – Innes Community Board should give consideration to developing an initiative that recognises, celebrates and promotes the achievements and stories of older people in the community.

1. BACKGROUND

The Papanui - Innes Community Board area is changing rapidly, yet little recent research has been undertaken regarding the older population and their current needs, and how these have changed locally.

The Council's Metropolitan Community Advisor had advised that there is potential to consider an age-friendly Papanui-Innes initiative as one of the outcomes of this research proposal. The Community Support, Governance and Partnerships Unit is committed to the principles of Community Support Governance and Partnerships. The key Community Support Governance and Partnerships principle that guides this project is 'measuring results'.

Accordingly, the Unit, working with Community Board, sought to contract research to determine whether Council can and does add value to, and supporting the aspirations of the older adult's community. It was intended that the research would inform decision-making for the community including the Community Support Governance and Partnerships Teams and the Papanui - Innes Community Board Plan. The research was undertaken by Sarah Wylie, an independent researcher with extensive experience in community-based research, including research with a focus on older people.

2. AIM

The aim of the research was to provide an evidence-base to inform future decision making and advocacy in Papanui - Innes Community Board area, including development of the Community Board Plan and any strategies and projects focused on older persons.

3. OBJECTIVES

The objective of this project was to provide information and recommendations for Papanui Innes Governance team to gain a clear understanding of the following:

- To provide a profile of the 65–70, 70-75, 75-80 and 80+ age groupings, including population statistics of the Community Board area, demographic trends, living circumstances, income levels, access to transport etc.

- To gather feedback on the local services for elders that are provided by the metropolitan/city-wide community organisations located in the Community Board area.
- To identify gaps in current service provision and accessibility in the built environment, social environment, and also housing needs. This will include consideration of ethnicity and disability needs.
- To identify needs and preferences and key motivators for older adults to become involved in their community.
- To identify key barriers that impact on people's ability to participation in their community and on their well-being.
- To consider the views of older people living in the Papanui - Innes Community Board area around:
 - ❖ Transport
 - ❖ Recreation/arts
 - ❖ Community activities
 - ❖ Social Isolation
 - ❖ Safety
 - ❖ Facilities (including shopping, parks, recreation centre)
 - ❖ Access to information
 - ❖ Access to Local government

4. METHODOLOGY

In order to effectively address the research questions and meet the objectives of the research, a mixed methods methodology was employed. In order to keep the costs of the project down, and to maximise engagement with the research, members of the Project Steering Group and the Community Reference Group actively engaged with the research, assisting with some aspects of data collection. The following research activities were undertaken:

a. Literature Review

The work undertaken in Spreydon – Heathcote Ward, and in particular its literature review, along with other recent research regarding needs of older people in Christchurch were reviewed.

b. Demographic Profile

Ward boundaries have changed since the 2013 Census, and existing community profiles reports on the old ward areas. However given growth in the ward and time elapsed since the last Census, the demographic information available is recognised as indicative only of the current population. Given limited resources and time constraints, the present report presents information drawn from existing Christchurch City Council demographic profiles, rather than profiling from first principles.

c. Interviews with Key Informants

The researcher conducted 9 interviews (some were group interviews) and 3 focus groups with key informants working specifically in the Papanui – Innes area with older people, including older people themselves. Informants were purposefully selected to give insight into the needs across the older population in the area. Interviews or focus groups were conducted with the following:

- Community Board members (Focus Group)
- Activity Coordinators / Managers of 4 local rest homes and retirement complexes (Focus Group), n=5
- Libraries and Graham Condon Recreation Centre staff (Focus Group), n=5
- Neighbourhood Trust Golden Connections
- Belfast Community Network
- Age Concern Canterbury (2 interviews)
- Christchurch Chinese Church (n=3)
- Christchurch City Council metropolitan community advisor
- Freedom Trust
- St Pauls Anglican Church
- Northgate Trust
- Neighbourhood Trust (Golden Connections)

Many more service providers delivering to older people in the Papanui – Innes area were invited to be interviewed or to take part in a focus group, but were either unable to attend or did not respond.

d. Interviews with Older People Themselves

A team of 5 council staff from the project management team and representatives of the Community Board’s Reference Group contributed significantly to the present research, assisting in consultations face to face with participants and volunteers at a range of events and activities across the community. Where the aim was to consult with older people in at least 5 groups and activities with atmospheres and formats conducive to informal conversation and small group discussion, consultations were in fact undertaken across 15 different settings, as follows:

- Freedom Trust (Papanui Baptist) Friendship Friday (n=8)
- Freedom Trust card group (n=3)
- Four separate Age Concern café outings, serving different areas within Papanui-Innes –(n=7, 9, 6, 6: total n=28)
- Northgate (North City Church) exercise group (n=2)
- North City foot clinic (n=8)
- St Albans Bowling Club (n=7)
- St Albans Menzshed (n=3)
- Packe St Community Garden (n=1)
- Neighbourhood Trust foot clinic (n=16)
- Belfast Community lunch (n=5)
- Rest home residents, interviewed on-site by visitor (n=20)
- Rest home group, facilitated and written up but no number of participants recorded¹

Interviews comprised a short three question format, although the questions were designed to open up conversation.

In consulting older people, the diversity of people aged 65 and over was recognised, and effort was placed on striving to consult with older people of all ages and differing life-stages, with consultation capturing the needs of older people who are delivering activities as workers and volunteers as well as service “consumers”.

¹ Ages ranged from 65 to 85+, and participants were New Zealand European and European.

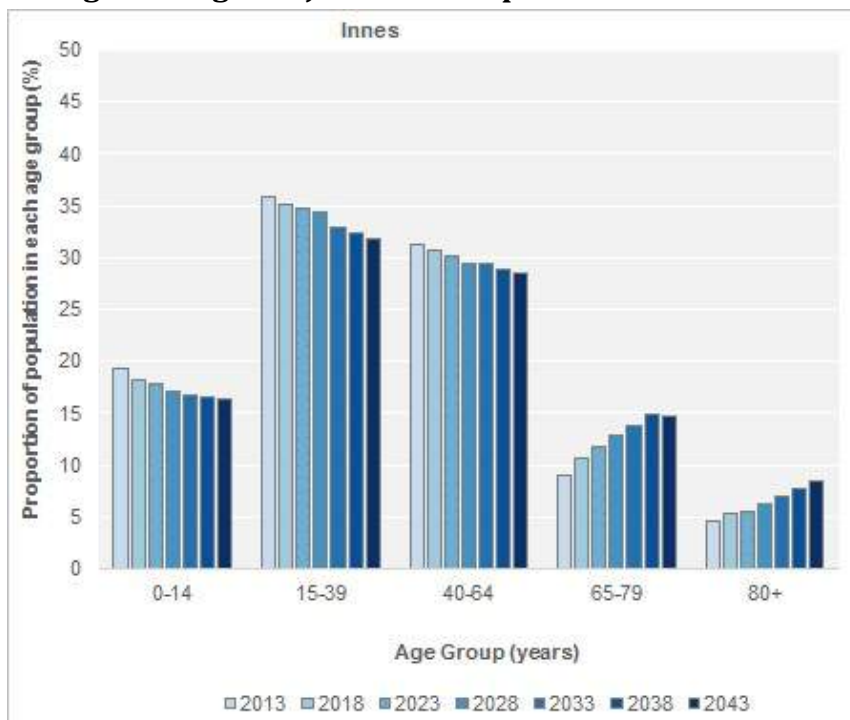
5. THE OLDER POPULATION OF PAPANUI – INNES: DEMOGRAPHIC PROFILE

At 30 June 2016, there were an estimated 23,800 people living in Innes ward (6.6 percent of Christchurch City's population) and a further 24,900 people living in Papanui ward (6.3 percent of Christchurch City's population). The estimated total population as at 30 June 2016 for the combined ward area was 48,700.

Between 2013 and 2016, the populations of both wards increased, with Papanui growing to a greater extent than Innes (2.1 percent estimated growth in Innes, 3.3 percent growth for Papanui). In comparison, the population for Christchurch City as a whole is estimated to have grown by 5.1 percent over this period.

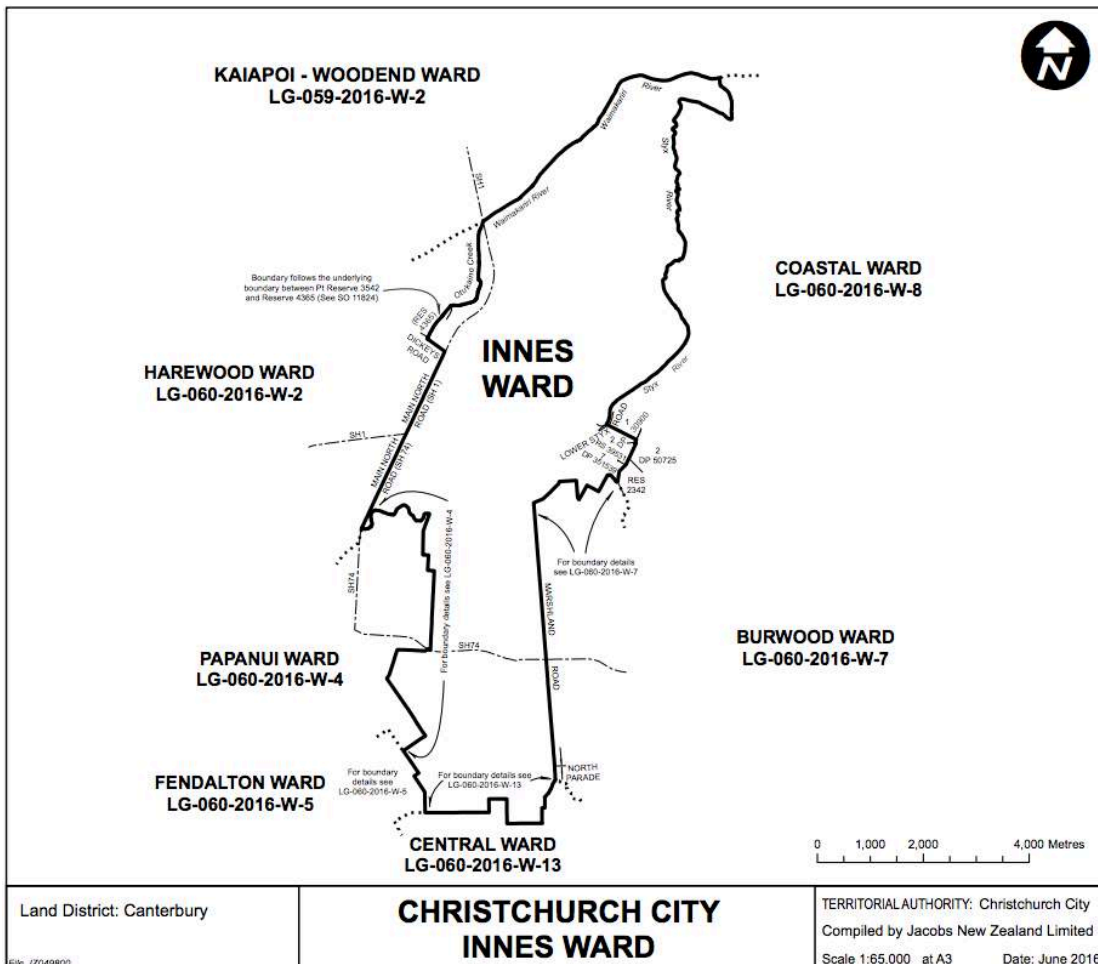
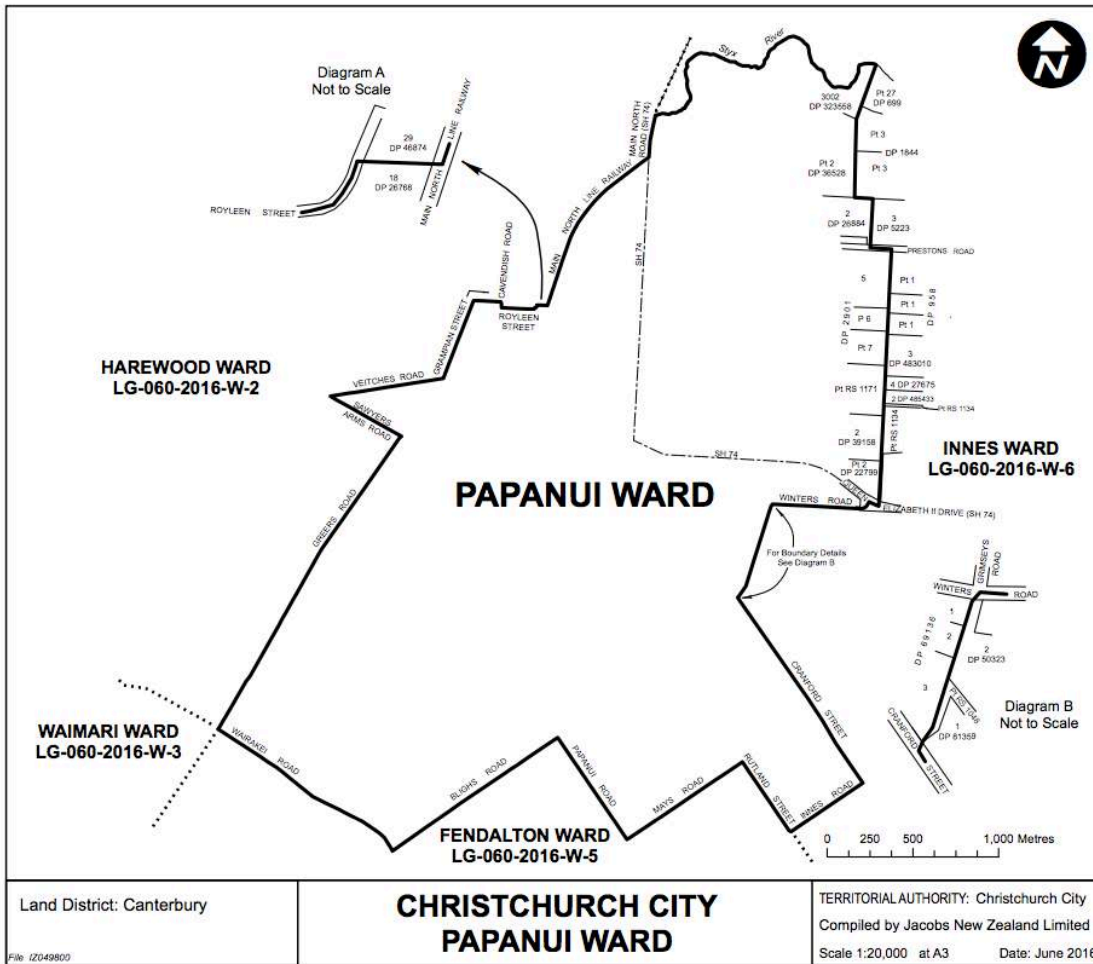
Of the total population of Innes at the time of the last census, 9 percent were aged 65-79 years, and 4.6 percent were aged 80 years and over. The population aged 65 years and over in this ward is projected to increase from 14 percent to 23 percent of Innes ward's total population between 2013 and 2043, as follows:

