

To: Waihi Ward
From: Policy Analyst
Date: Monday, 29 June 2015
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Appendix A Information provided by attendees
Meeting date: 14/07/2015
Subject: Older Persons Stakeholder Meeting 23 June 2015

Recommendation:

THAT the report be received.

Purpose

This report provides a report back on a stakeholder meeting concerning older persons in Waihi held in Waihi on 23 June in the Waihi Memorial Hall.

Background

The Waihi Ward Councillors were interested in investigating the services provided to older persons in Waihi in order to identify if there were any gaps in which assistance in some form could be given. To this end a desktop review of the services offered was carried out resulting in a meeting of stakeholders to clarify the results.

Highlights from the meeting

The meeting was attended by 25 people from service agencies, community, and church or support groups, along with Waihi Ward Councillors and Council staff. Councillors were pleased to have such a high attendance, and thanks to this the meeting benefited from a range of input and expertise.

A round table to begin with, discussing the services provided by those in the room soon showed the abundance of dedicated volunteers along with the range of services already being provided within the community.

The main objective from the day was to assess the services available to elderly in Waihi and identify from the outset any key gaps that are being encountered. The results from those providing information at the meeting can be seen in Appendix One.

SWOT Analysis

Based on the information provided on the day and the desktop review of services provided in Waihi for the elderly the following SWOT analysis has been drafted for discussion and advancement. It is recommended by staff that a second stakeholder meeting be arranged, and that this analysis be discussed in order to determine if there are any current contracts or services that can be extended to address the weaknesses or fill the potential gaps.

SRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • A good number of volunteers in some areas • Great services and networks already being provided • Transport being offered to people who know about it • A caring community who wants to help their older people • Strong spiritual guidance available for those who want it • A good knowledge base within the services currently being provided 	<ul style="list-style-type: none"> • Volunteers required for some services • People are unaware of the services available • Isolation • Affordable, adequate and available housing • A coordinated approach to disseminating information on elderly services • There is concern over emergency housing – is there any? • Some services are currently not available such as: <ul style="list-style-type: none"> ○ People who not only transport but go on to carry out the errand with the elderly person. ○ Emergency shelters
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Vacancies for people with an interest in voluntary work • Two services currently willing to consider extra services for the elderly (WCRC and Population Health) • There are many schools in the area – this would be a good match for older persons with plentiful knowledge to impart 	<ul style="list-style-type: none"> • Printed information becoming old and out of date • Social isolation – people do not know what is available to them • Income, people who are unable to cope with the cost of living may not seek help as they do not believe they can afford it • A shortage of carers due to low pay in the industry • Services will not be able to function without the help of volunteers • Some gaps identified require large investments which may not be available

Based on the above it would appear that there is room for a coordinated approach to information sharing. There are many ways in which this could be done, and there are some services such as Age Concern who already do this to a certain extent, This may be something the group wishes to discuss in the future, for example it may be possible to put together a directory aimed at providing all Waihi information.

Another key issue seems to be the shortage of carers due to low rates of pay. Comments provided suggest that it will not be possible to get this shortage filled until this workforce is considered as qualified professionals and pay rates increase. There are areas where a group could assist in Waihi; for example encouraging work experience students from the local college to partner with the rest home and hospital, or lobbying Government for higher pay for care staff.

Social isolation is another key area discussed, and Age Concern seems to be looking into this with their new volunteer accredited visiting service. It may be possible to provide some names to Age Concern to follow up on? Furthermore opportunities were discussed with regards to schools

inviting seniors to assist in certain areas of education. This would definitely be an avenue to pursue with the local educational facilities as a valuable opportunity.

Transport was raised by a number of agencies both in the provision available and the unavailability of transport. It would appear that an investigation into who offer what when and where would be advantageous in order to provide key service providers with the information to disseminate. It could be that there is enough transport available already but that people did not know it was there.

Lastly it is clear that there is a need for affordable pensioner housing. Discussions around Council's role in this were critical of Council's current stock, but positive for Council being at least one of the providers. This is currently an area of work that Council is investigating further and to that end more discussions are likely to be had with the community. The meeting therefore was incredibly useful to Council to give it an idea of the views in Waihi and some of the key stakeholders in order to discuss this further at a later date.

Conclusion

As with any industry reliable on voluntary work it is the people who can make this happen. Waihi seems to already have a great number of voluntary and social service agencies offering a range of services to older persons which has been eye opening to both Councillors and staff. There seems to be a role for the establishment of some kind of stakeholder group in the future. It could maybe pull resources in order to delve deeper into the gaps identified, and perhaps even fill them through team work or advocacy.

Moving forward from this meeting it is recommended that a second meeting is held. The meeting would discuss the gaps identified further in the hope that groups or agencies could work together in order to fill them. It appears that there is room for an advocate of some form to work between the groups in order to ensure all services are common knowledge, and that ideas posed are actioned.

