



NAPIER
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Te Kaunihera o Ahuriri

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NAPIER PEOPLE AND PLACES COMMITTEE

Open Agenda

Meeting Date:	Thursday 27 February 2020
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Time:	10am
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Venue:	Council Chambers Hawke's Bay Regional Council 159 Dalton Street Napier
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Committee Members	Mayor Wise, Councillor Boag (In the Chair), Deputy Mayor Brosnan, Councillors Browne, Chrystal, Crown, Mawson, McGrath, Price, Simpson, Tapine, Taylor and Wright
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Officer Responsible	Director Community Services
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Administration	Governance Team
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Next Napier People and Places Committee Meeting
Thursday 9 April 2020

ORDER OF BUSINESS

Apologies

Nil

Conflicts of interest

Public forum

Nil

Announcements by the Mayor

Announcements by the Chairperson including notification of minor matters not on the agenda

Note: re minor matters only - refer LGOIMA s46A(7A) and Standing Orders s9.13

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

Announcements by the management

Confirmation of minutes

Nil

Agenda items

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Minor matters not on the agenda – discussion (if any)

Public Excluded

Nil

AGENDA ITEMS

1. HAWKE'S BAY CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP ANNUAL REPORT 2018/19

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	896904
<i>Reporting Officer/s & Unit:</i>	Antoinette Campbell, Director Community Services

1.1 Purpose of Report

To receive the Hawke's Bay Civil Defence Emergency Management Group Annual Report 2018/19.

Officer's Recommendation

The Napier People and Places Committee:

- a. Receive the Hawke's Bay Civil Defence Emergency Management Group Annual Report 2018/19.

Chairperson's Recommendation

That the Council resolve that the officer's recommendation be adopted.

1.2 Background Summary

In 2017, the five Hawke's Bay councils amalgamated their Civil Defence Emergency Management responsibilities to form the Hawke's Bay Civil Defence Emergency Management Group based at the Hawkes Bay Group Emergency Coordinating Centre.

The attached Annual Report demonstrates how the Group performed in meeting the Reduction, Readiness, Response and Recovery outcomes and the results of a capability assessment.

1.3 Issues

N/A

1.4 Significance and Engagement

N/A

1.5 Implications

Financial

N/A

Social & Policy

N/A

Risk

N/A

1.6 Options

The options available to Council are as follows:

- a. Receive the Hawke's Bay Civil Defence Emergency Management Group Annual Report 2018/19 for information.

1.7 Development of Preferred Option

The preferred option is that the Hawke's Bay Civil Defence Emergency Management Group Annual Report 2018/19 is received for information.

1.8 Attachments

- A HBCDEM Group Annual Report 2018/19 [↓](#)



Hawke's Bay Civil Defence Emergency Management Group Annual Report 2018-2019





This report outlines the significant activities of the Hawke's Bay Civil Defence and Emergency Management Group over the 2018/19 reporting period.

This past year was another period of growth for Hawke's Bay Civil Defence Emergency Management Group. Our group office was restructured in 2015 and again in 2017, transitioning to a centralised group office model funded by a regional targeted rate, with the aim of developing a staffing structure and culture that better supports our service to Hawke's Bay. Our new structure has given us a unique opportunity to create a flexible, adaptable and efficient organisation that better meets the changing needs of communities throughout the region, and the changing nature of our work.

To find out how we're tracking under our centralised model, we worked with the Ministry of Civil Defence & Emergency Management and independent consultants this year to commission a Capability Assessment Report. The report highlighted the quality of the work we've already carried out under these changes, and the confidence our stakeholders have in our new group structure. The review team observed an impressive culture, commitment and attitude across all levels of management and governance, and the relationships between local authorities, our group office and our partner agencies.

One of the foundations of our work is our community resilience programme. Experiences from around the world show the communities that best get through disasters already have a history of working together. These communities have formed networks of stronger relationships: they know each other and understand how to work together, they are aware of the strengths, skills and resources within their community, and they are sensitive to the areas of potential vulnerability. We facilitated a series of hui across our region this year to foster these vital relationships and help our communities understand how they can help each other before, during and after an emergency – setting the expectation that people should take ownership rather than waiting for official assistance. This work aims to have people and communities looking after themselves in the immediate response to an emergency.

Our people are central to our ability to help our communities get through emergencies and we are committed to building on the strengths and expertise of our group and partner agency staff. Over the last year, we have increased the number of council staff members trained to deliver civil defence emergency management services. We also made significant improvements to the way we recruit volunteers, making it easier for people from all walks of life to serve their community in an emergency.

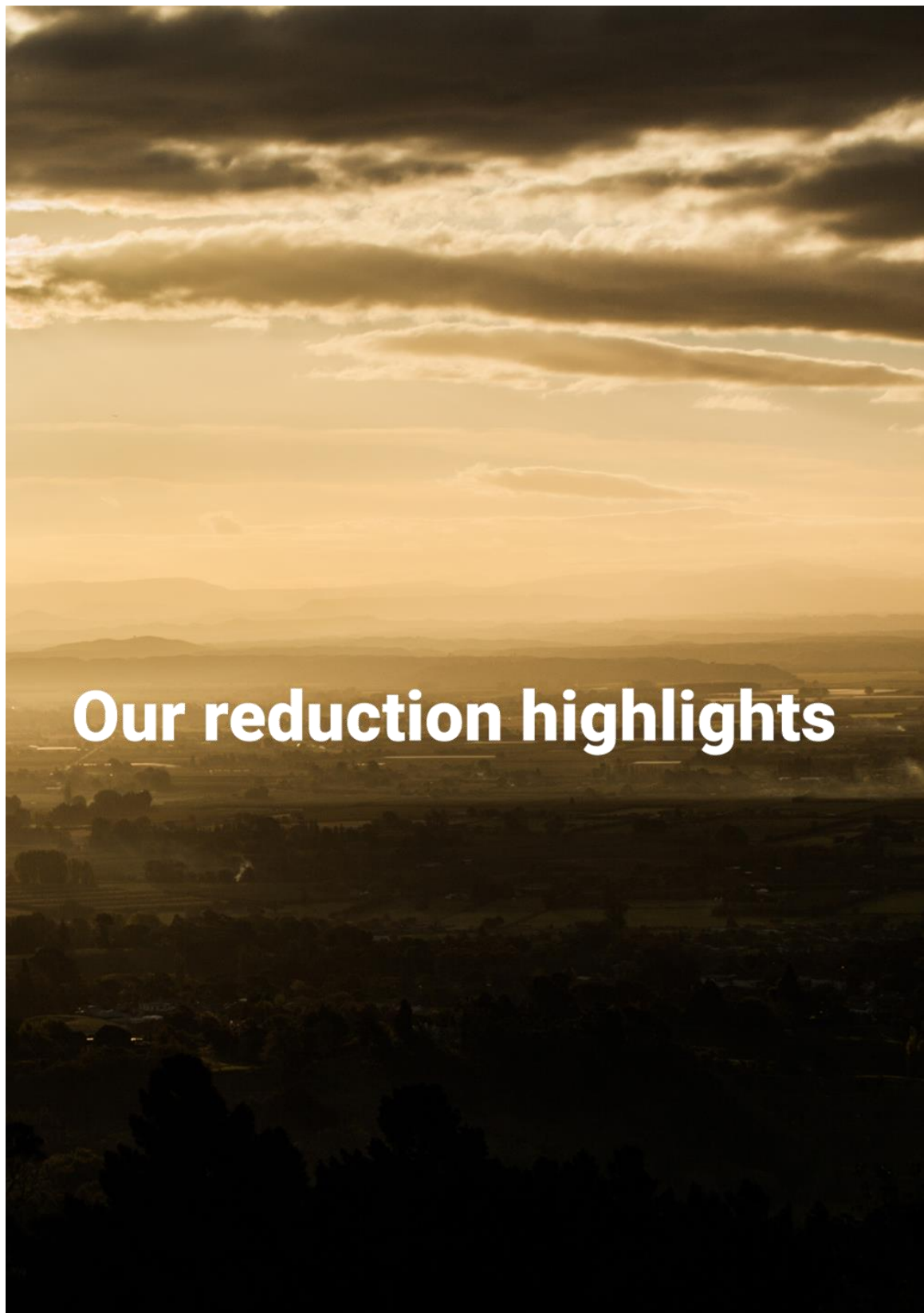
We look forward to continuing our work together to better serve our communities.



Alex Walker
Chairperson
Joint Committee



Wayne Jack
Chairperson
Coordinating Executives Group



We keep communities safe by helping people identify and reduce their risk of emergencies at home, at work and in their community.

Reducing risk is one of the most important things we can do to protect people, property and the environment. It is embedded in our Group Plan 2014-2019 and was one of the key intents of the 2018 ministerial review, *Better Responses to Natural Disasters and Other Emergencies in New Zealand*.

Hawke's Bay Civil Defence Emergency Management Group

Group Plan reduction outcomes:

- Everyone understands the risks they face and accepts responsibility for reducing risk and being prepared.
- Sound integrated planning, which has resulted in risks being reduced to acceptable levels.

Hawke's Bay hazard map portal

This year, the Hawke's Bay Civil Defence Emergency Management Group launched the latest version of the Hawke's Bay hazard map portal – an online tool that helps our communities identify the hazards where they live and work.

First launched in 2015, the portal has had a major facelift and is now much easier to navigate. With the latest improvements, it's now easier for people to find out which natural hazards might affect their local areas, and which hazards might affect Hawke's Bay in the future, including hazard descriptions and 'what can you do' information. Our community members can simply type in an address to find out everything we know about that property, and download a natural hazard property report free of charge – these being supplementary to LIMs.

There's also a quick link to tsunami evacuation zones and boat safe distance maps, so everyone can see which zone they're in and plan their tsunami evacuation route if necessary.

Visit the portal at www.hbhazards.co.nz

Tsunami Risk Reduction programme

We continued to make headway with our Tsunami Risk Reduction programme, which comprises a wide range of initiatives including education, signage, vertical evacuation guidance and targeted organisation-specific tsunami resilience workshops.

This year, we:

- promoted tsunami awareness week and evacuation drills through Tsunami Hikoi week and ShakeOut.
- continued our tsunami awareness education programme through East Coast LAB
- put up tsunami evacuation signage in Ocean Beach, Wairoa and Porangahau
- investigated vertical evacuation and designated evacuation buildings including working with the Ministry of Building and Innovation to develop New Zealand-specific planning tools and design codes.

Hawke's Bay Civil Defence Emergency Management Group

Our East Coast LAB team also hosted the Napier Natural Hazards Resilience Workshop in September 2018, to better understand earthquake and tsunami consequences and help improve the resilience of Napier's asset and infrastructure management, and city planning.