Figure 1. Age Projections of Population for Innes



Christchurch City Council

The Papanui and Innes wards cover the following areas:

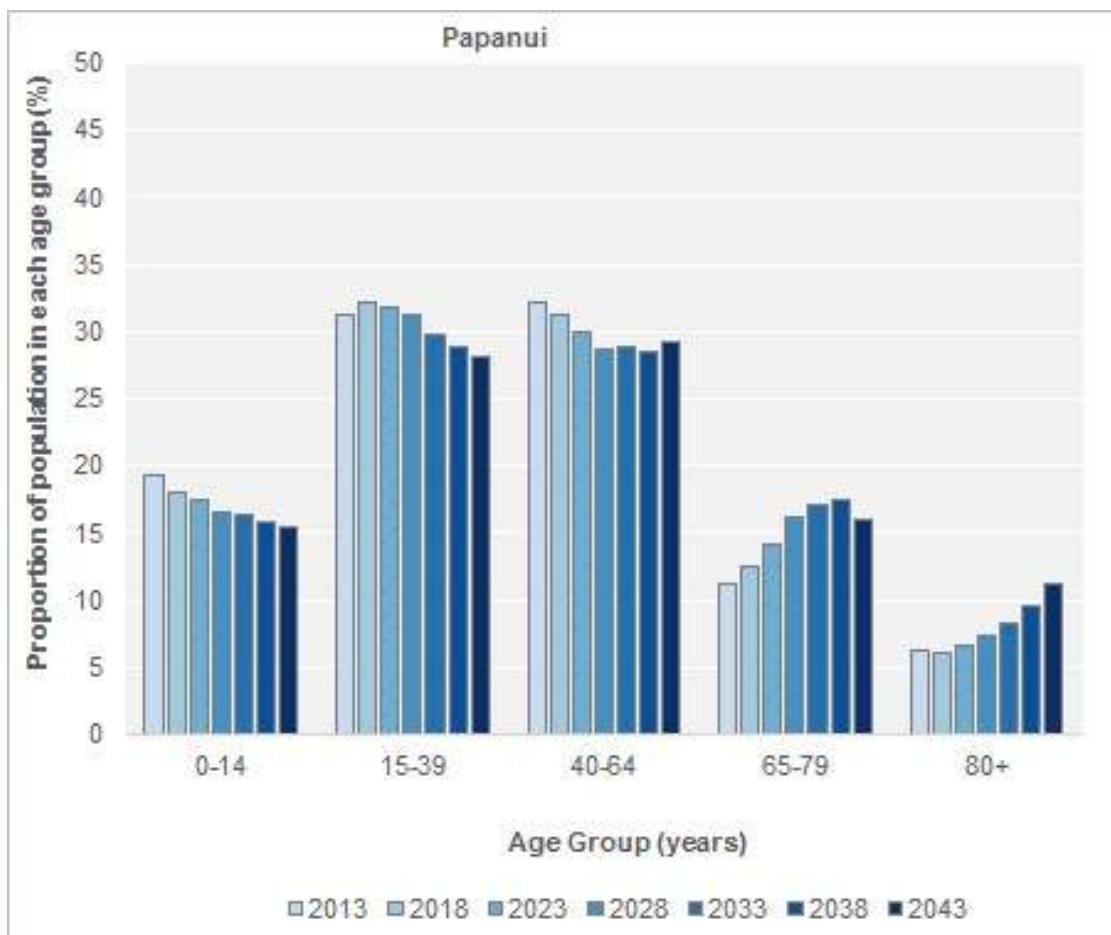


Of the total population of Papanui ward at the time of the last census, 11 percent were aged 65-79 years and 6.3 percent were aged 80 years and over. The population of older people therefore forms a larger proportion of total population in Papanui than in Innes ward. Accordingly, with Papanui being the more populated ward area, the number of older people resident in the area is larger in Papanui than in Innes.

People aged 65 years and over at the time of the last census comprised a larger proportion of population in both Papanui and Innes than for Christchurch City.

Population projections of age distribution for Papanui are presented in Figure 2.

Figure 2. Age Projections of Population for Papanui



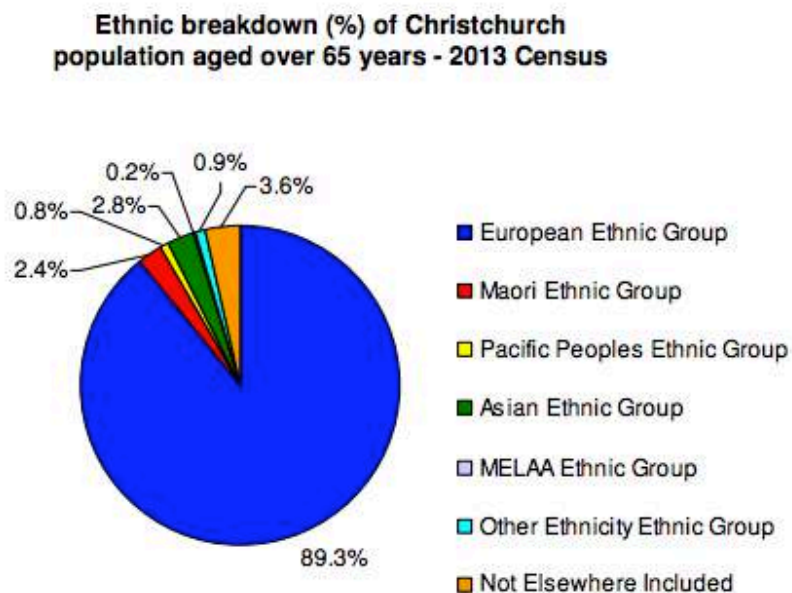
Christchurch City Council

These projections show an expected almost doubling of the proportion of the population aged 80 years and over in the next 40 years. Population projections for New Zealand as a whole predict that the number of people over the age of 65 will double in the next 20 years. People will live longer,

will be less likely to own their own homes and with more people predicted to rely solely on New Zealand Superannuation, greater levels of financial hardship are predicted in this age group, requiring older people to remain in paid employment longer in order to survive.

Comprehensive demographic analyses for the older populations of Papanui and Innes were beyond the scope of the present research. However analyses for Christchurch as a whole show the older population as less culturally diverse than is the population as a whole. The ethnic composition of Christchurch's 65+ population at the time of the 2013 census is shown in the Figure 3. Population projections predict a growing ethnic diversity in the 65+ population, with Asian, Māori and Pacific older populations all increasing in proportion.

Figure 3.



The following points were drawn from the 2013 Census national figures.

- In 2013, women comprised 54.1 percent of New Zealand's population aged 65 and over, and men 45.9 percent. The percentage of women increases with age: Of people aged: 65–74 years, 51.6 percent were women, for 75–84 years, 54.6 percent were women , and for 85+ years, 64.3 percent were women.

- Nearly two-thirds of people (62.1 percent) aged 65+ were living with a partner (ie spouse, de facto, or not further defined) in 2013. The proportion of people partnered decreases with age. Of people aged 65–74 years, 71.4 percent were partnered for 75–84 years, 56.0 percent were partnered and for 85+ years, 29.4 percent were partnered.
- An increasing number of New Zealand residents aged 65+ are employed. In the week before the 2013 Census, 22.1 percent of those aged 65+ were in full-time or part-time employment. This was up from 16.8 percent in 2006 and 11.4 percent in 2001, and this increase occurred for both men and women.
- Of men aged 65+, 28.8 percent were employed in 2013, while 16.5 percent of women aged 65 and over in 2013 were in employment.
- Across the three broad age groups within the 65s and over, there is a noticeable decline in the percentage employed as the groups get older, although there are still people employed in all three of these broad age groups: 33.3 percent of people aged 65–74 years were employed, 8.7 percent of people aged 75–84 years were employed, and 3.9 percent of people aged 85 years and over were employed.
- 65s and over in paid employment are most likely to be managers or professionals. Within the managers group, the most common types were 'farmers and farm managers' (7.4 percent of employed people aged 65+, and 33.4 percent of this occupation group), followed by 'chief executives, general managers, and legislators' (5.7 percent of employed people aged 65+, and 25.8 percent of the occupation group). Within the professionals group, education professionals were the most common (5.2 percent of employed people aged 65+). Equal proportions (12.9 percent) of employed people aged 65+ were clerical and administrative workers, and labourers.
- 18.7 percent of people aged 65+ across New Zealand were involved in helping or voluntary work for or through any organisation, group, or marae in the four weeks before the 2013 Census, and 12.7 percent had looked after a child who does not live in the same household. However, 2 in 10 people were not involved in any unpaid activities.

According to the Community Board Profile prepared by Christchurch City Council, Papanui – Innes has the following amenities:

- 2 Council libraries: Redwood and Papanui.
- Major Sport and Recreation amenities: Graham Condon Recreation and Sport Centre, Rugby Park, Edgware Community Pool (planned), Chaney's Forest.
- 1 Council service centre: Papanui.
- 82 Council Parks: 54 Local/Community Parks, 17 Sports Parks, 9 Regional Parks, 1 Cemetery, 1 Garden & Heritage Park.
- Council owned social housing: 16 complexes, 241 units.
- Major shopping centres: Northlands Mall, Northwood Supa Centre, Homebase Shirley, Cranford St Business Park, Edgware Shopping Centre.
- 21 Schools: 13 primary, 2 intermediate, 4 secondary, 1 composite Year 1-13, 1 special.
- Approximately 3,750 businesses employing 15,200 people.

6. LITERATURE REVIEW

The report prepared on Older Adults by Sandra James for Spreydon – Heathcote Community Board in late 2016 (CCC, 2016) included a literature review, focused on recent policy and research on positive ageing and social isolation and loneliness, primarily drawn from New Zealand Government Departments and not-for-profit service provider websites along with a Google Scholar Search. With this research only very recent, undertaken for a similar purpose to the present study, and a keenness to put as much effort as possible in the present study into gathering local, up-to-the-minute information, the decision was made to draw on the Spreydon-Heathcote literature review as a base rather than starting review from first principles, with some expansion.

The Spreydon - Heathcote review (CCC, 2016) noted obvious investment both in New Zealand and internationally, into better understanding the current and future needs of a rapidly ageing population. Overall, the strongest themes which emerged in the review were around social isolation and loneliness, housing, transport, health and social services, cultural and social diversity, access to information and affordability of services.