Katy Hurd
Policy Analyst

Appendix A

Organisation	Senior services	Identified Gaps
CAB	Agency for Grey Power - they handle all their registrations and membership fees Agency for Hearing Aid Assoc - selling batteries on their behalf and taking membership fees. General services - advice and referral for a wide range of enquiries.	Cheap living spaces for elderly especially those on super only - long waiting lists.
St Johns Anglican Church	Take communion to residents at Waihi hospital and Rest Home Visit Hetherington House and many in their own home weekly. Transport elderly people. Take home made goodies to elderly in their own home.	
St Vincent de Paul	Transport - Waihi and surrounding Districts Home visits	The 'pick-up' and stay with persons whilst shopping. Age concern - what is their phone contact? Local radio? Medical centres? We need good clear advertising.
St James Presbyterian Church	Two Sunday Services Outreach at Hetherington House, in rotation with other churches, on Sunday arvo Bible study groups to meet spiritual needs of both church and non church members Pastoral visiting in home, hospital, continuing care of both church and non church members with both spiritual and non spiritual content Outreach at Hetherington House on Monday mornings to teach craft and remember days of long ago Provide floral arrangements to help celebrate special occasions - Anzac, Mothers Day Transport to Church and Medical Appointments Many members deliver meals on wheels Hospitality in both homes and at church Building used by community groups	Adequate and affordable Pensioner Housing
Salvation Army	Homecare and Senior services CAMEO (Come and Meet Each Other) – Second Thursday of each month – designed for fellowship. (Currently 35 in attendance) Hetherington House visits - for support and friendship Transport One-stop-shop - advocate and funeral	

Organisation	Senior services	Identified Gaps
St John Ambulance	St John: Community Care; Health Shuttle; Outreach Therapy Pets; Caring Caller; Youth; Ambulance	
Hetherington House	50 bed residential care facility; Secure Dementia; Hospital; Day care; Respite Care	Transportation - Daycare issues for community
Grey Power	A national organisation to assist with support systems and advice in areas such as improving social services, securing reliable essential services, and being a untied voice on areas of interest and concern for like minded people of 50 and over.	Rent support for people who cant afford high rentals Pensioner housing No Gold card transport assistance A shortage of carers More pensioner flats Emergency shelter for homeless Schools - invite Seniors to assist in certain areas of educations and take advantage of their experience in life. Invite younger people to meetings of older people. Help them understand each other's generations Men's Sheds
Age Concern	Steady as you go Falls prevention class. Wednesday 10am at the St John Building Accredited Visiting Service - just about established a volunteer visiting service for Waihi which will be over seen by a local volunteer coordinator (Linda Peck). The aim is to reduce social isolation and loneliness which in turn assists older people to live healthy, independent lives for longer. They have three volunteer visitors waiting to be matched with clients. From Thames they can provide support and information services (by phone). Also the local contact for Elder abuse.	
Waihi Lions Club	Annual Concert	Single people interacting. Flexibility in housing. Transport to medical facilities including hospital.
Thames/Haura ki Health and Disability Resource Centres	Service include: support, information, resources, newsletters, referrals. Mobile showroom in Waihi in August.	
Waihi Community Resource Centre	Social Services Their contracted services are targeted specifically for families with children and so currently they only tend to work with older people who are involved with raising grandchildren. They re aware that there are gaps in service delivery and believe they are poised with qualified professional staff	Easily accessible support around social issues Elder Abuse

Organisation	Senior services	Identified Gaps
	<p>and 5 day a week accessibility to meet some of those needs. They are currently seeking extra funding to extend services to cover individuals, couples and families where children are not directly involved. Their skills, interests - social work and advocacy around housing, access to medical services, income, elder abuse, legal issues.</p> <p>Community Services Community Garden & Lunch Workshops Community Education They offer involvement in all of these community projects but they operate on a voluntary basis and suffer from lack of resourcing and support.</p>	
Waihi Friendship Club	<p>Cards played Monday afternoon 500 Wednesday afternoon Bolivia Would like to see hall used for other than cards - like getting together to do hobbies etc or just a get together.</p>	<p>There must be many new people who would be new to Waihi. They would be welcome to come and play or chat.</p>
Enliven Presbyterian Support Services Northern	<p>Day support to 65+ This is done on a 1 - 1 basis. Home share where clients interests are matched and weekly visits done. If there are enough clients a venue would be sourced and a day programme put in place. This runs from 10am - 3pm with cuppa and lunch provided. Conversation Cafe: these run for a couple of hours and are open to all with a small charge for unfunded clients. The service is funded by the DHB and funding is not reliant on client having community services card.</p>	<p>Transport for shopping</p>
Population Health	<p>Health Promotion (HDC/MPDC) New Health Promoters role is:</p> <ul style="list-style-type: none"> - An evidence based approach - Healthy Public Policy Buildings - Enabling Community Action - Skill development - Advocacy <p>(Potential room to include actions as part of their role)</p>	<p>Accommodation. Insulation (struggling to pay for heating) Limited Income Transport Stretched services and support Social Isolation / Loneliness</p>
Newmont Waihi Gold		<p>Loneliness</p>