Forty-six people representing central and local government, natural hazards research bodies, first responders, infrastructure organisations and community groups attended. The resulting report – *Napier Natural Hazards Resilience Workshop* – shows how, through shared learning and proactive management, we can increase our capacity to withstand, respond and recover from natural hazards' impacts.

The report's finding may also support similar initiatives, so communities across New Zealand can increase their resilience to natural hazards.

Hazard research (landslide)

We commenced two research projects into our region's landslide risk in conjunction with the National Landslide Database:

- We studied a pilot area on Napier Hill to find out more about the risk to life, property and businesses from rockfall and cliff-collapse hazards, and work out what we need to look into more in the future. The risk model will be completed by August 2019.
- Our regional mapping of earthquake-induced landslide probabilities for 500/1000/2500 shaking intensities will be finished in September 2019.

Partnering with others to reduce risk

Many of the ways we reduce risk are never seen by our communities, but they still play an important role.

We work with other agencies to influence policy, legislation and regulation, and with local authorities and developers as they establish approaches to land use and building developments.

These activities help to ensure long-term risk reduction by making sure the environments in which people live and work are as safe as possible, and that when we do need to respond, we can do so in a way that ensures our people and communities are best protected.



Resilience in readiness means people and communities are ready and prepared to react when an event occurs.

We build greater resilience within our diverse communities, particularly those most vulnerable, by helping them identify their own strengths, risks and needs, and supporting them to plan for emergencies.

Hawke's Bay Civil Defence Emergency Management Group

Group Plan readiness outcomes:

- A strong community spirit, which helps people pull together to ensure their safety.
- Businesses and response organisations with well-rehearsed business continuity plans that safeguard both people and business income.
- Community and response organisations with the capability to deal with unexpected events.
- Our community recognises the critical role Civil Defence Emergency Management plays in ensuring their safety and prosperity.

Stronger engagement with communities

Our community engagement programme involves our people talking with diverse groups to help build their resilience to emergencies.

Whether it's a specific community resilience programme, one-on-one support and advice, or actively participating in community events, we're working hard to better understand the needs of the communities we serve and help them reduce their risk of emergencies.

Some of the ways we have improved our community engagement over the last year:

- We finalised our community resilience programme 2019-2026, putting the safety and wellbeing of people at the heart of our emergency management priorities. Historically, emergency management has focused on hazard management and official responses to emergencies. We saw in the Canterbury earthquakes the pivotal role communities themselves play in emergency management, and how we need to move from an organisational response-centric planning model to building resilience across our communities.
- We help our communities understand their risks, identify their resources and create achievable and sustainable community resilience plans that meet their individual needs while reflecting emergency management good practice.
- We completed several rural coastal communities' resilience plans: Porangahau, Ocean Beach, Iwitea, Whakaki, Nuhaka and greater Mahia.
- Our Clive and Cape Coast community resilience plan reviews are well underway, and we're looking to review our previous plans to make sure they're up to date and relevant.

Alongside our specific programmes, we also engage with other organisations to support local communities.

For example, we work closely with Age Concern to jointly identify ways to support older people in our communities. We also work with local businesses to help them plan for business continuity.



Public education programme

- We completed our communications strategy, which sets out the way we use our communications channels to help us deliver our vision of a resilient Hawke's Bay community, both day-to-day and during a response. This strategy is supported by individual communications plans for specific public education campaigns, key projects and group initiatives. It is a best-practice guide to our public information and education.
- We also completed 'Our voice' – our group's guide to written communications. The way we write influences how people respond to our messages, and what they think about us. It plays a big part in building people's trust and confidence. The guide sets out the tone, styles and standards for writing on behalf of our organisation, to help ensure our community receives clear and consistent communication, no matter who they are dealing with. It applies to every document we write, from short emails to large reports or plans.

Hawke's Bay Civil Defence Emergency Management Group

Working with the media

Many of our activities are supported by public education and communications campaigns.

We worked with Seven Sharp to broadcast a prime-time segment on a simulated tsunami evacuation, with reporter Lucas de Jong springing three Marewa-based flatmates with a surprise magnitude 8.9 Hikurangi subduction zone earthquake scenario, leaving them to quickly work out what to do.

In the scenario, the earthquake caused widespread liquefaction, damaged buildings and roads, and triggered a tsunami that gave the flatmates 20 minutes to reach safety.

The segment prompted many phone calls and emails from our communities asking about tsunami preparedness, and a flurry of social media activity: our two Facebook posts on the segment reached more than 25,000 people with nearly 5600 post engagements. Ministry of Civil Defence & Emergency Management Executive Director Sarah Stuart-Black described the piece as "one of the best examples of tsunami education we've seen," that "would have given a large chunk of the country pause for thought".

The Exploring New Zealand's capacities to respond to people's basic needs during catastrophic events in New Zealand report

We have plenty of experience at managing emergencies and disasters in New Zealand – but we're yet to learn how we'd fare as a country in a catastrophic event. Catastrophic events have the potential to significantly impact a large number of people and multiple regions, and create extremely difficult environments in which to respond. It is likely that some time in our future we may experience an event of this scale.

The Exploring New Zealand's capacities to respond to people's basic needs during catastrophic events in New Zealand report is the first look at the New Zealand emergency management system's capacity and capability to provide for people's basic needs in a catastrophic event.

Our group led the development of this report with funding from the government's Resilience Fund. It aims to help emergency managers understand where New Zealand is currently at in terms of catastrophic event planning, define where it could be, and recommend what actions could be taken to lessen the gap between the current and ideal state.

The report includes lessons learnt internationally, with recommendations on how to incorporate these into our country's disaster planning.

Hawke's Bay Civil Defence Emergency Management Group

Group Welfare Plan

We completed our Group Welfare Plan this year, which outlines how we will organise a coordinated response and what we need to do before an emergency. We developed the plan in collaboration with welfare agencies, after hearing from other welfare practitioners. This gave us a deeper understanding of the social impact of emergencies, and our communities' capabilities and vulnerabilities.

This plan differs from previous ones as it takes a more holistic look at welfare in an emergency: it helps us better understand our social environment, and takes an empathetic view of our affected communities' experience and journey through to recovery.

Working with our Rural Advisory Group – better outcomes for rural communities

When an emergency affects our rural communities, we need to quickly find out what's happening so we can provide the right support – and we do this through our connections to rural groups and networks.

Made up of government agencies, and rural industry and sector groups including Federated Farmers, Beef and Lamb New Zealand, Forestry Industry Contractors Association, Rural Women New Zealand and Young Farmers Clubs, our Rural Advisory Group helps us coordinate support from rural agencies to rural communities.

This year, we worked with our Rural Advisory Group to develop a draft response and recovery plan, which guides how people in the rural sector can work together in an emergency to improve outcomes for rural communities.

We also established a rural liaison function in our Emergency Coordination Centre. This role will coordinate the flow of information between stakeholders and ensure our rural communities' needs are heard, as well as getting information and assistance to our more isolated communities.

We know disasters can have a huge impact on farmers and rural communities. The Rural Advisory Group is ready to respond and support our communities when it's most needed.

Hawke's Bay Civil Defence Emergency Management Group

Working with our volunteers

Responding to a major emergency requires a huge amount of resources, often beyond our capability and that of our partner agencies. Volunteers play a critical role in helping us manage emergencies.

This year, we worked to strengthen our relationship with our volunteers and our volunteers' capabilities, to make sure we're all as equipped as we can be when the worst happens.

- We completed our Volunteer Management Plan, which outlines how we will engage, train and exercise our volunteers and partner volunteer organisations, so our volunteers understand what's expected of them and how we can best work together.
- We led the creation of a Volunteer Technical Advisory Group, to ensure clear coordination across Hawke's Bay volunteering groups of volunteer resources in both readiness and response.
- We held several volunteer exercises this year including a public demonstration of our volunteers' communications and rapid response capability on Te Mata Peak.
- We'll be looking at our volunteer capability in Central Hawke's Bay and Wairoa, to further bolster our capacity.

Group Emergency Coordination Centre redevelopment

The project to rebuild the Group Emergency Coordination Centre to the latest earthquake standards went well. The rebuild was an opportunity to reorganise the facility's internal layout and fit it out with up-to-date technology.

Work on this project started in February 2019 and the building will be reoccupied and fully operational by September 2019.

Hawke's Bay Civil Defence Emergency Management Group

Response management systems review and development

We've been working this year to review and improve our response support systems, to make sure we can let people know about emergency events and what to do as soon as possible. These include our regional warning systems, mass public alerting systems, incident management team activation systems and response management systems.

We've had some delays because of staff changes, but we're still on track. We completed the initial testing of the replacement system for the National Emergency Management Information System, and we've started looking at how we might use ARC geographic information system (mapping) for response.

We embedded a system called Whispir as our regional warning system and developed a 'one-touch' staff activation – so we can quickly and easily contact everyone we need and monitor staff availability through return replies staff. We'll continue to roll this out by the end of the 2019/20 financial year.

Incident Management Team (IMT) capability development

We carried out an extensive exercise and training programme across our group this financial year, to make sure we have enough people trained and capable of responding to an emergency event. This programme included a training needs assessment, course development, training and exercising, including Tier 1 IMT exercises with all territorial local authorities and at the Group Emergency Coordination Centre level.

We run our training development in conjunction with the Ministry of Civil Defence & Emergency Management ITF programme, and develop tailored training for individual functions. We trained 540 people, and 148 took part in exercises.



Hawke's Bay Civil Defence Emergency Management Group

Hawke's Bay Civil Defence Emergency Management Group Response Framework

We finalised the development of the Hawke's Bay Civil Defence Emergency Management Group Response Framework, which outlines how our group will operate during response under our new centralised model of operations, and clarifies the roles and responsibilities for different parts of the response.

The framework also introduces a scale for events, with triggers to help us work out the appropriate response structure and lead organisation.

Tier 1 exercising

Tier 1 exercises are designed to test our core response agencies' response arrangements to local-level events, which territorial local authorities largely manage.

This year, we held Tier 1 exercises at our Group Emergency Coordination Centre and across Hawke's Bay's territorial local authorities, to test the arrangements for responding to these events and escalating them up to a group-led event.

These exercises also tested core functions such as status reporting, planning and media relations.

During the year, we started planning with our councils and partners for a Tier 2 (regional) exercise to be run in October 2019.

Group on-call advisor

We set up a duty on-call emergency advisor system to make sure someone is always available to support the group and initial response activities when national watches and warnings are issued.

We developed an On-Call Advisor manual and a training course for emergency management staff taking on the on-call role. The on-call role has already proven a valuable addition to our regional warning system by providing timely communication and advice to key response staff.

We issued 109 watches and warnings to regional response agencies over the year.