In our New Zealand context, the key document regarding older adults, their needs and aspirations is the Positive Ageing Strategy, prepared by the Office for Senior Citizens, MSD in 2001 and still standing today. The Strategy was revisited in 2014 (MSD, 2014) The strategy underpins the work of the Office for Senior Citizens, part of the Ministry of Social Development. Their work encourages New Zealanders of all ages to think about the ageing population and what it means to them. In addition, they help government and communities keep up-to-date with the needs of older adults.

The Positive Ageing Strategy was only released after extensive consultation in 2001, recognising: the value and importance of lifelong good health and wellbeing, that older people have an abundance of skills, knowledge and experience to contribute to our country and that we all have an interest in ensuring that older people can be active participants in society for as long as they possibly can. The Strategy has ten aspirational goals, as follows, with accompanying synopsis (CCC, 2016):

1. *Income – secure and adequate income for older people.*

The combination of NZ Superannuation (NZS) and a high rate of mortgage-free home ownership among those aged 65- plus has contributed to a low (3 percent) hardship rate. Only 9 per cent of people aged 65 and over are on low incomes (after housing costs), compared with 16 percent of the population overall (Perry, 2014). However, those on fixed incomes are at risk. Two-fifths of people aged 65-plus rely solely on NZS for income. This is particularly of concern for urban older people where the higher cost of living may negatively impact on capacity to cover unexpected events and emergencies. Hardship in older age is projected to be more likely for those currently aged 45-64, and especially those who do not own homes or are still paying mortgages, are on low incomes or not enrolled in Kiwi Saver. These people are likely to face high ongoing costs in retirement, and especially if NZS is their sole source of income (Commission for Financial Capability, 2013).

2. *Health – equitable, timely, affordable and accessible health services for older people.*

Older people access more health and support services than younger people, especially as they age. The 75-plus group receives about 90 per cent of the support services for older people, and in 20 years' time, 11 per cent of New Zealand's population will be in this group, compared with 6 per cent now (Statistics New Zealand, 2014).

The dementia rate is increasing, and in 2011, more than 48,000 New Zealanders had dementia with this figure projected to more than triple to 147,000 in 2050 (2.6 per cent) (Alzheimers New Zealand, 2011).

Many older people have disabilities: nearly three-fifths of people aged 65-plus are classed as disabled, compared with 21 per cent of adults under 65 years, and Māori and Pacific peoples aged 65-plus are more likely to be disabled, with 63 percent of Māori and 64 per cent of Pacific people classed as disabled compared with 58 per cent of New Zealand Europeans. Around half of the older Asian population have disabilities (Statistics New Zealand 2014).

Despite the growing health needs of older people, Health Workforce New Zealand expect that health professionals are likely to be in increasingly short supply. It is forecast that by 2035, more than half the present nursing workforce will retire, and similar prospects are forecast for doctors and other medical specialists. In 2014 a quarter of those aged 85 +plus are expected to be living in aged-care facilities (Statistics New Zealand, 2014), requiring more carers in the future. Older people who live healthy lives

generally have better health prospects and initiatives such as exercise and healthy eating and nutrition programmes are encouraged.

3. *Housing – affordable and appropriate housing options for older people.*

There is a group of older New Zealanders, in which older Māori and Pacific people are over-represented, with low living standards, with the majority of this category found in the group of those who do not own their own home. The forecasted rise in the proportion of older New Zealanders (currently aged 45-64) living in rental housing may increase pressure on social services at the lower end of the housing scale, such as social housing demand. Further, as more older people (particularly those aged 80 and over) in the future may choose to stay in their own home, issues may arise in terms of need for in-home support, capacity to maintain a property in reasonable condition, and particularly when they are asset-rich but on a low income, and with sustainability or accessibility as their needs change. Practices of some retirement villages, including contractual settings, fee arrangements, financial stability and quality including adequate supply of retirement village accommodation were also flagged, along with the high proportion of people aged 65 or over who have a disability and may not have access to suitable accommodation, and barriers to downsizing which put additional pressure on supply of housing especially for families.

The housing needs of older people were explored in research undertaken nationally in 2009, by Saville-Smith, James, Warren and Coleman, and earlier by Davey, de Joux, Nana & Arcus (2004). Even in 2009, Saville-Smith et al. noted that the building industry was oriented towards larger houses in the middle and higher end of the housing market, more than it had earlier, with less focus in recent times on development of smaller homes. Both reports noted that that the issue of housing and older people was impacted by longer life expectancies and the condition and configuration of New Zealand's housing stock. Extended life expectancies were identified as having profound yet often complex implications for older people's incomes and living standards and their levels of health and disability. International research suggests that older people of the future are likely to be healthier and less disabled longer than older people of today and in the recent past. However with increased lifespans and increased survival for accident victims and those living with disabilities, the prevalence of older people in the community with impaired mobility is increasing. Entry into residential care is occurring later in life and at higher levels of disability. This means that a growing proportion of older people with special support and care needs are remaining in the community, in mainstream housing or housing specifically designed for older people. The impacts on housing demand

associated with those changes significant, especially since much of New Zealand's housing stock is old and not configured for accessibility.

Saville-Smith et al. (2009) developed a series of scenarios for the future of older person's housing, drawing on a number of components to do so: 1) describing those socio-demographic and housing trends likely to impact on older people's housing needs over 2010-2050, 2) modeling possible impacts on older people's housing demand of savings and consumption behavior, and policy and market conditions, 3) reviewing domestic and international research, evaluative and policy literature on key housing issues affecting older people's housing futures, and 4) seeking feedback from key stakeholders and older people themselves (all North Island only).

Looking at the situation as at 2009, Saville-Smith et al. (2009) summarised the situation as follows:

- Most older people in New Zealand lived in private dwellings, mostly detached or semi-detached dwellings.
- The community housing sector in New Zealand was beginning to focus on older people and the provision of independent living units, but distribution of these units is uneven geographically.
- Most older people lived in owner occupied dwellings, although older people were at that time one of the groups for which private landlords had a preference.
- Although around 45 percent of older people report a disability and are likely to have compromised mobility because of it, modified housing stock is under-supplied in New Zealand. Saville-Smith et al. (2009) reported that estimates placed the under-supply for people with disabilities as being between 14,000 and 27,000 stock units in 2005.
- Much of New Zealand's existing housing stock is poorly insulated, and this is associated with New Zealand's pattern of excess winter mortality; older people are particularly vulnerable to cold temperatures. They reported research showing that substantial proportions of older people find it difficult to heat their homes adequately, while persistently overestimating the performance of their homes and under-investing in repairs and maintenance.
- Both older people themselves and younger people looking towards their retirement overwhelmingly reported wanting to stay in a home of their own in the community. Difficulties in accessing affordable housing, especially for owner occupation, and problems of finding affordable and suitable housing for retirement were highlighted.

- New housing provides better thermal performance, but is typically much larger than desired, often function poorly in relation to accessibility, and can have locational disadvantages.

Recognition of the interface between health, care, support and housing is relatively recent, and links with the international trend towards providing health and disability services for older people in their homes rather than in residential care settings (Saville-Smith et al., 2009). This move, known as *ageing in place* has for over a decade been the favoured approach in New Zealand government policy, as it is in many other western countries (Davey et. Al., 2004, arising from radical changes in the health and disability sectors, many for fiscal reasons, and from changes views on human capability, independence and care (Davey et al., 2004). Where care is to be provided within the home, then the quality and performance of the home becomes critical to the health outcomes of older people. (Davey et. al., 2004). Ageing in place – being able to make choices about where one lives maintains independence and social involvement.

There is no agreement among the research regarding any single housing option which can be recommended to meet the future needs of older New Zealanders, and housing cannot be viewed in isolation from other factors associated with the wellbeing of older people. Particularly for the very old, housing needs cannot realistically be separated from care and support needs, and these imperatives are recognised in current government policies around positive ageing.

A report by Davey directed to the building sector in 2008 highlighted the following needs for sheltered housing:

- Close proximity to shops, public transport and health services;
- Accommodation for carers as a necessity – ie. At least two bedroom and not bedsit configuration;
- Regular safety audits;
- Energy efficiency
- Application of the principles of universal design – accommodating mobility needs via flat floor access, flat-floor showers, grab rails, well-positioned handles and switches appropriate for use by people with arthritis.

Another report by the same author in 2006 presented findings from 30 interviews with older homeowners in Wellington, including the factors they looked for in a home for ageing independently in. These were:

- a single level dwelling;
- easy access from the street;
- warm and sunny;
- a garden that is small and easy to manage;
- a modern bathroom and kitchen;
- room for visitors and for an office/hobby space (many need a space for a computer);
- low maintenance (brick, aluminium windows, low-maintenance roofs);
- safe (steps that are not slippery and with rails; grab rails in the bathroom); and
- accessible for transport, health services and social networks.

Papanui – Innes has a large number of retirement villages and aged care complexes within its boundaries. The Retirement Villages Act, passed in 2003, sought to strengthen consumer protection for residents and intending residents, by providing a regime to control and monitor retirement village operators. One of the reasons for the development of the Act was residents and families not understanding what they were buying into; research suggests that New Zealanders over 65 do not have strong financial literacy in some key areas. An ANZ-Retirement Commission Financial Knowledge Survey conducted in 2006 identified this age group as having lower than average personal financial knowledge, including understandings of the concepts of assets and capital gain. For the first time, there was a legal definition of “retirement villages”. It focused on the substance of the village, rather than the form, documentation or the title granted to a resident. The Act specifically states under section 6(5) that in determining whether a property is a ‘retirement village’, regard should be given to the nature, substance and economic effect of the operation of the property, independent of its form or description in any document. The Act provides rights for people who live in or are considering entering such a village. It contains detailed provisions about residents’ rights in the period before an intending resident enters a retirement village, during their occupation, and after they leave.

In 2013, Statistics New Zealand published a report exploring how New Zealand’s ageing population would impact on the property market. The report presented population projection data showing significant expected growth in the proportion of households occupied by couples or by one person, one person households expected to grow nationally by 29 percent from 2006 to 2031. This growth was attributed largely to increasing numbers of older people, with three quarters of growth in single occupant dwellings coming from people aged 55 and over. The report noted that

while there was a trend of fewer occupants per household over time, this did not translate to one or two bedroom homes becoming the norm; the average number of bedrooms in houses has steadily increased since 1991, and between 1991 and 2006, average floor size of a new home nationally increased from 139 m² to 191 m².

4. *Transport – affordable and accessible transport options for older people.*

Maintaining mobility for older people is essential for their wellbeing, capacity to access services and, for their continued connection to their communities. The Government and councils support older people who drive with services such as driver licence renewals, accessible parking options and education on the safe use of vehicles and mobility scooters. Those without licences need access to public transport and alternative transport schemes.

5. *Ageing in the Community – older people feel safe and secure and can age in the community.*

According to James' (2016) literature review for Spreydon-Heathcote Community Board, research indicates that around 10 per cent of older people (65,000) are socially isolated, with a further 12 per cent at risk of becoming isolated and a likelihood that these figures will rise significantly over time, as the number of older people, and especially those 80 years plus grows. Isolation is also likely to grow as an issue due to declining home ownership and the current rates of material hardship among those aged 45-64.

Around 3-10 per cent of older people annually are the subject of abuse - physical, psychological, sexual or financial, and intentional or unintentional neglect, with family members often the perpetrators. Elder abuse and neglect is expected to increase as New Zealand's population ages and related to the 'sandwich' generation – people who care for both their children (and grandchildren) and their parents and the stress these people face.

6. *Cultural Diversity – a range of culturally appropriate services allows choices for older people.*

James (CCC, 2016) reported that the Office for Ethnic Affairs has offered a number of suggestions related to addressing cultural diversity and older people, including building connections between mainstream services and the ethnic older population, supporting community-based service providers to improve service delivery, encouraging mainstream service providers to promote their services to ethnic older people via ethnic media

and developing support groups for older people, in which older people are actively involved.

7. *Rural Services – older people living in rural communities are not disadvantaged when accessing services.*

8. *Positive Attitudes – people of all ages have positive attitudes to ageing and older people.*

The Business of Ageing was launched in 2010 to explore the economic value and business opportunities that our ageing population can create, encouraging discussion and further research. The project's most recent (2015) update on the economic contribution of those aged 65-plus concluded that over time, more older people will stay in the paid workforce, their total income will increase along with their total tax contribution, and these factors could make a substantial contribution to funding the increasing cost of NZS. With growing spending power, businesses will need to understand the wants and needs of this demographic in order to grow. A growing number of older people are in good health, have valuable skills and experience and will make a significant contribution to the economy and society.

9. *Employment Opportunities – elimination of ageism and the promotion of flexible work options.*

As New Zealand's demand for skilled labour rises, older people will become an increasingly important and valuable part of our workforce. This ageing workforce will increasingly require employers to focus on retaining experienced and skilled employees (to ensure productivity) while mentoring younger ones. The removal of the retirement age in 1999 and the availability of universal superannuation have seen an increasing number of people continue to work after they turn 65 (Statistics New Zealand, 2015).

10. *Opportunities for Personal Growth and Participation – increasing opportunities for personal growth and community participation.*

Older people make a vital contribution to our economy and our communities, and effort should be placed into developing intergenerational connections in services and activities. According to James' (CCC, 2016) summary of the strategy, councils should consider developing positive ageing strategies in their communities and strive to give older people a voice in council programmes and policies.

Recent research in Canterbury: Social Isolation

The author undertook research for Age Concern Canterbury in 2011-12, following the Canterbury earthquakes, focused on social isolation and older adults in Christchurch. This research was heavily cited by James (2016) in her report to Spreydon – Heathcote Community Board, and while dated, remains relevant today. Findings are summarised as follows:



Photo credit: Age Concern Canterbury

Most older people do not live lives characterised by loneliness and isolation, and living alone does not equal loneliness. Nonetheless, social isolation is a concern for around 10 percent of the older population. Isolation and feelings of loneliness became more common among the city's older population post-quakes. The Canterbury earthquakes occurred at a time when New Zealand was already in recession, with some older people, and especially males, forced out of employment before they were ready to retire, and this potentially compounded the issue of isolation. Some of the drivers for isolation post-quake have been or are being resolved (loss of facilities, transport difficulties etc.) while others remain.

The 2012 research identified factors characterising effective local interventions currently targeting social isolation that made them effective. Most commonly, effectiveness was attributed to services being:

- localised, with a neighbourhood focus
- empowering and strengths-based, and following a community development model, within which users had the opportunity to contribute and participate and to feel valued

- tailored to local need
- transport being available to those who need it
- adequately resourced
- utilising skilled facilitators
- and having a relational focus.

While some of the more resource-intensive interventions operating in Canterbury were praised for their impact on isolation (eg. day programmes and falls prevention courses), many of the activities seen as making the biggest difference for their users were low-key, community-based activities, and volunteer-led, often by older people themselves. These typically served a suburban-neighbourhood community. Examples also include men's sheds and community gardens. Walking groups, library-based activities and fitness classes operating at community level through council providers also emerged as effective initiatives for reducing isolation.

Four strong themes emerged in relation to gaps in services and activities addressing social isolation: transport, information on what is available, specialist support for older people living in the community with dementia, mental health issues and other care needs, and advocacy.

- **Transport**

Demand for transport assistance to activities and services was commonly identified as having increased, fuelling demand for local, neighbourhood level activities.

- **Information**

Connecting older people with the things that are available was flagged as remaining a challenge. Back in 2011, locally focused hard-copy directories were identified as of considerable value.

- **Special Needs**

At the time of the research, demand for day care places had increased to a level far exceeding supply, and more day programme places were identified as needed. A lack of support for people with Alzheimers at the less severe end of the scale (eg. early diagnosis Alzheimers) was another significant gap in service availability.

- **Advocacy**

At the time of the research, there appeared to be a lack of resource to help older people address their own needs, including connecting them to things

in the community which will enhance their social connectedness and wellbeing. Lack of brief intervention was a related and significant gap.

Other gaps identified at that time included:

- difficulties identifying who the isolated people were in our communities, including lack of access to assessment tools;
- lack of respite care and short-term, time-out care for people with dementia, mental health issues or other care needs living with a spouse or adult children;
- lack of suitable housing for older people, both of low SES and in rural areas;
- lack of men's activities, especially with support available for those with dementia;
- lack of supports for older people with mental health issues;
- a need for more practical, craft-based activities catering for older people from culturally diverse backgrounds who may not be connected to other linguistically appropriate social activities;
- older people-friendly transport solutions;
- underserving of rural Canterbury by support services; and
- lack of choice in service availability.

The research did not identify any areas of duplication in service provision. However it did identify relatively good levels of access to fitness and gentle exercise classes, walking groups, groups offering a range of activities (trips, speakers, entertainment, etc.) and operating on a fortnightly or monthly basis.

In the report to Age Concern it was suggested that sustainability and accessibility need to be key principles guiding development of new services and programmes, and that the move towards locally based solutions built on partnership was a move in the right direction.

Research undertaken in 2015 on the Health, Work and Retirement Longitudinal Cohort by researchers from Massey University exploring the health and wellbeing impacts of the Canterbury earthquakes on older people interestingly identified a small decrease in social and emotional loneliness in 2012, with a decrease more common for those affected by the earthquakes, perhaps reflecting the additional social contact brought about by insurance claim and repair processes, and earthquake response community activities. This effect was temporary, bouncing back to pre-quake levels by 2014 (Stevenson & Keeling, 2015).

Recent research in Canterbury: Older people and alcohol

Research was also undertaken by the author just prior to the September 2010 earthquake, exploring issues around alcohol use and misuse by older people in Canterbury, for Age Concern and ALAC (Wylie, 2010). Consultations were undertaken throughout the city, but included professionals working with older people in the Papanui-Innes area.

The Canterbury findings reinforced those of earlier studies in New Zealand and overseas research showing that on average, people tend to reduce their alcohol intake as they age, and for the majority of older people, alcohol is a positive part of their lives, and alcohol consumption is not associated with harm. Financial constraints of ageing emerged as a key factor in restricting alcohol intake in older age, alongside lower tolerance for alcohol and reduced opportunities for social drinking.

Although quantitative data did not highlight a major problem in the drinking of older people, the present research endorsed another message that has come through strongly in prior research; that alcohol related harm and harmful drinking are more hidden in the older population than in other age groups. Instruments designed for the general population appear to underestimate alcohol consumption of older people, and older people themselves often underestimate their drinking, especially where cognitive function is impaired. Those at risk of heavy drinking tend to be socially isolated, and less in contact with primary health providers, so their drinking is therefore often unmonitored by others. The Canterbury research suggested that patterns of problem drinking in older people differ from those of younger age groups, tending to result in self-harm rather than harm to others, and therefore drawing less attention and the harm more readily being explained away as a consequence of old age per se. Stigma was identified both in the present study and in prior research as a significant obstacle to help-seeking actions regarding alcohol use, both by older people themselves and those around them.

The Canterbury research endorsed the distinctions made by Ticehurst (1990) and Rosin & Glatt (1971), with two distinct groups within the older harmful-drinker population, reactors and survivors. However where these researchers identified the majority of older people engaging in harmful drinking as *survivors*, long-term alcoholics, and the minority *reactors*, late-onset alcoholics “*whose previously innocuous drinking has been exacerbated by the physical, mental and environmental effects of ageing*” (in Ticehurst, 1990), feedback from participants in the Canterbury study quite strongly identified the latter group as the more significant one in Christchurch’s population. It was suggested by Wylie (2010) that this apparent difference

might reflect the different social context we now live in, but requires further exploration.

The following patterns of alcohol use among older people were identified in the research as likely to be most harmful:

- Drinking at home, either alone or with a partner who is also drinking in a similar pattern.
- Starting drinking early in the day and continuing all day, every day following a routine, maintaining a level of intoxication for long periods.
- Possessing poor awareness of alcohol intake.
- Deliberately concealing drinking and chronicity of the behaviour, and refusal to believe it is harmful.

These patterns were strongly associated with those older people struggling to adapt to change, grief and loss, endorsing findings of earlier research.

Alcohol consumption and drinking patterns of older people appeared from the Christchurch study to be changing, with this change viewed within a context of community-wide change: increased accessibility of alcohol (and in particular, availability of wine and beer in supermarkets), availability of a wider range of alcohol, increased advertised of alcohol, increased affordability and a growth in acceptance of alcohol. The changing drinking culture was noted as a cause for concern for the future, especially in relation to older women and their changing alcohol use.

Ageing Population and Local Government

Reported in James (2016), the Society of Local Government Managers developed a sector future working party paper in 2014 focused on addressing the challenge of demographic change in New Zealand.

The paper suggested that the following should be considered by Local Government:

- Increased community services and activities for residents from a range of social and cultural backgrounds.
- A need for a strong focus on wellbeing (health, nutrition, recreation).
- Hazard assessment and planning for Civil Defence and Emergency Management.
- Local authorities' own ability to delivery services (an ageing workforce, and new skills required to meet these challenges).
- Service affordability in the face of many people living on fixed

incomes.

- The size of the workforce, including the number of young people entering the workforce and expectations of the 'working age'.
- Differing patterns and demands for services, considering things like accessible public transport, the mix and location of recreational facilities affordable, appropriate housing.
- Changes in levels of service e.g. increased demand for better footpaths.
- Need for innovation around provision of health care, transport, housing, social and other services.
- Need for accessible rental housing for older people and ensure social and supported housing is available for those who need it.
- Increased cooperation and partnerships across local and central government agencies, communities and businesses to develop and enhance services, economic opportunities and living options.
- Being more creative in connecting residents with information and increased opportunities for employment and further education.

Age Friendly Cities

Age-friendly communities are defined by the New Zealand Office for Senior Citizens as places where people can stay connected, healthy, active and respected, whatever their age. The global Age-Friendly Cities Project began in 2006, at the initiative of the World Health Organisation. The project has spread, and now operates in hundreds of cities and communities throughout the world. The Office for Seniors has been involved in pilot projects in Kapiti, New Plymouth and Hamilton, and Palmerston North and Tauranga are also exploring ways of creating age-friendly environments.

Becoming an age-friendly community requires four steps, set out in detail at <http://www.superseniors.msd.govt.nz/age-friendly-communities/age-friendly-initiatives/four-step-age-friendly-process.html>:

- I. Deciding as a community what area to target the project at, such as a neighbourhood, town or city, setting up a steering group for this, and involving key stakeholders from the outset and getting support for an age-friendly community mandated by local government.
- II. Evaluating community, gathering information about what works well and where the gaps and opportunities are; the present research was commissioned for this very purpose.

- III. Developing an action plan, prioritising the changes needed, considering who is best placed to undertake initiatives, identifying funding requirements, developing timeframes and consulting with stakeholders.
- IV. Implementing and evaluating efforts.

Resilient Greater Christchurch

Over the past decade, preceding the Canterbury earthquakes, a number of strategic projects have been undertaken to build resilience in Greater Christchurch, beginning with a risk assessment in 1997, and followed by development of the Greater Christchurch Urban Development Strategy (UDS in 2007) and Christchurch City Council's Strengthening Communities Strategy in 2007. Post-quake, much work has been undertaken around recovery and resilience, culminating in the release of the Resilient Greater Christchurch Plan in September 2016 (Resilient Greater Christchurch, 2016). As part of the global network of 100 Resilient Cities striving to create a resilient future, Greater Christchurch is working to address nine resilience challenges: community and social cohesion, securing our future in eastern Christchurch, understanding risks and tools for mitigation, housing affordability and accessibility, urban form, role of innovation, community leadership, building trust between the community and decision makers, and connection with the natural environment.

As a growing sector of the population, everything in the plan relates to older people. The strategy is focused on four key areas: connect, participate, prosper and understand. Actions around connection of particular relevance to older people include supporting new residents and vulnerable people to build connections in their immediate communities, consolidating and enhancing local centres to provide accessible focal points in communities, promoting transport alternatives, and improving housing. Around participation, the strategy aims to facilitate networking between community organisations and strengthen funding arrangements to build confidence and investment in the community voluntary sector. This would include a strengthening of the community providers working with older people.

7. CONSULTATION FINDINGS

7.1 Interviews with Older People

Consultations with older people residing in the Papanui – Innes area and attending various groups and gatherings targeted at older people were undertaken by the researcher and by members of Council’s Governance and Partnerships Unit for this community and members of the Community Board’s Reference Group. In total, more than 105 older people were interviewed across 15 different settings:

- Freedom Trust (Papanui Baptist) Friendship Friday (n=8)
- Freedom Trust card games group (n=3)
- Four separate Age Concern café outings, serving different areas within Papanui-Innes –(n=7, 9, 6, 6: total n=28)
- Northgate (North City Church) exercise group (n=2)
- North City foot clinic (n=8)
- St Albans Bowling Club (n=7)
- St Albans Menzshed (n=3)
- Packe St Community Garden (n=1)
- Neighbourhood Trust foot clinic (n=16)
- Belfast Community lunch (n=5)
- Rest home residents, interviewed on-site by visitor (n=20)

This number excludes a group consulted at a rest home for which we do not have a participant number. The majority were interviewed individually, although some people were interviewed in pairs or small groups, depending on what suited the participants and the dynamics of the group.

Of the 105 participants, sex was not recorded for 15.2 percent. Of those informants for whom sex was recorded, 30.3 percent (n=27) were male and 69.7 percent were female.