**Emergencies happen,
and we all rely on the
people who respond in
these events to be well
trained to deal with the
situation as it unfolds,
ensuring lives and
property are protected
and well looked after.**

Our response function is designed to ensure people, communities and organisations react and take appropriate action during an emergency.

Group Plan response outcomes:

- People know what to do and to help each other in the event of an emergency.
- A rapid, well-coordinated and effective response to an emergency.

Pigeon Valley fires in the Nelson-Tasman region

Started by machinery on 5 February 2019, the 2400ha Pigeon Valley fire was New Zealand's largest fire since 1955, requiring 22 helicopters and hundreds of fire-fighting personnel and Emergency Coordination Centre staff to manage the emergency.

The Tasman Mayor declared a state of emergency on 6 February 2019, and the response team evacuated 3000 residents over several days.

Hawke's Bay Civil Defence Emergency Management Group supported the response efforts by deploying three staff members on a five-day rotation, to work in the Planning, Logistics and Public Information Management functions.



Hikurangi Response Plan

It's been a busy first year for the Hikurangi Response Plan project.

The plan is a collaborative East Coast LAB project between five lower-North Island CDEM groups and funded by the Ministry of Civil Defence & Emergency Management Resilience Fund.

The three-year project will develop an inter-agency initial response plan for a credible and realistic Hikurangi subduction zone earthquake and tsunami scenario.

Hawke's Bay Civil Defence Emergency Management Group is leading this initiative.

- In June 2018, we held a hazard scenario workshop to determine what a credible scenario would look like for a Hikurangi subduction zone earthquake and tsunami.
- We commissioned GNS Science to further develop the scenario, producing a report on the credible magnitude 8.9 scenario late in 2018.
- We held five Civil Defence Emergency Management group workshops between February and April 2018. Around 350 people attended, representing a range of responding agencies and organisations.
- We held an inter-group Civil Defence Emergency Management-focused workshop in June 2019 to delve further into the issues identified at the earlier workshops. Around 40 people from the Ministry of Civil Defence & Emergency Management, lifelines representatives and the five Civil Defence Emergency Management groups attended.
- We produced and publicly released an educational video, reaching more than 70,000 people on Facebook.
- We presented on the project at many events and meetings including the QuakeCore Annual Conference, New Zealand Planning Institute Conference, and the Resilience to Nature's Challenges Conference.
- We began developing the inter-group draft Hikurangi Earthquake and Tsunami Framework.



Dealing with an emergency can be stressful and exhausting.

Recovering from a disaster is a complex process that may take months, even years to overcome. We work to help people get back to acceptable quality of life as soon as possible.

Hawke's Bay Civil Defence Emergency Management Group

Group Plan recovery outcomes:

- Organisations and agencies are aware and prepared for the role they may play in recovery.
- A responsive, well-coordinated and efficient recovery from an emergency.

Lifelines Group

We assisted the Hawke's Bay Lifelines Group in completing a vulnerability assessment of lifelines infrastructure servicing Hawke's Bay, so we know where our major risks are and can work out how to address them.

Group recovery

We formally appointed a new Group Recovery Manager and alternatives. Work has commenced with local council recovery managers to improve their understanding of the role councils play in recovery, and providing them with the tools to plan and deliver recovery outcomes after an emergency.





Hawke's Bay Civil Defence Emergency Management Group

Capability assessment report

This year, we worked with the Ministry of Civil Defence & Emergency Management and an independent consultant to commission a Capability Assessment Report, to find out how we're tracking under our new centralised model.

The report highlighted the overall confidence in our new group structure and the work we've already carried out under these changes. The review team observed an impressive culture, commitment and attitude across all levels of management and governance, and the relationships between local authorities, the Hawke's Bay Civil Defence Emergency Management Group office and partner agencies.

The assessors used our group objectives, work programme, documentation and key performance indicators to assess our performance, reaching a score of 72.2 per cent. This means our group has an advancing capability, and we're well on track to keep thriving as an organisation. This score has steadily improved since the first report in 2010.

The assessment identified some standout areas including the increase in our community resilience work; hazard risk research; and response framework development.

The assessors also found several areas for improvement, including the need for all strategies and plans to better align to the Group Plan; the alignment of community resilience activities between agencies; coordination and alignment of projects; further development of operational response capability; further development of recovery capability; the development of aligned work programmes; and the review of Joint Committee and the Coordinating Executive Group meeting processes.

We're proud of this result and will continue to work to improve our services to Hawke's Bay.

Hawke's Bay Civil Defence Emergency Management Group

Financial summary 2018/19					
	CDEM expenditure	CDEM income	Lifelines expenditure	Lifelines income	Total result
Risk reduction (711)	120,234	(120,234)			(75,094)
Operational readiness and response (712)	552,629	(674,874)			(122,245)
Governance, coordination and recovery (713)	576,079	(564,952)	22,323	(18,500)	14,950
Local emergency management (714)	554,780	(702,330)			(147,550)
Totals	1,803,899	(2,137,661)	22,323	(18,500)	(329,939)

Hawke's Bay Civil Defence Emergency Management Group

Reserves 2018-2019		
	Lifelines (\$'000)	CDEM (\$'000)
Balance carried forward from 17/18	(46)	(38)
Expenditure 18/19	22	1,778
Revenue 18/19	(18)	(2,119)
Balance	(42)	(375)

The current CDEM budgets are based on historical spending by all Hawke's Bay councils in this area.

With the development of our new shared service mode, some savings have been realised. These savings are being invested in developing and maintaining capability in areas we need to improve.

We also want to build an emergency reserve to fund the operational response to a significant event.



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2. NAPIER POSITIVE AGEING STRATEGY

Type of Report:	Operational
Legal Reference:	N/A
Document ID:	881939
Reporting Officer/s & Unit:	Michele Grigg, Senior Advisor Policy

2.1 Purpose of Report

To seek Council approval to adopt the finalised Napier Positive Ageing Strategy, which incorporates feedback on the draft received from the community.

Officer's Recommendation

The Napier People and Places Committee:

- a. Adopt the final Napier Positive Ageing Strategy.

Chairperson's Recommendation

That the Council resolve that the officer's recommendation be adopted.

2.2 Background Summary

Older residents (65+ years) now make up 20% of Napier's population, and like much of New Zealand, this proportion continues to grow. Planning for this change will require coordinated effort and strong vision, which is why a Positive Ageing Strategy is important.

In 2015, Council agreed to the development of a Positive Ageing Strategy. A thorough process was used to guide development of the Strategy's focus and content.

The Strategy covers the five-year period 2020-2024. It reflects the New Zealand 'Better Later Life' Strategy (previously the New Zealand Positive Ageing Strategy), recently released by the Office for Seniors and aligns with the international Age Friendly Cities and Communities model, as well as Council's own vision and outcomes. The Strategy is identified in Council's current Long Term Plan 2018-2028.

2.3 Issues

Strategy development

Prior to development of the Strategy, the Napier Connects programme was implemented by Council in collaboration with several organisations and community groups. This programme aimed to reduce social isolation among older people by encouraging a range of activities and projects to strengthen individuals' connections with their community.

The Positive Ageing Strategy extends and builds on this earlier programme. It provides a strategic, city-wide approach to supporting Napier seniors to live well, now and into the future.

The Strategy's development also responds to multiple requests to develop a strategy on ageing, including submissions to Council's annual and long term plans. When agreeing to development of the Strategy in 2015, Council also acknowledged the potential to become affiliated to the World Health Organization's Age Friendly Cities and

Communities Network once the Strategy was embedded. New Zealand, through the Office for Seniors, became affiliated to the Network in 2018, as did Hamilton City, and subsequently New Plymouth (in 2019).

The draft Strategy was developed with advice from two key groups: a Steering Group of representatives from agencies and providers who offer services to older people in Napier; and a Reference Group of residents with lived experience of ageing.

The Strategy was informed by many seniors from the Napier community as well as organisations and community groups who gave input in a range of forums. These included workshops, hui, presentations at meetings, discussion groups, and a survey distributed through multiple channels.

Details of the intensive pre-engagement process are outlined in the supporting Background Document (**Attachment A**).

Strategy focus

The Positive Ageing Strategy focuses on city-wide priorities to support seniors in Napier to live well. It sets out key priority areas that contribute to the Strategy's overall vision of 'Living Well, Ageing Well – Kia Tika Te Ora, Kia Tika Te Tipu'.

The seven priority areas (in no particular order) are:

- Being informed and involved – Kia mōhio, kia mahi
- Being safe – Kia haumaruru
- Community spirit – Te wairua hapori
- Getting around – Hāereere
- Health & wellbeing – Hauora & oranga
- Housing – Ngā whare
- Things to do – Hei mahi.

The priority areas closely align with the goals of the national 'Better Later Life' strategy and to the domains of the World Health Organization's Age Friendly Cities and Communities model, yet still reflect local realities.

A snapshot can be found on page one of the proposed final Strategy (**Attachment B**).

Strategy implementation

An implementation (action) plan will be developed for the Strategy following adoption by Council. This will be led and monitored by a Positive Ageing Strategy Advisory Group, to be established after adoption of the Strategy. Members of the Advisory Group will include a combination of representatives from organisations leading the seven priority areas; organisations and groups who provide services or support to seniors; and seniors who have a lived experience of ageing. The Group will have an agreed terms of reference, be independently chaired and will be supported by Council officers.

The implementation plan will identify actions for each of the priority areas, which will be prioritised and phased over the five-year period of the Strategy to ensure they are practical and achievable.

As is standard for strategies of this nature, the Strategy will be reviewed five-yearly, and regular assessments of progress will be undertaken for a number of population and performance measures.

2.4 Significance and Engagement

The impacts of population ageing are wide-ranging. Napier's population of over 65s is projected to almost double over the next thirty years. As our population ages, we will also experience an increased number of residents living with a disability. Links with Council's recently adopted Napier Disability Strategy 2019-2023 are important.

The engagement process to develop the draft Positive Ageing Strategy ensured wide-ranging input from both organisations and the community alike. Collaboration with the Steering and Reference Groups was instrumental in both developing the Strategy and seeking wider input and feedback.

Council approved the draft Positive Ageing Strategy for release for community wide feedback on 25 June 2019. The draft Strategy was available electronically and in hard copy, and in a variety of formats between 22 July and 16 August 2019, including New Zealand Sign Language, audio, and plain text.

Information about the Strategy and feedback process was made available through a number of channels, including:

- to people who previously requested the opportunity to see the draft Strategy
- media release
- community newspaper advertisements
- social media posts
- Say It Napier website
- flyer to Council's retirement flats
- letters and emails to Napier Age Concern and Grey Power members
- direct communication with key stakeholders.

Paper versions of the Strategy were made available at Napier's Libraries, Council Customer Services, and on request. Full distribution details are described in the Summary of Feedback (**Attachment C**).

Seventy responses were received, 46 online and 24 using the paper feedback form. Sixty-nine responses were from individuals and one was from the Safer Napier Strategic Group. The majority of those responding (70%) were aged 65 and over. All feedback was considered by a subgroup of Steering and Reference Group members.

Feedback was positive - 99% agreed with the Strategy's vision and at least 97% agreed with each of the seven priority areas. The majority of submitters provided ideas about how to have a more age-friendly Napier. These have been captured for consideration during development of the implementation plan.

The remainder of the feedback was grouped by key theme and has been incorporated into the proposed final Strategy as follows:

- Priority areas – confirming the seven priority areas have equal weighting
- Equity – adding 'equity' as a principle
- Flexibility – noting the implementation plan will be flexible enough to consider new or emerging issues
- Review – confirming the Strategy will be reviewed five-yearly
- Funding – clarifying potential funding for implementing actions (eg, existing budgets, applying to other funding sources).

Full details of the substantive feedback received, along with responses from the subgroup, are in the Summary of Feedback (**Attachment C**).

2.5 Implications

Financial

Actions will be identified by an Advisory Group following adoption of the final Strategy. These will be documented, prioritised and phased in the five-year implementation plan.

The Strategy aims to provide a strategic, city-wide approach to supporting Napier seniors to live well, with several agencies and organisations, including Council, coordinating actions to contribute to the overall vision.

Projects identified in the implementation plan may incur additional costs to lead or contributing organisations. These will need to be built into project plans and any additional funding sought through agency-relevant mechanisms. Some projects may also attract external funding, or reprioritised funding. It is envisaged some project costs will be incurred by Council, which are likely to be accommodated through current Council budgets.

The Strategy's implementation, including providing support to the Advisory Group, will be overseen by existing staff in the Community Strategies team.

Social & Policy

This is Napier's first Positive Ageing Strategy. It acknowledges our growing population of seniors and the impact of this on our city and community. As well as involvement from other agencies and organisations, the Strategy requires all activity areas of Council to consider how the vision 'Living Well, Ageing Well' will be reflected in their outcomes for the city.

The Strategy aligns with the recently finalised Napier Disability Strategy, the national Better Later Life Strategy, the international Age Friendly Cities and Communities model, and Council's own vision and outcomes for Napier. It also reflects the Council's focus on community well-being, reinforced by adoption of the Local Government (Community Well-being) Amendment Bill in May 2019.

Risk

The Strategy covers a wide range of priority areas and spans a number of sectors and services. It will require leadership and collaboration amongst multiple agencies and organisations, and with the community, to achieve its vision. Implementation will be reliant on the ongoing commitment of those organisations who have indicated they will lead a particular priority area (including Council), along with guidance from the Advisory Group (to be established following adoption of the final proposed Strategy) and oversight and support from Napier City Council.

There is a high level of interest in the Strategy being adopted so it can move into the implementation phase.

2.6 Options

The options available to Council are as follows:

- a. Adopt the final Positive Ageing Strategy, noting the changes made as a result of the feedback received during the consultation process (proposed)
- b. Reject the final Positive Ageing Strategy, and adopt the draft Positive Ageing Strategy
- c. Reject the final Positive Ageing Strategy.

2.7 Development of Preferred Option

The proposed final Strategy was developed in close collaboration with many organisations and seniors from the community. The Strategy is forward-looking, provides clear aspiration and direction, aligns well with multiple other strategic documents, and is supported by the Office for Seniors, who report 23 communities are focusing on a coordinated approach to responding to population ageing.

Development of the implementation plan will provide detail on how the Strategy will be actioned.

2.8 Attachments

- A Napier Positive Ageing Strategy - Background Document [↓](#)
- B Napier Positive Ageing Strategy - Final Proposed Strategy [↓](#)
- C Napier Positive Ageing Strategy - Summary of Feedback [↓](#)



Napier's Positive Ageing Strategy: Background document

Te Rautaki Tipu Ora o Ahuriri: Te tuarongo o te whare kōrero

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Introduction

Since mid-2017, we have spoken and connected with a range of Napier residents, from all walks of life of varying ages and ethnicities from all around the city, to hear their thoughts about positive ageing. We have held workshops and discussion groups, given presentations, talked at meetings and with individuals, and run a survey. Everyone we have heard from has been generous in providing us with their ideas and vision for an age friendly Napier.

This report summarises the information we have collected and the stories and ideas we have heard. Where feedback of a particular group differs from the overall picture, this is highlighted. What was striking is the similarity and consistency in responses from the community about the priorities and ideas for positive ageing. That being said, there are also unique issues of importance for some groups of residents (eg, Māori and people in their 50s/early 60s). This document and the accompanying Positive Ageing Strategy ("the Strategy") are the beginnings of a collaborative approach for making Napier a more age friendly community.

This is a supporting, background document to the Strategy. It consists of several parts. Part One outlines the process used to develop the Strategy, including the background to development, the advisory structures put in place by Council, and the ways in which seniors and other Napier residents provided input to inform and guide the Strategy's content.

Part Two presents information about the older/senior population living in Napier, sourced from national and local statistics and surveys. This information provides context to the Strategy.

Part Three refers to relevant national and international programmes that provide guidance for the age friendly approach.

Part One: Strategy Development

Early Development

The Council has previously received requests to develop a Positive Ageing policy or strategy, including in submissions to Annual and Long Term plans. In 2015, Napier's Council agreed to the development of a Positive Ageing Strategy with a view to possible future adoption of the Age Friendly City framework.¹ Prior to this, the Napier Connects programme was implemented by the Council in collaboration with other groups and organisations. This programme aimed to reduce social isolation among older people by encouraging a range of activities and projects to strengthen individuals' connections with their community.²

It was determined that the Positive Ageing Strategy would span a range of sectors, services and activities in order to achieve broader outcomes. It will therefore require leadership and collaboration amongst multiple agencies and organisations to achieve its vision.

¹ <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/> Accessed May 2018

² See <http://www.napier.govt.nz/napier/community-development/seniors/napier-connects-toolkit/>

Advisory Structure

An advisory structure was established prior to development of the Strategy to ensure it was well informed by agencies, providers and seniors from the Napier community. Two groups were established, each with a terms of reference agreed by group members (Figure 1).

Figure 1 - Advisory structure for development of Napier's Positive Ageing Strategy, 2017-2018



A Steering Group was set up in May 2017, comprising representatives from agencies and providers who offer services to seniors in the Napier community. Invitations were extended to a range of representatives, many of whom actively attended the 6-8 weekly meetings, and contributed ideas and feedback.

The purpose of the Steering Group was to provide advice and input into Strategy content; seek feedback from and provide information to networks; and assist with community engagement during Strategy development.

Members of the Steering Group (some of whom receive email correspondence but are unable to attend meetings) are:

- Age Concern Napier
- Grey Power Napier
- Hawke's Bay District Health Board
- Hawke's Bay Regional Council
- Health Hawke's Bay
- Housing New Zealand Corporation
- Māori Women's Welfare League (email member)
- Ministry of Social Development
- Napier City Council (lead)
- Red Cross
- Retirement Villages Association Hawke's Bay
- St John Ambulance (email member)
- Sport Hawke's Bay

- Te Kupenga Hauora – Ahuriri
- Te Taiwhenua o Te Whanganui-a-Orotu (email member)
- Volunteering Hawke's Bay.

A Reference Group (who by consensus re-named themselves the 'Living Positively Group') began meeting shortly after the Steering Group, in August 2017. A call for nominations was extended through Steering Group members and other relevant community groups seeking Napier people with lived experience of ageing or being a senior.

The purpose of the Living Positively Group was to provide advice and input from their lived experiences; seek feedback from and provide information to networks; and assist with community engagement during Strategy development.

Fourteen members joined the group from the following organisations and backgrounds:

- Age Concern Napier
- Bryant House
- Grey Power Napier
- Napier City Council retirement housing residents
- Red Cross
- Rotary Clubs of Napier
- Spirit of Napier Lions Clubs
- Sport Hawke's Bay Kiwi Senior programme participants
- Tiare Ahuriri P.A.C.I.F.I.C.A.

The Living Positively Group also met 6-8 weekly. Some members retired from the Group due to poor health or other commitments, and new members subsequently joined.

Both groups played a key role in contributing to and guiding development of Napier's Positive Ageing Strategy.

The advisory structure will be reviewed following adoption and publication of the Strategy to have a focus on ongoing implementation and monitoring.

Two Napier City Councillors are the Council 'champions' for the Strategy. Councillors Maxine Boag and Graeme Taylor both have an interest in ageing, and assisted with guiding the Strategy through the Council approval process.

How the Strategy was Informed

Information and input from seniors living in Napier, and those working with seniors, was key to shaping development of the Napier Positive Ageing Strategy.

Several relevant national and local strategies with a focus on ageing already exist, however development of the Napier Strategy began from scratch to ensure its development was locally relevant. The Living Positively Group and Steering Group identified a potential vision for the Strategy and a set of possible priority areas following a number of meetings and discussions. These were further developed during workshops with providers and agencies, and seniors from the local community.

From this series of activities, key priority areas began to emerge. The range of ideas is shown in the following word clouds, where issues or words identified more often are given greater prominence (Figures 2 and 3).

Figure 2 - Issues raised in workshops with the community, providers/agencies, and advisory groups, 2017



Figure 3 - Issues raised by older people in the community workshops, 2017



A small group of Māori kaumatua and kuia met to discuss positive ageing priorities from their perspective. Key issues they identified included:

- a need for suitable housing; animal-friendly housing
- a need for cheaper and more accessible exercise options
- better wheelchair accessibility in Napier
- improved bus stops (especially timetable signage)
- more public transport
- a focus on encouraging families and the wider community to support older people
- encouraging everyday use of te reo Māori
- assisted and supportive learning opportunities, especially in relation to financial management
- education on keeping personal belongings and bank information safe and secure
- a vibrant, accessible environment
- tika, tapu, noa, manaakitia te wairua o te whenua – a Māori worldview/mātauranga Māori.

Māori kaumatua and kuia identified a number of key issues for positive ageing, including the importance of a Māori worldview.

Two discussion groups were also held with Napier residents aged in their 50s and early 60s, to hear their thoughts about ageing. This generation grew up during a time fundamentally different from that of the previous generation. People in their 50s and early 60s today were teenagers during the late 1960s into the 1970s – a time of rapid social change, involving the easier availability of contraception, experimentation with drug taking, and the liberalisation of views on sexuality, motherhood, and working. These discussion groups were held to determine the extent to which the priority areas identified by the older generation resonated with this group.

The next stage of development involved seeking input and 'testing' the potential key priority areas with a wider community audience. This was done through presentations, information sessions, discussion groups, and a survey (paper copy and online), where participants were invited to:

- provide their vision for an age friendly Napier
- give feedback on the suggested priority areas
- indicate which of these was most important
- identify anything missing, and
- outline what was working well and what could be improved in each area.