Age was recorded for all 105 informants. Of those interviewed, 5.7 percent were aged under 65 years (n=6), 24.8 percent were aged 65-74 years (n=26), 25.7 percent were aged 75-79 years (n=27), 18.1 percent were aged 80-84 years (n=19) and 25.7 percent were aged 85 and over (n=27, a number of whom were in their 90s). Those aged under 75 years included a good number of volunteers who were present in a service delivery capacity, but this was not exclusively the case.

Ethnicity was recorded for 100 of the 105 informants, with 91 percent identifying as New Zealand European, 8 identifying as European and one identifying as Māori.

7.1.1 The Services, Amenities, Places and Things that Help Informants Live Well in their Community

Not surprisingly, an enormous array of activities, amenities and services were identified by those interviewed as supporting them to live well, giving them a sense of wellbeing and enjoyment.

The strongest themes were as follows:

- **Libraries**

Around a third of those interviewed indicated that the library was very important to them. All libraries within the area were highlighted by different informants, as was the mobile library. A number of informants identified multiple libraries, suggesting that they access different libraries depending on other trip purposes, and to access different things. Several talked about how the local library staff knew them and greeted them in a genuine, welcoming manner.

“The library is the one thing I appreciate most.”

While the main focus where libraries were mentioned was around loan of books, some mention was also made of computer and online services as well as activities for pre-schoolers; a number of older people consulted care for grandchildren one or two days per week, and libraries were also accessed by them for children’s services. One person talked about how she plans her library trip at home, getting a list of recommended books from the library, and then searching online the day before her visit to see which books on the list are in stock at her local library, so she can go straight to the ones she wants the following day.

- **Church and Church Activities**

While the sample will have been slightly skewed because of consultations at some of the church-based activities, around a third of those interviewed indicated that church was something that helped them live well. For some, this was spiritual:

“Church, scripture and my bible study group – these are the three things that give me life.”

However for the majority, being part of a church was identified as helping them to live well by providing them with a community of interest, by providing opportunities for them to socialise, often with church friends helping them to get there if needed, and providing opportunities to help others, through many church-based voluntary roles.

- **Volunteering**

A large number of those interviewed were actively involved in voluntary roles through a wide variety of settings. It was common to encounter people who had multiple voluntary roles, and this included some well into their 80s. Churches were the most commonly mentioned setting for voluntary work (visiting the sick and those in rest homes, delivering or helping deliver church services in rest homes, pastoral care roles, assisting with preschool music groups and school holiday programmes, taking communion to the sick, mission fundraising activities, church environmental committees, and volunteering in the many activities delivered by the church-based trusts of the area – Freedom Trust, Northgate Trust, Neighbourhood Trust - exercise groups, foot clinics, cooking classes especially). However many other voluntary roles were also identified.

- Accredited Visitor Service (Age Concern)
- A number of informants were volunteering to a large extent in caring for individuals in the community (neighbours, friends, church members), mostly through informal arrangements. In some cases, these are people that the informant has been a volunteer visitor for through Age Concern’s Accredited Visitor programme or a church initiative, and as the care needs of that person have increased and friendship has developed, they have taken on a more active role. Several talked of being the person that sat with them at their deathbed and who held their hand when they passed away.
- Hospice
- Day Clubs (outside ward area)
- Fire stations – cleaning and tidying
- Opportunity shops
- Community lunches
- Van driving for Age Concern
- Budget advice
- Gardening
- Bowls club
- Workingmen’s Club

- Reading support at a local schools and kindergartens weekly (Mairehau Primary School has regular volunteers from Diana Lady Isaac who visit the school for one of three voluntary roles: HPP oral language programme, reading to children and discussing the book being read three times per week, Pause Prompt Praise – children reading to an older person for 40 minutes once per week, and in the classroom, assisting children with their writing once a week – currently 8 residents of the complex are volunteering, down from 12 or so when it started around three years ago. The initiative started due to a lack of grandparents living in the area, and a decline in parent / grand-parent helps in school. Paparoa Street School has a remedial reading group which visits another rest home weekly to read to residents, Kidsfirst Mairehau is visited weekly by a retirement village group.)



Photo Credit: Mairehau School

Besides church, volunteering and libraries, the next-most common themes in terms of things that upheld wellbeing and enabled informants to live well were as follows:

- **Exercise Groups**

A range of exercise groups were highlighted including many church-based classes, the Triple A programme operated at Ryman retirement complexes (Lady Isaac, Ngaio Marsh), Zumba at Lady Isaac Retirement complex, and walking groups.

- **Foot Clinics**

While skewed by a large number of interviews taking place at two foot clinics operated by church-based trusts in the area, these were identified as making a big difference for many participants, because informants struggle to bend down to cut their own toe nails and the clinics are far more affordable than visiting a podiatrist, but also for the social interaction gained from their visits and the sense of being pampered.

“This is the most magic place.”

- **Buses**

The Gold Card was praised, as was the Orbiter and the smaller buses now serving some routes. For those who lived near a bus stop and utilised this service, it made a big difference to their capacity to get out and about and do what they needed to do.

- **Gardening**

Maintaining their own gardens was identified by a number of informants as something that gives them enormous pleasure and keeps them fit.

- **Walking**

Walking to local shops or walking for pleasure and fitness was commonly identified as a source of wellbeing. A number of those interviewed took part in local walking groups, often run by local churches or community trusts.

- **Living Near Key Amenities**

Having supermarkets, shops, post shops and banks nearby was commonly identified as important to being able to live well. Being able to access shops on foot made a difference for those who noted it, often being people who no longer drove. For those able to access them, malls were an important source of wellbeing for some.

- **Home Help**

Particularly for the oldest informants, having someone to help with their shopping, cleaning, and for some, showering and assistance getting into bed enabled them to stay in their own home. These services were praised by those receiving them. In many cases, these services were health-funded. Some informants use the garden and handyman services of Age Concern Canterbury, and they praised these.

- **Community Trust Activities**

The wide and varied activities and outings offered by Neighbourhood Trust, Belfast Community Network, Freedom Trust, Northgate Trust, Shirley Community Trust and Bishopdale Community Centre were identified as making a big difference. These include foot clinics, exercise classes, cooking classes, community lunches, craft groups, technology assistance, games groups, movies and more. Council funding of these organisations was noted as making a big difference, and better than council trying to do things themselves.

Swimming

Around 7 or so informants were regular swimmers and identified this as key to living well. Some accessed pools in the retirement complexes they lived in, others the hydrotherapy pool at Burwood and two the pool at Graham Condon.

• Sports Clubs and Interest Groups

A wide array of clubs and groups were identified as things that supported those interviewed to live well and enjoy life:

- Ferrymead Historical Society
- Canterbury Model Engineer's Society
- Bowling clubs – identified as key places for socialising
- Tramping club until 80
- Ten Pin Bowling
- Croquet clubs
- Day Club
- Craft groups, including informal groups which meet in people's homes
- Community Gardens
- Card groups, both formal clubs and informal with friends
- Lions
- Probus
- U3A – Jeffries Rd and Uniting Church
- RSA – socials, concerts, meals on pension day
- Line dancing – identified by a number of informants
- Seniornet
- YMCA Bishopdale
- Armchair travel group
- Evergreen Club, Chinese Church
- Senior Citizens Club

• Mobility

Being able to drive was noted as making a big difference to quality of life, but for those who do not drive, half price taxis and being able to still get around were things that made a difference.

"I'm still driving so it makes a massive difference to my lifestyle."

• Spending time with family

Going out with family or having them around for meals was identified as a highlight by several informants. A number talked of the sorrow of having no contact with family, even when they live in the same city.

- **Retirement Complex Activities and Amenities**

A number of those living in retirement complexes identified this as bringing positive changes to their life, by offering them a huge array of activities, and connecting them with other residents.

“There’s so much on that you don’t need to go out, but I like to go out.”

Other less common themes in terms of things that made a difference for a number of informants included:

- Having good footpaths in their neighbourhoods that enable them to get around on foot
- Nice green spaces nearby to enjoy
- Public toilets in the places they go
- Visiting activities and entertainers to their retirement complex – SPCA, Aspire, church services
- The hospital shuttle
- Good neighbours
- Good doctors nearby
- Meals on Wheels
- New World Belfast, which takes the older person’s list and does the shopping for them while they wait.
- Being able to still drive
- Age Concern and its handy location
- Part time work
- Doing their own housework and cooking
- Listening to talkback radio
- Watching sport on tv
- Caring for grandchildren
- Online education
- Organising school reunions
- Use of a funded electric mobility chair
- Local rest homes mean that older relatives can stay in the same area
- Green Prescription
- Dog Park (Styx Mill)

“I live alone and can feel isolated, so I make the most of the opportunities out there.”

In terms of the things people identified as supporting them to live well, some, and especially those aged 85 and over interviewed, identified a paring back in their activities over time as they became less mobile, but this was not a universal pattern. It was clear that some very old people

lead very busy lives in terms of activities outside the home, while others lead a very simple life. For those who are active volunteers, this often follows a lifetime pattern of volunteering in different organisations and roles, while for others who were not involved in volunteering, some had never done so, while others had retired from such roles.

"I leave that for the 70 year olds!"

The Papanui –Innes area was generally seen as very well catered for in terms of social and recreational activities catering for the needs of older people.

From a 75-79 year old volunteer: "There's plenty available – when I get old I will access it."

"I contacted Age Concern when my wife died to find things to get involved in as I missed her terribly – I've been on 100 trips with them!"

7.1.2 The Things Missing From or Hard to Access in Papanui-Innes that could make a Difference for Older People and their Quality of life

A number of people interviewed could think of nothing that was missing or hard to access, some noting that there is so much on in their retirement complex, that they could choose to never go out, but that this was not healthy. Others talked about a newsletter they receive each month that tells them about lots of things that are on in the community (Possibly Golden Connections) and they feel very well-catered for. Many commented that Papanui – Innes is an area with many activities on offer for older people. However in terms of gaps and barriers, the following themes emerged most strongly:

- **Inadequate Bus Service**

A need for better bus connections was widely highlighted. Changes to the bus service in the last couple of years were seen to have made the service much worse for older people. Many of the people interviewed highlighted a loss of bus stops near their home (and need to travel further by foot to get to bus stops than used to be the case), loss of the Bishopdale bus route, lack of connection to Papanui and Merivale, the loss of stops near key amenity destinations (removal of the stop by Countdown on Main North

Road was identified by several informants as impacting negatively on their ability to shop for themselves) and a mismatch between bus routes and their trip purposes. Buses were identified as not taking them where they want to go, and stops were identified as in the wrong places. A number of residents of the Lady Isaac and Alpine View retirement complexes noted that their nearest bus stops on Philpotts Rd and by Mairehau High School are not within their walking distances. Residents of the social housing complex at Forfar Courts also identified a lack of accessible stops. Lack of bus shelters was widely noted. One informant felt that buses were still hard to access for those with limited mobility, while another felt that bus drivers were not well trained to recognise the needs of older bus users. One felt that the Dallington bus route should go further.

“The bus company removed the stops at Countdown Main North Rd. It was a long way further for me to walk to the next stop. When I am sick or have had a fall and am sore, it is impossible to walk that far, so I just stay at home. That’s cost me my outings.”

“I would love to come to church at (St Albans Baptist) but the bus doesn’t come this way.”

In contrast, residents of Golden Age in Harewood Rd noted that the bus stop is right outside the door and the bus works well for them.

- **Social Isolation**

Besides buses, the next most-common theme regarding what was missing or hard to access for older people was concern for older people who are socially isolated and do not access what is available in the community. This was attributed in part to a lack of information on what is available, especially for older people who have moved to the area to a retirement complex, but more so to a mindset / internal barriers whereby they are reluctant to go out and try new things or go along to something for the first time, in some cases due to fear. Starting new things was identified as very difficult for many older people living alone, and something that could readily be overcome with some extra support.

“People need to say come along with me.”

“I wonder about having someone who picks these people up and befriends them along the way.”

- **Footpaths in Poor Condition**

A number of informants raised concerns about the state of footpaths in their neighbourhood, either because they were always being dug up or were uneven or hard to negotiate on a scooter or with a walking aid.

- **Loss of Driver's Licence**

Being able to drive was identified as hugely important, with the loss of one's licence having major repercussions, making things like accessing health appointments much harder. Older people were identified as having support needs at the time of the transition to not driving, putting measures in place to ensure that they are still able to actively engage in the community.

"I know a neighbour who was active but he lost his licence 10 days ago and he hasn't gone out since. He doesn't want to go on."

- **Loss of Services that Used to be Local**

Several people interviewed commented on the closure of Westpac Bishopdale. One commented that going online for banking was an issue for her, while another said that while she does drive locally, she has to get a family member to take her to the bank. Others commented on loss of their local post office, hardware shop and fish supply. The comment was made that as you lose your confidence to drive in town, needs increasingly become more local, and loss of local amenities causes greater hardship.