Seven potential priority areas were identified and 'tested' in discussions with the community.

Table 1 lists the face-to-face presentations and discussions held with Napier residents and agencies/ providers to inform the Strategy's development.

Table 1 - Workshops, sessions and presentations during Strategy development, 2017-2018

Group	When	Participants
Workshops with Reference Group ('Living Positively Group')	Sept-Oct 2017	12
Workshops with Steering Group	Sept-Oct 2017	12
Seniors workshop 1	22 November 2017	7
Seniors workshop 2	30 November 2017	25-30
Agency/provider workshop	22 November 2017	30
Rotary Napier	12 February 2018	20
Maraenui Kai and Korero Group	19 February 2018	18
Kiwi Seniors Napier	26 February 2018	40-50
Kiwi Seniors Taradale	27 February 2018	30
Taradale Senior Citizens Association	1 March 2018	20
Rotary Greenmeadows	14 March 2018	40
Rotary Taradale	15 March 2018	35
U3A (University of the Third Age)	4 April 2018	80
Discussion groups with 50-64 year olds	10 and 12 April 2018	20
Kahui Pakeke group, Te Kupenga Hauora – Ahuriri	19 April 2018	25
Taradale Lions Club	9 May 2018	18
Hui led by Māori kaumātua and kuia	2 July 2018	8

The survey had the same purpose of inviting a wider group of people to give their input into the Strategy, particularly those who may not otherwise be connected with community and interest groups. The survey was distributed through a variety of groups and venues between February and May 2018 (Table 2). Online and paper versions of the survey were available (with freepost return for the paper survey). The survey was open to Napier residents of all ages.

Table 2 - Survey distribution channels during Strategy development, 2018

Group	When	Recipients
Kiwi Seniors Napier	26 February 2018	Est. 30
Kiwi Seniors Taradale	27 February 2018	Est. 30
Grey Power newsletter	March, May 2018	Url link
Taradale Senior Citizens Association	1 March 2018	Est. 10
Summerset Village, Merlot Drive	2 March 2018	180
Masonic and associated villages	2 March 2018	150
NCC Retirement and Council flats	6 March 2018	380
City Library	6 March 2018	50
Taradale Library	8 March 2018	50
Rotary Greenmeadows	14 March 2018	Est. 5
Rotary Taradale	15 March 2018	Est. 5

Group	When	Recipients
Meals on Wheels, Red Cross	16 March 2018	150
Facebook posts	March, April 2018	Url link
Grey Power meeting	March-April	Est. 30
U3A (University of the Third Age)	4 April 2018	Est. 40
DHB – NASC (Needs Assessment Service Coordination) 65+, EngAGE	9 April 2018	100
Discussion groups with 50-64 year olds	10 and 12 April 2018	20
Kahui Pakeke group, Te Kupenga Hauora – Ahuriri	19 April 2018	Est. 10
Community newspaper advertisements	April, May 2018	Url link
Taradale Lions Club	9 May 2018	18

From all of the described activities, the following seven areas were confirmed as the Strategy's priority areas:

1. Being informed and involved
2. Being safe
3. Community spirit
4. Getting around
5. Health and wellbeing
6. Housing
7. Things to do.

An additional issue, raised in the discussion groups with those in their 50s and early 60s, was a desire to consider environmental sustainability for future generations. This wasn't specifically identified by the over 65s and is anticipated it will be addressed in the Strategy's implementation plan under one or more of the other priority areas (eg, sustainability of transport options, the impact of climate change and water quality on health and wellbeing, and so on).

Younger residents (in their 50s and early 60s) also expressed a desire to focus on environmental sustainability.

The seven identified priority areas closely align with both the 10 priority goals of the 2001 national Positive Ageing Strategy and with the Age Friendly City domains (see Part Three). They also largely reflect the original areas identified by both the Steering Group and Living Positively Group. The synergies across all of the discussions reinforce the overall consistency in vision of the Napier community.

Part Two: Seniors in Napier

Population ageing is a large change affecting many parts of the world, and New Zealand is no exception. In twenty years' time, or possibly earlier, the number of seniors living in Napier will make up a third of the city's population. In a matter of a few years, seniors in Napier will outnumber children under the age of 15 for the first time ever.

Findings from a 2016 Attitudes Towards Ageing survey point to challenges ahead for New Zealand as our population ages.³ The survey of 1,600 New Zealanders sought to understand attitudes towards ageing and older people. Almost two-thirds of those surveyed (62%) are not confident that New Zealand is prepared for the expected increase in the 65+ population over the next thirty years.

Overall, more than eight out of 10 surveyed across all age groups say they have high levels of respect for seniors. Many also value their contribution to society (more than half feel older people are more of an asset than a burden to society, 54%). However, the survey also found a number of older people feel lonely, socially isolated and/or invisible.

Population Profile

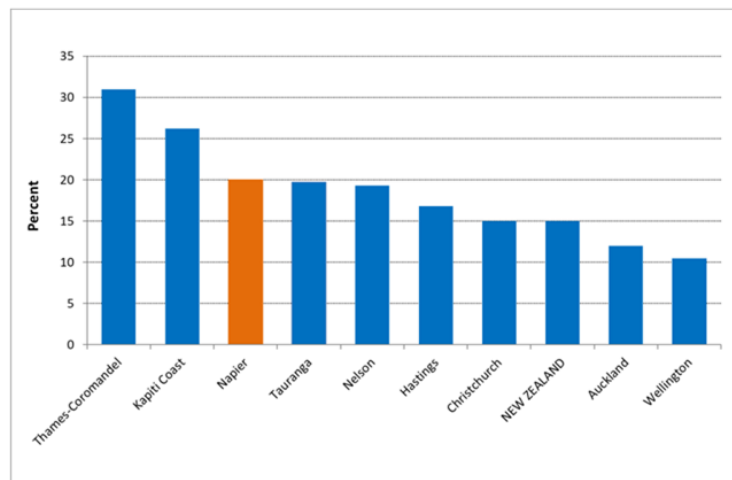
At the time of writing, a minimal amount of Census 2018 data was available for Napier City. Where possible, this data is reported. All other Census data refers to 2013.

The 2018 Census recorded 12,462 people aged 65+ years living in Napier (20% of Napier's total population). This is an increase of 1,797 since 2013. Napier continues to have a higher percentage of seniors compared to the national average (15% in 2018).

Figure 4 shows that other areas of New Zealand have even higher proportions of seniors such as Thames-Coromandel with 31% and Kapiti Coast with 26%. Areas with the lowest proportions include Wellington and Queenstown-Lakes (both with 11%), and Auckland and Hamilton (both with 12%).

³ Office for Seniors, Te Tari Kaumātua. 2016. *Attitudes Towards Ageing: Research commissioned by the Office for Seniors*. Wellington: Ministry for Social Development. <http://www.superseniors.msd.govt.nz/documents/attitudes-towards-ageing-research/attitudes-toward-ageing-summary-report-2016.pdf> Accessed May 2018.

Figure 4 - Percent of population 65+ years, Napier, New Zealand and selected cities/districts, 2018



Source: 2018 Census of Population and Dwellings

Just over 500 Māori are aged 65+ in Napier (note this, and the remainder of this section refers to 2013 Census data). Māori aged over 65 have a slightly 'younger' age profile than non-Māori. Over two-thirds of Māori in this age group were 65-74 years (69%, compared to 53% of non-Māori). In contrast, just 5% of Māori were aged 85+ (compared to 14% of non-Māori).

Just over 500 Māori aged 65+ live in Napier, with a slightly younger age profile overall.

Older women outnumber men. Overall, women make up 55% of the 65+ age group. Among older Māori women make up 59%. The percentage of women increases as age increases - of those aged 85+ years, two-thirds (66%) are women. Among Māori aged 85+, nearly eight out of ten are women (78%).

Table 3 shows the age groups of seniors living in Napier for Māori, non-Māori, and the total population.

Table 3 - Māori, non-Māori and total population aged 65+ years, by sex, Napier, 2013

		65-74 years	75-84 years	85+ years	Total 65+
Māori	Male	171	57	6	234
	Female	216	87	21	324
	Total	387	144	27	558
non-Māori	Male	2,538	1,530	480	4,548
	Female	2,856	1,794	906	5,556
	Total	5,400	3,327	1,386	10,113
Total	Male	2,709	1,587	486	4,782
	Female	3,072	1,881	927	5,880
	Total	5,781	3,468	1,413	10,662

Source: 2013 Census of Population and Dwellings

Note: Totals may not add due to rounding.

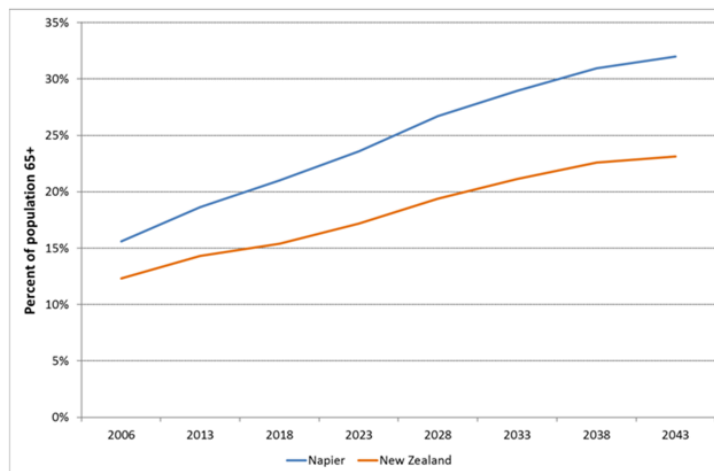
Future population growth

Napier's older population is expected to grow considerably over the next 25-30 years. While Napier's total population will increase by about 10%, the senior population aged 65+ is expected to increase by 83%, from 10,662 to 19,500. This is similar to the national trend.

By 2038, almost a third of Napier's population (31%) will be aged 65+, compared to 23% nationally (Figure 5). It is anticipated that the number of seniors in Napier will outnumber children (aged 0-14) from this year.

Napier's population of over 65s is expected to almost double in the next 30 years, and for Māori the percentage increase will be even higher.

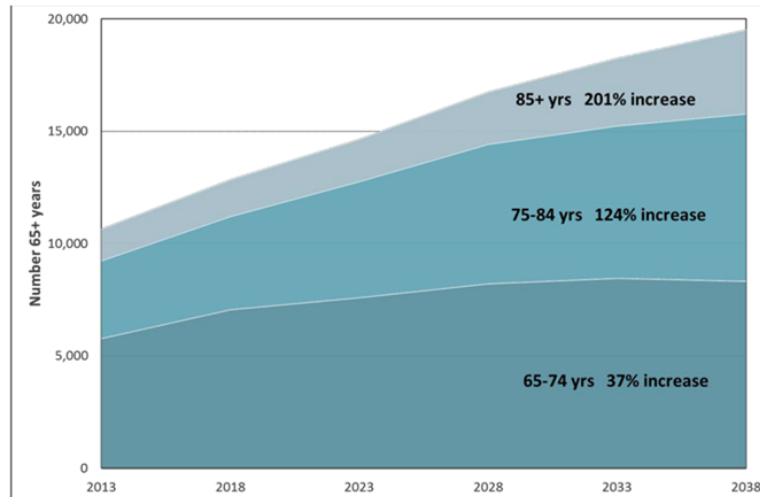
Figure 5 - Actual and projected percent of population 65+ years, Napier and New Zealand, 2006-2043



Source: Statistics New Zealand, Subnational Population Projections, 2013(base)-2043 update
http://archive.stats.govt.nz/browse_for_stats/population/estimates_and_projections/SubnationalPopulationProjections_HOTP2013base-2043.aspx

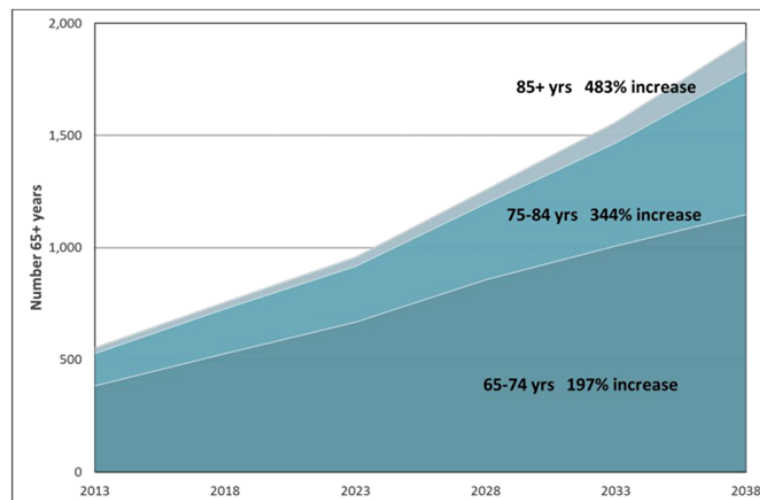
Projected growth rates of Napier seniors are expected to be highest amongst those aged 75-84 and 85+ (Figure 6). Increases are also high for Māori (Figure 7).

Figure 6 - Actual and projected population growth, 65+ age group, total population, Napier, 2013-2038



Source: Statistics New Zealand, Subnational Population Projections, 2013(base)-2043 update
http://archive.stats.govt.nz/browse_for_stats/population/estimates_and_projections/SubnationalPopulationProjections_HOTP2013base-2043.aspx

Figure 7 - Actual and projected population growth, 65+ age group, Māori population, Napier, 2013-2038

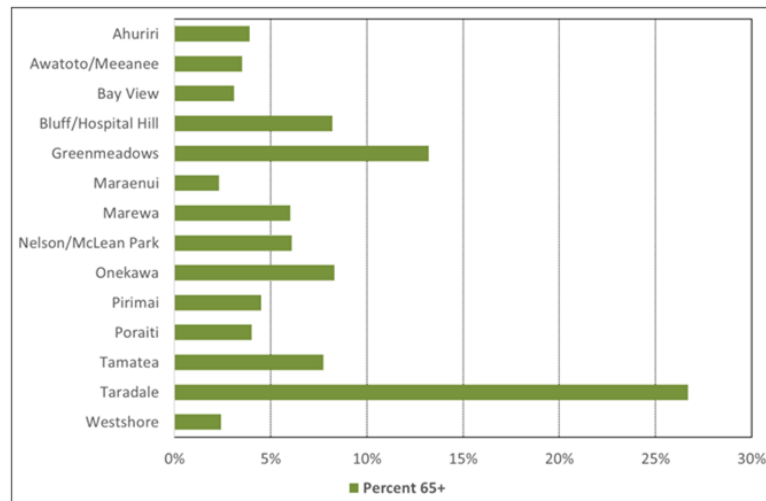


Source: Statistics New Zealand, Subnational Population Projections, 2013(base)-2043 update
http://archive.stats.govt.nz/browse_for_stats/population/estimates_and_projections/SubnationalPopulationProjections_HOTP2013base-2043.aspx

Place of residence

Forty percent of Napier's population aged 65+ lived in the Taradale and Greenmeadows areas at the time of the 2018 Census (Figure 8). Three quarters of Napier's senior population live more than 2.5 kilometres from the city centre; most live more than 4.5 kilometres from the centre.

Figure 8 - Percent of population aged 65+ by suburb, 2018



Source: 2018 Census of Population and Dwellings

Figure 9 shows where seniors live in Napier. The orange and red areas have the highest proportion of older people (over 60% of residents are aged 65+). These pockets of highest density reflect the locations of retirement villages.

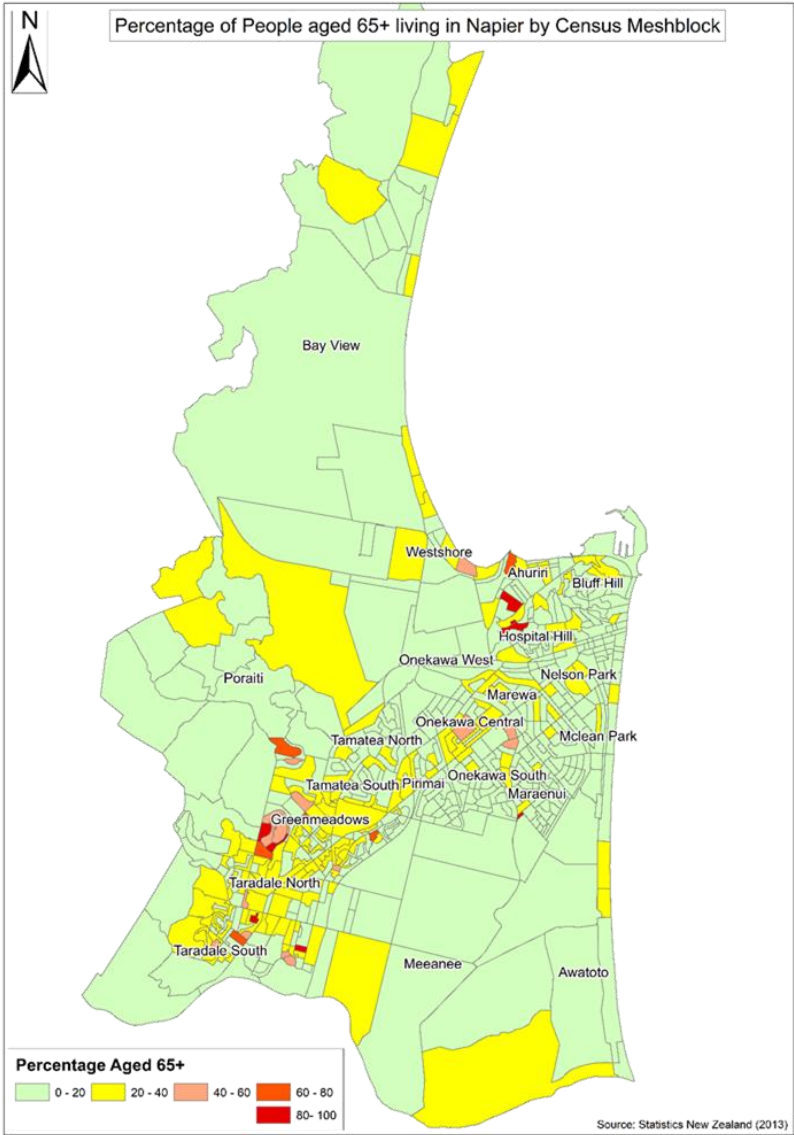
Population characteristics

Among those aged 65+, nine out of ten identified as European (92%) (Figure 10). A further 5% identified as Māori, 0.6% Pacific people, and 1.7% Asian. The 'Other' ethnic group makes up another 2% (most people in this group identified New Zealander as one of their ethnicities).

Napier residents aged 65+ identify with a range of ethnic groups.

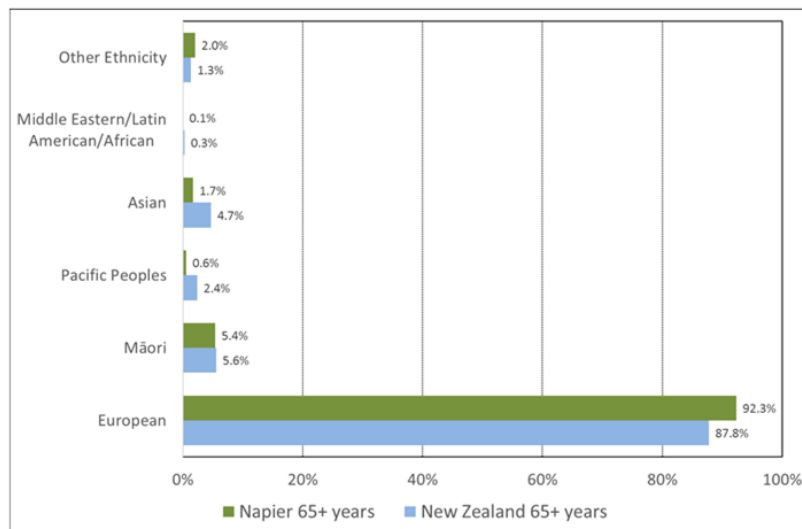
Overall, Napier's senior population is less ethnically diverse than both New Zealand's as a whole and the under 65s resident in Napier.

Figure 9 - Distribution of population 65+ years, Napier, 2013



Source: 2013 Census of Population and Dwellings

Figure 10 - Ethnic groups of population aged 65+, Napier and New Zealand, 2013



Source: 2013 Census of Population and Dwellings

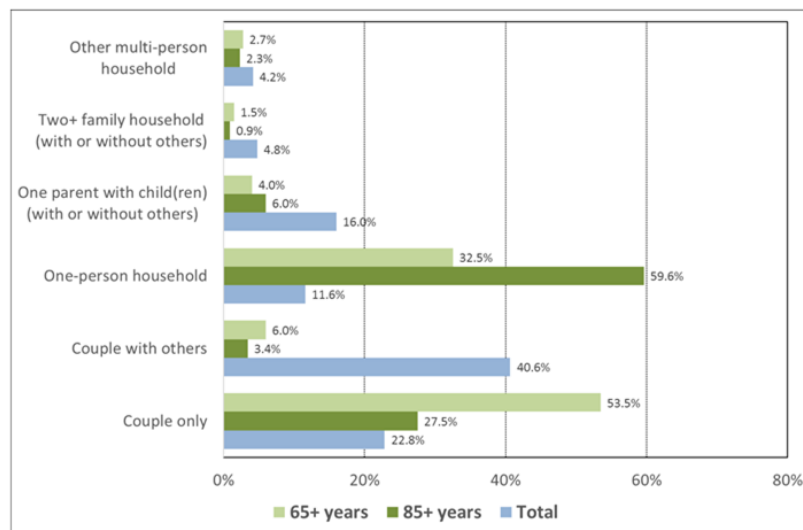
Note: People reporting more than one ethnic group were counted in each stated category.
Totals do not add to 100%.