The following were noted as missing or hard to access by several informants:

- **Housing New Zealand is slow to respond** to littering or drug issues with their tenants (neighbours to older people).
- **Loss of Shirley Community Centre** has left a significant gap in terms of recreational groups – pottery, knitting, sewing.
- Sometimes a month is not long enough to read a book borrowed from the **library**.
- It would be great to have more **opportunities to socialise with neighbours** and get to know them – changes in the last few years mean that some people do not know their neighbours.
- **Avoid going into the central city** post-quake as very hard to navigate and park.
- **Poor wheelchair accessibility** to a number of shops and restaurants in Papanui and Main North Rd.

- Need **more seating** in malls, streets and supermarkets, and especially high seats with arm rests, and sheltered seating in parks.
- Hard to get little jobs done around the home, such as changing a lightbulb or cleaning a light fitting. Too expensive to get someone out, but out of the scope of health-funded home help worker.

The following gaps and barriers were less commonly identified:

- Parking is difficult in Papanui and around Northlands, with the area very busy.
- Transport cost is a barrier to participation for some.
- Some older people are living alone and just surviving but do not ask for help and do not get the entitlements unless they ask.
- The house is too big but it is hard convincing partner to downsize.
- Loss of own church due to quakes has left informant with a lack of a church that feels like home.
- Hard for older people to have a public voice.
- It is a lot harder to live alone post-quake.
- Parking is a huge issue in the central city and near the hospital.
- Lack of Tai Chi and fitness classes.
- Heritage buildings need to be preserved.
- Carer responsibilities limit capacity to engage in community.
- Council maintenance of green spaces and roads is an issue.
- The gutters in Greenwood Close flood badly due to a dip in the road. No amount of complaining to Council has solved this issue.
- Innes Rd needs a turning arrow to get into Cranford St.
- Need an indoor stadium.
- Need for subsidised activities.
- It would be good if retirement villages opened their swimming pools to older people from outside the complex.
- Need better kerb cutdowns for scooters.
- Young people don't understand what older people are talking about – there is a need to bridge the age gap.
- Pedestrian crossings need a longer time allocation at lights.
- Lack of disability parking at banks, insurance companies.
- Need warm, designated taxi waiting areas.
- Cycleways too narrow.
- Need exercise equipment at Paddington Reserve.
- Need support for croquet clubs which have an ageing membership base.
- Gets harder to participate after age 85, as sight and hearing deteriorate.
- Wifi training.

- Rest homes need to provide more information on what is on offer in the local community. They can be very inward looking.



Photo credit: Mairehau School

- Not enough multicultural or inter-generational connection opportunities for older people locally.

- Those without computers are being left behind. Much more effort is needed to keep them informed.

- Need more activities for grandparents to take grandchildren in their care, as houses not appropriate for small children, so often like to take them out.

7.1.3 Changes that Could Improve the Lives of Older People Who Live in Papanui-Innes

Strongest themes which emerged in terms of ideas for improving Papanui-Innes as a community for older residents focused on the bus service, addressing the needs of the community's most isolated older people, and on providing opportunities for older people to dance, enjoy music and perform, either singing or playing an instrument.

- **Bus Service**

Informants wanted to see smaller buses servicing the major retirement complexes in the area so that people can readily visit people in the complexes, and residents can readily get out and about in their community. The Orbiter bus service works well for some residents, but this network was seen as something that could be extended. There was a strong demand for more bus stopping points and connections, for a better service connecting the area to Papanui, and for a cheap shuttle service within the central city, and connected to the bus exchange.

- **Music and Dance**

The community was seen as well-catered for in terms of a wide range of activities for older people, but a lack of opportunities for older people to dance, sing and perform was quite commonly noted.

“A place where we can be ourselves – singing and dancing, but not involving a rest home!”

- **Engaging Isolated Older People**

A range of suggestions were put forward for engaging isolated older people in the many activities which are on offer, including engaging students to door knock and take a list to older people of all the things that are on in the community, encouraging the people already attending activities to invite others they know face to face to come along, offering to go with them, providing hard copy information on activities to those who do not have computers, having “hand holders” or “buddies” to help older people to go to things for the first time or to support them in finding out what is available.

A strong theme in thinking about ways of engaging people in activities where they are nervous of coming for the first time centred around getting those already attending to support new people, by arranging them to bring a new person or encouraging them to befriend a newcomer. Many of the older people interviewed at the different activities had themselves started coming along because they were invited along by a neighbour. One person suggested that local GPS should be encouraged to connect isolated older people with the community trusts operating in Papanui-Innes (Neighbourhood Trust, Northgate etc.).



Photo Credit: Ryman

A wide range of other suggestions were also offered:

- More hydrotherapy pools
- Having mobility scooters for hire at malls
- Having the mobile library regularly stop by the Supa Centre, Belfast
- Having a local market where older people starting to downsize can sell household goods
- Exercise to music classes
- Craft groups outside rest homes
- Fix the roads! Pot holes, flooding, removal of leaves in autumn
- Put a disability park outside Papanui Library entrance and not just around the back of the building
- Need stronger advocacy to government agencies by local councillors, and a stronger profile of councillors with older people
- Need more parking on Sawyers Arms Rd – disappointed at loss of parking for cycleway
- Line dancing
- Better information, including Neighbourhood Trust welcome packs
- More walking groups
- Remove silver birch trees
- Better street lighting
- Roundabout at Harewood / Farrington / Highstead Rds needs pedestrian crossing
- Great to have a voluntary service where you can get someone to do the two minute jobs like changing a lightbulb
- Golf carts could drop retirement complex residents to the local bus stop
- Dogs should not be off-leash at Abberley park
- Footpaths need to be more accessible for wheelchairs and scooters
- Indoor bowling green
- Information for older people moving into the area on what is available, including those moving into retirement complexes
- Disability accessible van service to take people to weekend markets
- Better street signage
- More free activities

7.2 Interviews with Key Informants

Twenty-seven elected members, members of Council staff, and people working in the Papanui – Innes community with older people were interviewed or took part in focus groups as part of the research. Interviews

followed a semi-structured format, designed to address the research questions.

7.2.1 Which Distinct Groups do we Need to be Thinking About in Addressing the Needs of Older Adults in Papanui – Innes?

The older population of Papanui – Innes was recognised as diverse, and able to be broken down in many different ways, including as follows:

- The area has the highest number of rest homes of any Community Board area in Christchurch; Rest home residents today are frail, and typically receiving end of life care. Rest homes cater to a very different group of residents to what they did a decade or so earlier. The emphasis now is ageing in place. Representatives of the sector interviewed reported that there are currently 400 empty rest home beds in Canterbury. Many older people coming into rest home care only live for a very short time. Those in aged care are however a significant group in the Papanui – Innes community.
- Older people living independently in the community.
- The dementia care community.
- Volunteers; as just two examples, Freedom Trust has 35 regular volunteers, around 80 percent of whom are aged 65 and over, and while 79 percent of Age Concern Canterbury’s clients are aged over 80 years, only 48 percent of their volunteers are aged 65 and over (their demographic moved to a young age group post-quake). In total, the older volunteer labour force of this community is sizeable.
- There are older communities of interest clustered around many local clubs and organisations, and especially the RSA, Papanui Workingmen’s Club, local bowling clubs, churches.
- Older people are in many cases the community’s mentors, leaders and wise people.
- The socially isolated and vulnerable, including those with mental health problems, and those without stable housing (the camping ground on Johns Rd given as an example).
- Family-isolated older people who never see their children or grandchildren.
- Grandparents acting as parents – this population was identified by several informants as growing in number, often as a result of their children’s drug use. Some are characterised by significant support needs, living a life that is not of their choosing.
- Victims of partner violence; some services are seeing women seeking help for the first time in their 70s.

- Those in paid employment and still having a working structure to their day, and income outside Superannuation.
- Those with disposable income in their 60s and 70s, fit and well and living lives characterised by travel and choices around time use.
- Those becoming more frail due to age, heredity and lifestyle. It was generally agreed that the experience of ageing is dictated largely by health, wellbeing and mindset rather than age per se.
- The Asian, Pacific Islands and Māori populations were identified as increasing in Christchurch. Two groups supporting Chinese older people operate within the Community Board area at the Christchurch Chinese Church, one (Cedar) for Mandarin speakers, mostly newcomers 50s-80s on visitors visas here to visit their children, often to provide childcare to grandchildren, and Evergreen for Cantonese speakers 60-90s, living as couples or alone and have lived here for a long time, yet few drive.

7.2.2 What Supports Older People in Papanui – Innes to Live Well?

A five ways to wellbeing approach was taken to this question, with sub-questions probing the services, amenities, places and things that support and enable older people to help others / volunteer, keep learning, connect with others, be active, and enjoy the little things.

The following themes emerged for each aspect of wellbeing:

Volunteering / Helping Others

- Churches were most commonly identified as the places where older people are most likely to be engaged in voluntary roles, either in church pastoral, worship, domestic or leadership roles, but also in community outreach programmes during the week and volunteering at their opportunity shops, of which there are several locally.
- Associated with churches in many cases, the various community trusts of Papanui – Innes, which comprise the membership of the North West Collective were next most-commonly identified as places and programmes through which older people engage as volunteers, both formally for the programmes, but also informally, in assisting others to get to and from these activities. Golden Connections (Neighbourhood Trust) has 14 regular volunteers, the majority aged over 60), and the Belfast Community Network

community lunch is fully run by a team of volunteers, many retired, who all began as people coming along to the lunch because they were lonely, and who have since stepped up to plan, shop and cook for the lunch each week.

- Age Concern Canterbury was identified as a key agency locally, based in the Papanui area. While older people do not form the majority of its volunteer base, because of the fact that the organisation has a lot of volunteers, it remains a key outlet for older adult volunteering.

Less commonly, the following were identified as important outlets for volunteering and helping others:

- Red Cross
- Menz Shed
- Dove bookshop
- Door knocking (resilience programmes)
- Sports clubs, and especially in Belfast
- Meals on Wheels
- Reading in schools
- Presbyterian Support Home Share
- Dementia Canterbury
- Rotary
- Probus

Even rest home staff consulted knew of residents who still volunteer in some way. It was noted that it can be harder to find a place to volunteer for those who do not to be associated with a church.

Keeping Learning

- Libraries were most commonly identified as places where older people are able to keep learning in Papanui – Innes, and Papanui especially has the flexibility to provide one to one support to older people to learn all kinds of things, especially around technology. Libraries were identified as much harder to access for older people from Belfast who do not drive. The Styx Bridge was identified as a significant barrier to accessing activities in the community. City Libraries deliver books to some local retirement complexes and rest homes, but others do not use the service because of costs of non-returned books, often borrowed by respite residents.
- Various classes and interest groups are run by the North West Collective member groups, including cooking, sewing, craft and weight loss/healthy living. These were identified by a number of informants as

key places for older people to learn. A number run technology tutoring sessions, some using corporate volunteers. Sessions run by Belfast Community network, Neighbourhood Trust and Northgate Trust were all identified as very popular.

Other places for learning were identified as follows:

- Age Concern Confident Driver courses
- Probus
- U3A
- YMCA Bishopdale
- Craft groups, housie, bingo, quizzes and other games sessions at local retirement complexes
- Dementia Canterbury outreach programmes
- Private retirement complex libraries
- SeniorNet
- Papanui High School evening classes, especially for those with disposable income and able to go out at night
- Green prescription
- Senior Chef
- Walking groups – exploring new places, walk and talk
- Age Concern is developing a social connection programme centred around technology – Skype-based visiting
- Steady as You Go falls prevention – Age Concern
- Age Concern seminars and workshops
- English language classes at the Chinese Church
- Cantonese Culture Club – dancing for elders
- Church home groups and study groups
- Mitre 10 DIY workshops
- Menzshed
- Age Concern Seniors Expo



Photo credit: Age Concern Canterbury

Connect with others

- Church was most-commonly identified as the place at which older people connect with others.

- Craft groups, foot clinics, Golden Connections outings and activities, community lunches and games groups activities delivered by North West Collective community groups, and in the case of games and craft groups, others including retirement care providers, were also widely identified as places where older people connect. Foot clinics have long waiting lists.

Other places where older people connect with others were identified as follows:

- Walking groups
- The Graham Condon Recreation Centre
- Malls
- Papanui Workingmen's Club
- Homeshare (PSUSI), North City Elim
- The internet – many older people have computers
- Noticeboards at retirement complexes connect older people with activities where they can meet others
- Visiting groups to retirement complexes – music, pre-schoolers, school groups
- Retirement complex outings
- Visiting neighbours in retirement villages for card games
- Driving Miss Daisy driving service used a lot to access activities in the community
- Belfast Friendly Club
- Groups which come into retirement complexes to undertake activity – eg. Parklands Knitting Group – operates at rest home, involving residents and people from the community, who knit to donate to others. Some residents resist it as it is essentially others coming into their home, their space.
- Book clubs
- Neighbourhood days – street parties
- ANZAC Day celebrations
- Probus
- Rotary
- Age Concern Accredited Visitor Service
- Age Concern outings and coffee groups
- Chinese Church Language classes
- Restaurants – sitting around a table and chatting – very important to Chinese older people
- Visitor programmes in rest homes
- Sports clubs
- Library

It was suggested that aged care facilities sometimes put up barriers to services which reach into their complexes, because it creates more work for staff or disrupts routines, but that the CDHB requires community engagement as part of their contract, and it is expected that the providers will facilitate continuation of activities older people engaged in in the community before moving into the complex.

The aged care providers who took part in the focus group gave lots of examples of things they do to try and keep older people connected to others, and especially the wider community. One rest home provider commented that it is often hard getting school groups to visit, because many children are not used to seeing very frail older people, and do not feel comfortable doing so, or it is anticipated that they will not feel comfortable and so the situation is avoided. Another (Parklands BUPA) reported having regular visits to their most vulnerable residents by students from a local school, St Andrews College, highlighting the potential for such partnerships.

Be Active

Most commonly, walking groups, the Graham Condon Recreation Centre, YMCA Bishopdale and local pools were identified as the things that support older people in the area to be active. Alongside these, the following were highlighted:

- Croquet Clubs
- Mini golf at retirement complexes
- Blind bowls
- Styx and The Groynes dog parks
- Tramping groups
- Door knock group
- Sheldon Park adult fitness equipment
- Pilates
- Walking independently – popular pastime
- Tai Chi and Qui Jong, BCN
- Senior exercise class at Northgate
- Hail Compound boot camp is a whanau-based fitness programme in Belfast, with a number of 70+ year olds attending
- Bowls
- Weight support group, Northgate

- Lots of activities on offer in retirement complexes although these were noted as Monday to Friday only.

Enjoy the Little Things in Life

The fifth element of the five ways to wellbeing concerns moments of wonder, and enjoying the little things in life. Of the five, this was identified as the area where things could be done much better for older people. A key source of simple pleasure for older people was identified as the ability to go for a short walk and enjoy green spaces. The capacity to do this was identified as often hampered by poor footpaths, a lack of attractive green spaces, lack of seating in appealing locations, and poor maintenance of parks and walkways.

For those in aged care, one informant felt that the little things are often the hardest to continue to be able to enjoy, because they are often the things that require a deviation from the norm. For example having a bath is what gives someone this person knows pleasure, yet while the rest home the person is on has a fully accessible bath, the use of it requires extra staffing, and so the opportunity is not available. Even offering to pay for a private carer to enable the person to have a bath has not been able to make this happen.

Things which were highlighted as working well were:

- Dog parks
- Parks near retirement complexes, and green spaces within these complexes
- Cafes – popular places to meet or just enjoy a treat
- Church
- Community activities
- Feeding the ducks
- Having a cuppa together after community activities – fitness class etc.
- Walking in parks – older people often seen in Sheldon Park picking up rubbish
- Green Prescription promotes a new grasp on life, and community providers can now refer an older people direct, instead of the referral having to be made by a GP as was the case in the past.

7.2.3 Older People Most Well-Catered for in Terms of Opportunities to Live Well

Informants agreed that older people stand a greater chance of living well if they:

- are financially secure with some resources at their disposal;
- are well socially connected;
- experience positive mental health;
- are mobile, and especially able to drive;
- are supported by and connected to family;
- are female: older women were seen to have more on offer to them, and to often age with a different mindset to men;

“They step into their own when their kids leave home, whereas men start to wind down.”

- have a mindset of openness to new things – eg. becoming involved in all the activities on offer if they do move into a retirement complex;
- are computer-literate – one of the key community group providers reported that at least half of their older clients do not use computers;
- volunteer and stay involved;
- enjoy reasonable physical health;
- have always been busy, with contact points in the community; and
- live as a couple, and therefore have someone with whom they can “share the load”.

7.2.4 Older People Least Well-Catered for in Terms of Opportunities to Live Well

Informants agreed that older people stand a much lower chance of living well if they:

- have limited mobility, and are no longer driving;
- have poor mental health;
- have poor physical health;
- are disengaged or separated from family;
- if they are socially isolated, and in particular the “unseen” – hoarders and people who are very stubbornly independent; and
- are struggling financially, including those living in rental accommodation and for whom rent accounts for a significant proportion of their expenditure.

To a lesser extent, low socio-economic status, insurance issues, a closed mindset, older people with little English and who are too shy to get involved in community activities for fear of saying something incorrectly and offending others and older people in care were also identified by some informants as less likely to be living well. Looking to the future, some informants felt that a growing proportion of older people were likely to struggle financially, with a growing proportion of people reaching retirement age still having a mortgage, or living in rental accommodation.

7.2.5 What is Missing from Papanui -Innes or is Hard for Older People to Access?

The following themes came through most strongly in feedback from key informants:

- **Transport**

The recent changes to bus services in the Papanui – Innes area mean that bus users are now required to often change buses to get to where they want to go. The extra time and effort required to do this means that a number of older people they knew no longer use the buses. Loss of bus stops in Bishopdale, near Ngaio Marsh Retirement Village and in other locations requires bus users to walk greater distances, putting the bus out of the reach of less mobile older people. The Work and Income office in Langdons Rd is not on a public transport route. A need was highlighted for much better bus connections to local shopping centres and malls and to the major retirement living complexes. If buses were readily accessible, older people would use them. Taxis were identified as too expensive for many older people, even at half price. When asked what services for older people are not quite hitting the mark, the bus service was the only one highlighted.

- **Poor accessibility in Papanui**

Papanui was identified as a busy location, with heavy traffic congestion, yet it is the location of many key services and amenities used by older people: banks, Papanui Library, Age Concern Canterbury, Papanui RSA, lawyers, the Post Shop. Parking is difficult, the streets are hard to cross, kerbs in the wider Papanui area are difficult to cross on mobility scooters and in wheelchairs, and a number of lawyers and accountants in the area are located upstairs in buildings that do not have lifts. Access via doorways to retail premises in main North Rd / Papanui Rd was also highlighted as difficult for those using mobility aids. A need was identified for an

accessibility audit of Papanui's business area. Parts of the community remain heavily road-worked, and this impacts on accessibility.

- **Need for expansion of the work of North West Collective community groups delivering services to older people**

The foot clinics being delivered in the Community Board area are all heavily over-subscribed, yet they make a profound difference for older people who are able to access them, ensuring continued mobility, monitoring health and wellbeing, providing human connection and a spot of pampering and socialising. As an example, there are 17 older people on the waiting list for the foot clinic at Northgate, yet only one person has come off the waiting list in the last six months. Golden Connections' community meals, tours and foot clinic are all at capacity. Where they catered to a client base of 100 pre-quake, and 150+ after the quakes, they now have 300 regular service users. Funding for community-based activities is stretched. Belfast Community Network see enough need among older clients to readily justify a fulltime activity coordinator role, yet they currently deliver all their elder services via a 30 hour / week community development role. The suggestion was made that two activity coordinators could be employed by the collective to deliver services through all the groups which comprise the collective.

- **Catering for diverse cultural older people**

Papanui – Innes has a growing Asian elder population, yet there is still no rest home that caters for the needs of Asian older people. Many Chinese older people move to new Zealand to be near family, but their children want to live the "kiwi way", which means they do not want their parents living with them, as might be the case traditionally in Asia. Rest homes and retirement complexes need to cater for their culinary needs; at present, many very frail Chinese elders are living alone in the community with inadequate support because there is nowhere appropriate for them to move to that can cater for their needs.

A number of groups are working well at supporting older people of different cultural backgrounds, but these people would also benefit from engagement in "mainstream" activities, but are reluctant to go along because of limited English. A need was highlighted for more opportunities that bring different elder groups in the community together to share knowledge, skills and interests. For example, members of the Cedar group at Christchurch Chinese Church are very interested in gardening, and a big focus of their group is learning to grow vegetables and visiting each other's gardens. This could be usefully connected with another group, through a shared activity. Cooking together was identified as another way of bringing

older people from different cultures together to learn from each other, but also to get to know other groups in the community that they can take part in.

Other less common themes which emerged in terms of gaps in the community impacting on wellbeing of older people were as follows:

- Non-English speaking older people need additional help to support them to catch the bus. Sessions with an interpreter would be useful.
- Crossing buttons on pedestrian crossings at lights in busy parts of the Community Board area should be set for a longer crossing time.
- Speed of some mobility scooter users is an issue; there are no rules around their use.
- Poverty is an issue for some older people, who stay in bed to keep warm in winter.
- Some services struggle with an ageing pool of volunteers.
- Lack of a community facility in Shirley was highlighted, and to a lesser extent, a non-church community facility in Papanui.
- Better support is needed for the transition to retirement, and into residential care.
- It is challenging meeting the needs of bitter older people: not every older person is nice to be around, just as the same is true of every other age group.
- A number of sports and interest groups and clubs have folded in recent years due to dwindling membership. Creative solutions are needed to help groups serving older membership bases to stay afloat.
- Mobile buses are not being used as much as they could, with some aged care facilities declining the service because of the perceived headache of chasing up borrowed books.

7.2.6 Key Motivators for Becoming or Staying Involved in Community

The main motivators that encourage older people to either get involved in community activities or to stay involved as they age were identified as feeling valued, a desire to keep fit and well, and seeking friendship or company to avoid or combat loneliness. Older people were widely seen as more likely to get involved in an activity if they are made to feel valued while participating. Wanting to stay fit and active and socialise with other people were identified as the key motivators for community involvement.

The comment was made by several informants that older people, including those from diverse cultural backgrounds, have often made big achievements in their lives when younger, but often feel as if they are nothing as they age, especially if they have moved to a different country. They need to be made to feel important when they attend a community activity for the first time, and if this occurs, it then drives them to want to contribute.

In addressing the questions, a number of informants talked about what works best in terms of promoting community activities to older people, and the Age Concern Seniors Expo was highlighted as an effective vehicle for promotion of activities, along with maildrops. The best means of all of getting older people to try new things in their community was identified as a combination of word of mouth promotion and having someone they know and trust take them along for the first time.

“Once they start to connect, it snowballs!”

Other motivators were identified as follows:

- Food gets older men along to activities

“If food or alcohol is on offer, we get the best uptake.” –Retirement village informant

- Free activities are important / affordability is a factor
- Convenience
- Accessibility
- Warm facilities
- Sense of belonging / inclusion
- Familiarity
- Acceptance
- Faith (for church activities)
- Desire to make a contribution or continue to do so – it was noted that it is generally easier to get older people to give than to receive a service
- Fun!
- Information
- Transport and logistical obstacles removed

The view was expressed by one informant that aged care providers need more encouragement to engage with external services such as visitor

programmes, library services and church visits, and that Council and CDHB have a role in advocating for this.

7.2.7 Barriers to Participation in Community

Three most commonly identified barriers to involvement in the community for older people were identified:

- Transport (including issues highlighted around bus service)
- Lack of information on what is on offer
- Financial

Some sectors of the older population were seen as struggling financially, and with limited disposable income. Some of the informants knew of older people who had limited mobility, but could not afford to take a taxi, even at half price fare. Rest home informants reported that if a person is in fully subsidised care, they only received \$45 per week, often with this money going direct to family. This money covers their toiletries, personal items, clothing and haircuts etc, leaving them to rely on free activities only. Even buying a coffee on an outing is difficult for these people. Under-funding was identified in some areas of the aged care sector.

Other older people may have funds available, but because they do not know how long they need to make these last, they are very frugal in their spending. Some informants did not have contact with older people for whom finances were an issue. Finances did seem to become more of an issue for those with limited mobility, impacting on their capacity to get to community activities. The activities themselves were often low cost or cost-free.

Other barriers less commonly identified were as follows:

- Some older people cannot access vans so miss out on outings.
- Perceived lack of safety is a barrier for some. Papanui Community Watch is seeing a decline in number of volunteers.
- Changes to roads, and the addition of cycleways can act as a barrier to getting out and about.
- Psychosocial issues around the central city hamper the extent to which some older people will access things in the city.
- Non-computer users miss out on information – services need to reach GPs and other people who have connections to these people to let them know about opportunities for participation.

- Social anxiety is more common as an issue post-quake.
- Language barriers exist for older Asian people in the community. While they may have some English, they are afraid of saying something wrong and offending others, making them reluctant to join mainstream activities.
- Declining health – mental and physical.