Most Napier residents aged 65 and over live in private dwellings (95%) but the proportion decreases with age – of those aged 85+, three quarters live in private dwellings (76%). These levels are the same nationally.

Most Napier residents 65+ live in private dwellings and in couple only households.

Just over half of the 65+ group who are in private dwellings, live in a couple only household (54%) (Figure 11). A further one-third live alone (33%). This pattern is reversed among those aged 85+.

Figure 11 - Household composition for people living in occupied private dwellings by age group 65+, Napier, 2013



Source: 2013 Census of Population and Dwellings

Older Māori and Pacific residents are more likely to live in households containing either multiple family/whānau members or several families. Napier Māori and Pacific people aged 65+ were three to four times more likely than others to live in dwellings with multiple members from the same family/whānau (27% of Māori 65+ and 41% of Pacific people 65+, compared to 10% of all 65+ year olds).

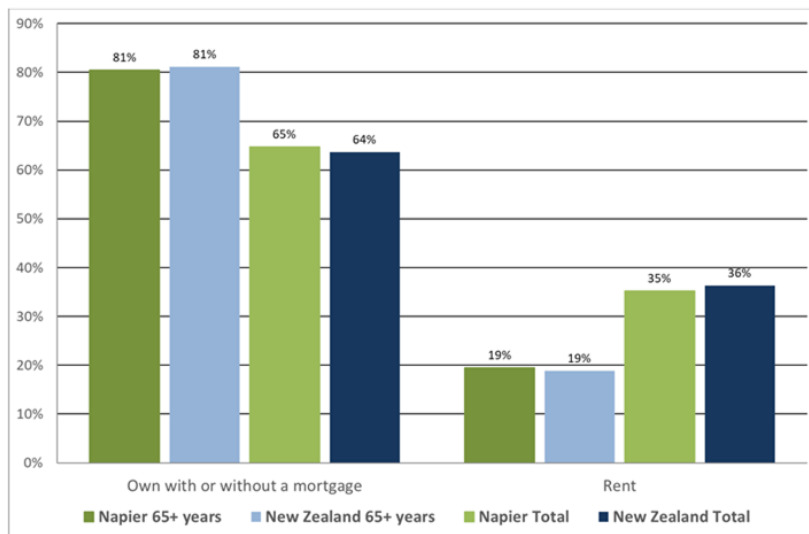
In addition, Pacific and Asian people aged 65+ were the most likely of all ethnic groups to live in a multi-family/whānau household with more than one family (18% of Pacific and 13% of Asian, compared to 1% of all 65+ year olds).

Māori and Pacific people in Napier were considerably less likely to live in a couple only household (35% of Māori, 24% of Pacific, compared to 54% of all 65+ year olds).

Napier seniors aged 65+ are more likely to live in a home that is owned (with or without a mortgage, 81%) than live in a rented home (19%). Those aged 85+ are less likely to live in an owned home (75%). This is also the case for the general population (65%).

A similar pattern is evident for seniors 65+ locally and in New Zealand as a whole (Figure 12).

Figure 12 - Household tenure of people living in occupied private dwellings 65+, Napier and New Zealand, 2013



Source: 2013 Census of Population and Dwellings

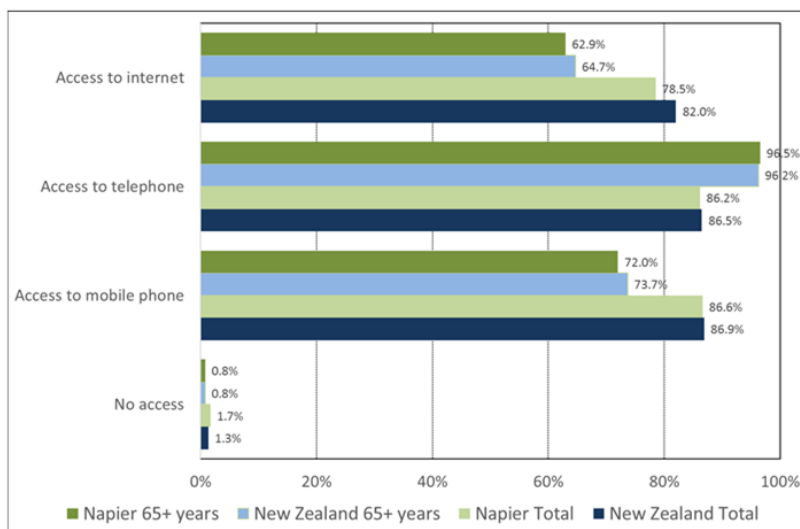
Of those aged 65+ living in non-private dwellings, almost all were in residential care (97%). This represents five percent of Napier's population aged 65+. Of the 549 Napier residents aged 65+ living in residential care:

- 62% were 85+
- 17% were 80-84
- 10% were 75-79
- 10% were 65-74.

Almost two-thirds of Napier residential care residents are aged 85+.

Sixty-three percent of people aged 65+ living in private dwelling households have access to the internet (Figure 13). This compares to 82% of those aged 15-64.

Figure 13 - Access to telecommunications in private dwellings 65+, Napier and New Zealand, 2013



Source: 2013 Census of Population and Dwellings

The proportion of people living in households who have access to the internet decreases with age:

- 75% of 65-74 year olds
- 53% of 75-84 year olds
- 28% of 85+ year olds.

Household internet access decreases with age.

Access to the internet also varies by ethnicity. While older Pacific people have access levels similar to all seniors in Napier (60%), Asians have higher access (66%), but older Māori have lower levels of internet access – less than half, 47%.

Overall, access to a mobile phone is higher than internet access - 72% of over 65s living in private dwelling households have access to a mobile phone. This is lower amongst the over 85s however – 37%. Mobile phone access is also slightly lower among over 65 Māori (67%) but higher among Pacific people of the same age (80%).

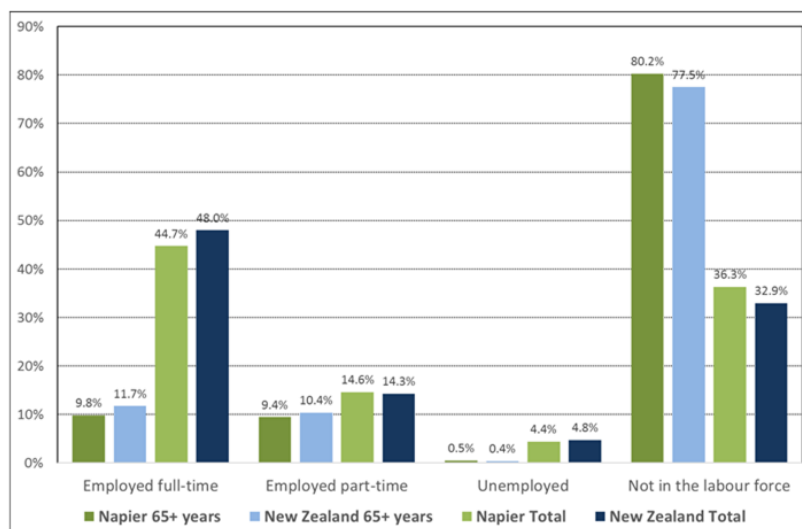
While older Napier residents (including Pacific and Asian residents) have near-universal access to a landline telephone (97%), this is lower amongst Māori at 90%.

In the week before the 2013 Census, one in five 65+ year olds (19%) were in full-time or part-time employment (Figure 14). Slightly fewer older Napier residents work than nationally. Across the three broad age groups within the 65s and over, there is a decline in the percentage employed as people age. Nevertheless, a proportion of people from all three of the age groups are in employment:

- 58% of people aged 65-74 are employed (31% full-time, 27% part-time)

- 13% of people 75-84 are employed (4% full-time, 9% part-time)
- 4% of people 85+ are employed (1% full-time, 3% part-time).

Figure 14 - Employment status 65+, Napier and New Zealand, 2013



Source: 2013 Census of Population and Dwellings

Older Māori were more likely to be in employment in the week before the Census (26% compared to 19% overall) as were Pacific people (21%). Both were mainly in full-time work.

One in five older Napier residents work full-time or part-time - older Māori and Pacific people were the most likely to be working.

National data indicates the number of older New Zealanders working is increasing over time.⁴

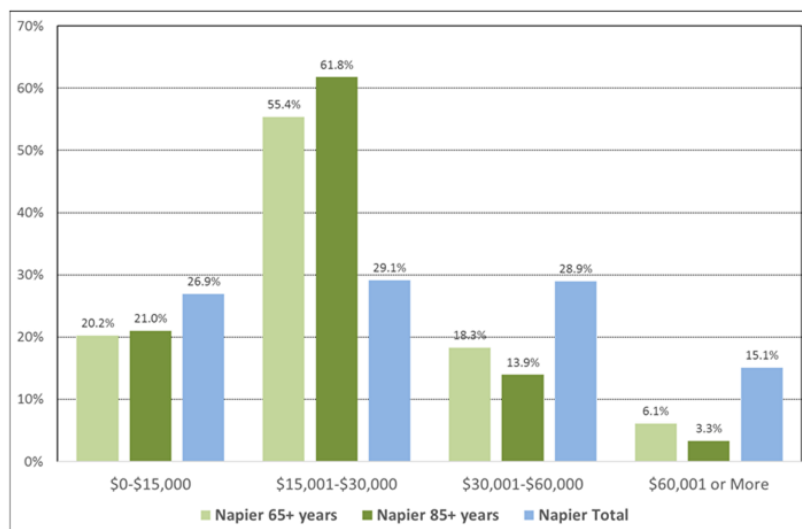
People aged 65+ who were working in the week before the 2013 Census were most likely to be employed as professionals (18%) or managers (16%). Almost equal proportions of employed people aged 65+ were labourers (14%) or clerical/administrative workers (13%).

Māori and Pacific workers in Napier aged 65+ were more likely than average to be employed as community and personal service workers (24% for Māori and 25% for Pacific people compared to 10% for Napier over 65s) or labourers (21% for Māori and 25% for Pacific, compared to 14%).