A range of measures were suggested for overcoming barriers to participation. These included the following:

- Regular maildrops to older people telling them about things that they can get involved in locally.
- Continuing to provide free and low cost activities for older people, catering to a range of interests.
- Having volunteer buddies who can go with someone to an activity for the first time, or connect with them until they settle in.
- Develop more proactive connections between early childhood education centres and schools and retirement complexes and older persons' activities, encouraging a sense of being valued and having a purpose.
- Having a local Senior of the year competition, valuing and telling the life stories of elders in the Papanui – Innes community.
- Connecting activities with social housing complexes.
- Continuing to develop and distribute hard copy directories of older persons' activities, and ensuring that GPs have copies for distribution.
- Having activity-focused groups that people can enjoy even if they have limited English.
- Developing more opportunities to bring older people of different cultures together.
- Connecting groups together to develop combined activities, bringing their respective participant groups together to mix with a different group of people.
- More community shuttles to get people to community activities.
- More one to one support for the more vulnerable older people so they can participate, and support transitioning to next-level activities as their needs change.

8. DISCUSSION

8.1 Older Population of Papanui - Innes

Older people comprise a larger proportion of the total population in Papanui-Innes than is the case for Christchurch City as a whole, Papanui being the ward in which people aged 65 and over comprise the largest proportion of population, 17.3 percent. As is the case for Christchurch and New Zealand as a whole, older people are expected to comprise a growing proportion of population in the coming years, with those 65 and over comprising over a quarter of Papanui – Innes’ population by 2043, and the proportion of population aged 80 and over expected to double in the next two decades. Further, the older adult population is projected to become more ethnically diverse over time. Changing patterns around housing and personal debt mean that economic hardship is projected to become more common among older people, with many needing to stay in paid employment longer in order to make ends meet.

8.2 What Works Well for Older Adults in Papanui - Innes

For Papanui-Innes to work towards being an Age-Friendly community, it needs to be a place where people can stay connected, healthy, active and respected, whatever their age.

Elder Services and the Social Environment

From the present research, it would seem that older people in Papanui – Innes are most likely to get/stay involved in community activities if these activities and the people running them make them feel valued and accepted, and on a personal level if they are striving to keep fit and well, and value social connection. Community activities are going to work best when these are physically and financially accessible, convenient, well-promoted and fun. New involvement is more likely when people are supported, accompanied or welcomed by a friend, acquaintance or buddy when they first attend, and especially someone that they trust.

For older people in Papanui – Innes, a wide array of activities and amenities were highlighted in the local area through the present research as already supporting older people to live well. Libraries, church and church activities and local pools (Graham Condon, Burwood Hospital and

private retirement complex pools), proximity to nearby supermarkets, shops, post shops and banks, access to and engagement in a wide range of fitness, sports and interest groups, gardening, walking and enjoying the natural environment, and the wide and varied activities and outings offered by Neighbourhood Trust, Belfast Community Network, Freedom Trust, Northgate Trust, Shirley Community Trust and Bishopdale Community Centre were all identified as supporting older people to live well in terms of the five ways to wellbeing: being active, connecting with others, continuing to learn, enjoying the little things, and giving to others.

A large number of those older people interviewed were actively involved in voluntary roles through a wide variety of settings: churches and the church-based trusts of the area, Age Concern Canterbury, the many opportunity shops based in the area, sports clubs, schools and early childhood centres and activities, and a wide range of other organisations. Many older people are actively engaged in helping others informally as well, caring for friends and neighbours through gardening, shopping assistance and providing transport.

Feedback regarding home-based supports for more frail older people was very positive in the present study. In many cases, these services were health-funded.

Papanui - Innes has the highest concentration of retirement complexes of any Community Board area in the city. A number of those living in retirement complexes and consulted in the present research identified significant benefits in living in their complex in terms of opportunity to engage in a wide range of activities and to connect with others.

Housing

Little feedback regarding housing came through in the present study from older people themselves or the people working with them. Housing stock in Papanui – Innes was less impacted by the earthquakes than some other areas of Christchurch. The high concentrations of retirement living and aged care complexes in the area ensure that for now, the housing needs of older people in the area are fairly well met.

Accessibility to the Built Environment

Those living near Papanui – Innes' several malls and commercial areas, and able to walk or drive, have good access to a wide range of goods, services and amenities. While road works are continuing, it seems the worst of the

post-quake disruptions are over, and accessibility has improved and continues to do so.

Transport

Being able to drive appears from the present research to have a significant positive impact on quality of life. Discounted taxis are accessed by some older people who do not drive, but these are not affordable for everyone. The Gold Card was praised, as was the Orbiter and the smaller buses now serving some bus routes, and many older people who do live on/near bus routes appear to make good use of this service.

8.3 Barriers, Gaps and Opportunities

The main barriers to involvement in the community for older people in Papanui – Innes appear to centre around transport, reluctance to try something new, and financial barriers. While lack of information is a barrier for some, this seems more of an issue for those who are not computer literate, and relates to some activities and services more than others. Hard copy information on a range of activities and services and active promotion of these is available in many cases, and many groups and organisations are working hard to promote what they do for older people in the Papanui – Innes community. The Senior Expo run by Age Concern Canterbury, while a metropolitan event, has been held in Papanui for a number of years, and fulfils a local need around information exceptionally well.

Elder Services and the Social Environment

Papanui - Innes has many strong community trusts, all of which are members of the North West Collective, and all of which deliver a wide range of social, recreational, educational, health and wellbeing activities and groups to older people in the community. Funding for community-based activities is stretched, yet all providers have experienced strong growth on demand for their elder activities in the last 5 years.

Sustainability and accessibility have been identified in prior research as key considerations in development of new services and programmes, with locally based solutions built on partnership a good model for service delivery to address social isolation in older people. Resilient Greater Christchurch (2016) strives towards supporting vulnerable older people

and older people moving into a new area, as many older people in Papanui - Innes do, relocating to retirement living complexes to build connections in their immediate communities. This goal aligns strongly to the work of the community trusts: Belfast Community Network, Freedom Trust, Neighbourhood Trust, Northgate Trust and Delta Trust, as well as some other local churches. Around participation, the strategy aims to facilitate networking between community organisations and strengthen funding arrangements to build confidence and investment in the community voluntary sector. While the trusts are already very well networked via the North West Collective, some key providers (eg. Christchurch Chinese Church) are not part of the collective, and therefore miss out on the opportunities for collaboration that come with this group. All the providers of social and wellbeing programmes for older people are stretched in terms of funding, and would benefit from more certainty of funding.

As with other parts of Christchurch, Papanui – Innes’ elder population is becoming increasingly diverse, and the Asian and Māori elders populations in particular are set to increase rapidly in the coming years. Despite a growing Asian population, the community lacks a rest home that caters for the needs of Asian older people. This is an identified need. Some excellent community-based activities are being delivered for Chinese elders by Christchurch Chinese Church, but there is an identified need for more support to connect older people with limited English to “mainstream” activities, and to create opportunities that bring different elder groups in the community, including a range of cross-cultural groups together to share knowledge, skills and interests. Better support is needed for the transition to retirement, and into residential care.

Accessibility to the Built Environment

Resilient Greater Christchurch aims to consolidate and enhance local centres to provide accessible focal points in communities. While the Papanui – Innes area is well catered for in terms of a wide range of amenities, accessibility issues were highlighted, particularly in Papanui. The commercial area of Papanui was identified as busy and congested, and while it is a key destination for older people for multiple purposes, parking is difficult, the streets are hard to cross, kerbs in the wider Papanui area are difficult to cross on mobility scooters and in wheelchairs, and a number of upstairs offices lack lifts, and many doorways are inaccessible by wheelchair / mobility scooter. It would be good to see an accessibility audit undertaken of Papanui’s business area.

The present research highlighted some gaps in provision of community meeting spaces outside churches, and especially in Shirley and Papanui.

Transport

Having affordable and accessible transport options for older people is a goal of the Positive Ageing Strategy, yet feedback from older people and from key informants indicated that this is an area in which Papanui –Innes is not doing well for older people. Maintaining mobility for older people is essential for their wellbeing, but a number of gaps were identified in terms of support transitioning from driving to using other transport modes, accessible parking and education on the safe use of mobility scooters. According to the strategy, those without licences need access to public transport and alternative transport schemes, yet the present research strongly showed inadequacies in the present public transport services for Papanui – Innes. Bus routes do not connect well with a number of retirement complexes, and therefore large concentrations of older populations and older visitors, and bus users often have to change buses to get to key destinations, making bus use harder. While feedback was received from older people who use the bus to get to key destinations, satisfied bus users were in the minority. Concerns were also raised about bus driver understanding of the needs of older bus users, and safety getting on and off buses.

Intergenerational Engagement

The benefits of intergenerational engagement for older people are widely documented. Through the course of the present research, a number of examples of such engagement were identified: older people caring for grandchildren one, two or three days per week were common, some older people have regular visits from family, a number volunteer at preschool groups and holiday programmes at church, and residents from Diana Lady Isaac Retirement Village volunteer up to several days per week at nearby Mairehau Primary School, assisting children with reading and writing. School and preschool groups are regular visitors to many local rest homes, although some find this harder to arrange than others, with some children fearful of very frail older people, due to a lack of exposure to this group. While volunteering in sports clubs with younger participants did not come through in the present research, the researcher knows that the local cycling club in Papanui is largely run by people in their retirement years, most in their 70s and 80s. These people are the backbone of secondary schools cycle racing in Canterbury, and most come from the Papanui – Innes area.

While it would be good to think that older people living in the community stand a good chance of engaging with children, young people and young adults through family and neighbours, the researcher came across a number of people for whom this was not the case. A number of informants talked about how they never see their families, some because of fall-outs. This provides a strong case for community-based social programmes for older people to actively seek out opportunities for elders to engage with children and young people. The success of the partnership between Mairehau School and Lady Isaac should be a model for other retirement complexes in the Papanui – Innes community. The extent to which similar activities are already operating is not known, nor is the extent to which schools and early childhood centres and retirement complexes are open to developing such partnerships. Further research is needed to explore this.

9. RECOMMENDATIONS

On the basis of the research findings, the following recommendations are put forward to the Papanui – Innes Community Board for their consideration and prioritisation:

- 1) Papanui – Innes Community Board should give full consideration to seeking the advice and support of the Office for Seniors and working actively pursuing Age Friendly Community status for the Community Board area. Key foci could be a) improving public transport services and connections across the Community Board area, and b) building intergenerational connections for residents of retirement living complexes.
- 2) Papanui – Innes Community Board should support a full stocktake of retirement living and aged care in Papanui – Innes, in order to develop a clear picture of the population of these facilities and their needs and capacity in terms of intergenerational engagement opportunity and public transport.
- 3) Informed by the research recommended above, Papanui – Innes Community Board should advocate to Environment Canterbury for a) improved bus connections to the retirement complexes with greatest populations, both of residents capable of independent community engagement and of older visitors; b) enhanced provision of bus stops and bus shelters; and c) enhanced public transport connections within the ward areas. The former bus stop on Main North Rd near Countdown is widely missed, and bus stops near the Lady Isaac and Alpine View are good starting points for advocacy.
- 4) Papanui – Innes Community Board should continue to advocate for, recognise, collaborate with, and where possible, provide funding support to the community trusts that comprise the North West Collective, along with Age Concern Canterbury, and which actively deliver social and wellbeing supports, groups and services for older people in the local community.
- 5) It is suggested that opportunities for collaborative, cross-cultural projects for older people would be greatly enhanced with addition to North West Collective membership of Christchurch Chinese

Church's Family Pastor and/or Cedar and Evergreen group convenors.

- 6) Further research could be undertaken, mapping the existing involvement of retirement living complex residents in local schools and early childhood centres, and scoping level and location of demand for partnerships like that of Mairehau School and the Ryman Lady Isaac complex.
- 7) The present research endorses expedient replacement of the Shirley Community Centre.
- 8) It is recommended that full consideration be given to commissioning of an accessibility audit of Papanui's business area, with findings utilised to advocate for changes that can enhance accessibility for older people, people with disabilities and parents of small children.
- 9) Papanui – Innes Community Board should encourage Christchurch City Council and Active Canterbury to continue to produce the Older Adults Recreation Guide in hard copy, taking on board the experience of a major community provider which noted that only half their older clients had access to a computer / the internet.
- 10) Papanui – Innes Community Board should continue to support Age Concern Canterbury's Seniors Expo as a key local information resource, for as long as it remains in the Papanui area.
- 11) Staff of Papanui – Innes's libraries should be acknowledged for delivering a personal, high quality service to older library users, and should be encouraged to continue to facilitate connections between City Libraries and retirement care complexes in the community.
- 12) City Libraries should consider the viability of a mobile bus service to a location near the Supa Centre, Belfast.
- 13) Papanui – Innes Community Board should give consideration to developing an initiative that recognises, celebrates and promotes the achievements and stories of older people in the community.

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