Older Napier residents received a lower personal income than residents of other ages (Figure 15). Half of those 65+ had a personal income of between \$15,000 and \$30,000 in the 12 months prior to the 2013 Census. While one in five residents 65+ received between zero and \$15,000 in annual income, 24% received more than \$30,000.

⁴ Statistics New Zealand. 2015. 2013 Census QuickStats about people aged 65 and over.

Figure 15 - Annual personal income by age group 65+, Napier, 2013



Source: 2013 Census of Population and Dwellings

Older Māori and Pacific people are more likely to have a lower personal income (30% of older Māori and 35% of Pacific earned up to \$15,000 in 2013, compared to 20% of all those over 65). Conversely, older Māori and Pacific people were less likely to earn between \$15,001 and \$60,000 but were equally as likely to earn \$60,001 or more.

Older Māori and Pacific people have the lowest annual incomes.

The median annual income nationally for people aged 65+ is \$20,900.⁵ The most common sources of income are New Zealand superannuation or veterans pension, and interest, dividends, rent or other investments.

Eight out of ten (80%) of Napier residents aged 65+ were involved in some form of unpaid activity in the month before the 2013 Census. Two in 10 were not involved in any unpaid activities.

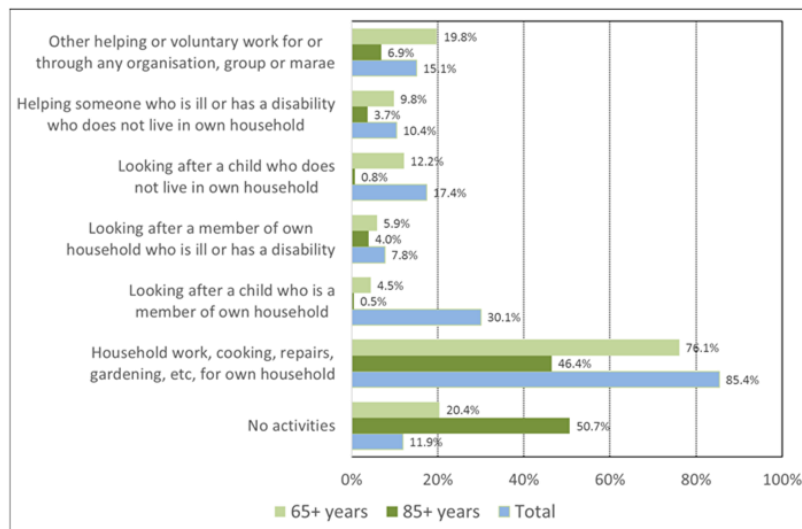
The most common types of unpaid activities for over 65s (Figure 16) were:

- Household work, cooking, repairs, gardening etc for own household (76%)
- Other helping or voluntary work for or through any organisation, group or marae (20%)
- Looking after a child who does not live in own household (12%).

These rates are similar nationally.

⁵ Statistics New Zealand. 2015. 2013 Census QuickStats about people aged 65 and over.

Figure 16 - Unpaid activities by age group 65+, Napier, 2013



Source: 2013 Census of Population and Dwellings

Napier women aged 65+ were slightly more likely than their male counterparts to help or do voluntary work for an organisation, group or marae, and to look after children.

Many older Napier residents are involved in unpaid activities, with older women being more likely than older men to do voluntary work for an organisation.

While residents aged 85+ are less likely to do unpaid work overall, a number volunteer for an organisation, group or marae (7%) or look after others who are ill or have a disability (8%).

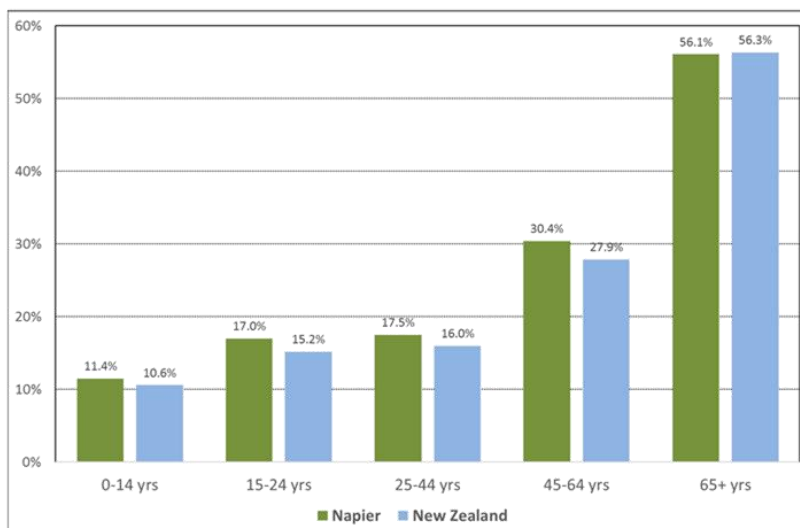
Overall, Māori and Pacific people aged 65+ were less likely to do unpaid activities, possibly because they are more likely to be working. However, both Māori and Pacific people over 65 are more likely than average to look after a child who is a member of their household (10% of Māori and 19% of Pacific people, compared to 4% of all over 65s).

Older Māori are less likely to do unpaid work overall, but are much more likely to look after a tamariki who is a member of their whānau, or to be in full-time employment.

People with Disabilities

In 2013, 56% of Napier residents aged 65+ identified they live with a disability (5,600 people). Disability rates increase with age - amongst those aged 80+, the rate was 76%. Napier's rates are similar to the overall New Zealand trend (Figure 17).

Figure 17 - Disability rates by age group, Napier and New Zealand, 2013



Source: 2013 Census of Population and Dwellings

The most common disability identified by Napier over 65s was physical limitations⁶ (85%), followed by a sensory disability - hearing (50%), vision (17%). Some people identified multiple impairments.

People with disabilities aged 65+ make up just over a third of Napier's total population living with a disability (37%), compared to 33% nationally. The proportion is higher when looking at the 55+ age group, which comprises over half of all people living with a disability in Napier (53%). Napier's ageing population means there will be an increasing proportion of people experiencing disability in our community in the future.

National survey data indicates that people with a disability are more likely than those without to have lower incomes, no educational qualification, and be less likely to be employed.⁷ Older men and women are equally likely to have a disability, and older Māori are slightly more likely than older non-Māori to have a disability (particularly so amongst Māori men).⁸

Older Māori are more likely than non-Māori to have a disability, particularly Māori men.

⁶ 'Physical' includes both mobility and agility impairments (Statistics NZ definition).

⁷ Office for Disability Issues. *Key Facts About Disability in New Zealand*. <http://www.odl.govt.nz/home/about-disability/key-facts-about-disability-in-new-zealand/> Accessed 17 July 2018.

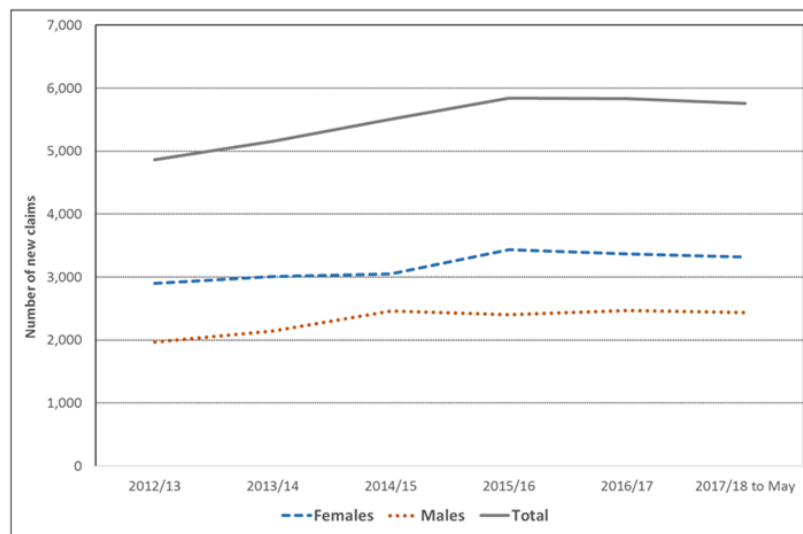
⁸ Statistics New Zealand. *2013 Disability Survey*. Customised data.

Injuries

New Zealand's Accident Compensation Corporation received almost 5,800 new claims from Napier residents aged 65+ for the 11 months from July 2017 to the end of May 2018.⁹ Over half of these claims were lodged for older women (58%), a trend which has remained consistent over time (Figure 18). The reverse is the case for those aged under 65, where more claims are lodged for males (53%) than females. Four percent of all new claims lodged by Napier's over 65s, were from claimants identifying as Māori.

The number of new claims amongst older Napier residents is increasing over time, likely to be driven by the growing ageing population.

Figure 18 - Number of new claims to ACC, 65+ by sex, Napier, financial years 2012/13-2017/18

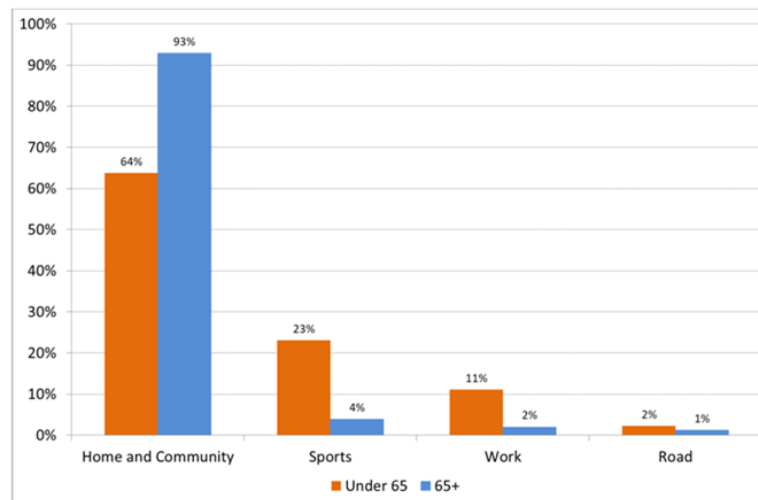


Source: ACC data request

Injury locations differ markedly, but not unexpectedly, by age. Older Napier residents are more likely than younger residents to be injured in the home or community environment (93% compared to 64%, Figure 19). In contrast, younger residents are more likely than seniors to be injured while playing sports, or working.

⁹ This figure is likely to increase once full financial year data become available.

Figure 19 - Number of new claims to ACC, by age group and claim category, Napier, 2017/18



Source: ACC data request

ACC data shows claim frequency is rising fastest amongst seniors, mainly for falls in the home which is the most common cause of injury amongst older people.¹⁰ Nationally, up to 60% of people aged over 65 experience a fall and many of these result in injury, hospitalisation or sometimes death.¹¹

Injuries in the home, mainly falls, are more common among older residents.

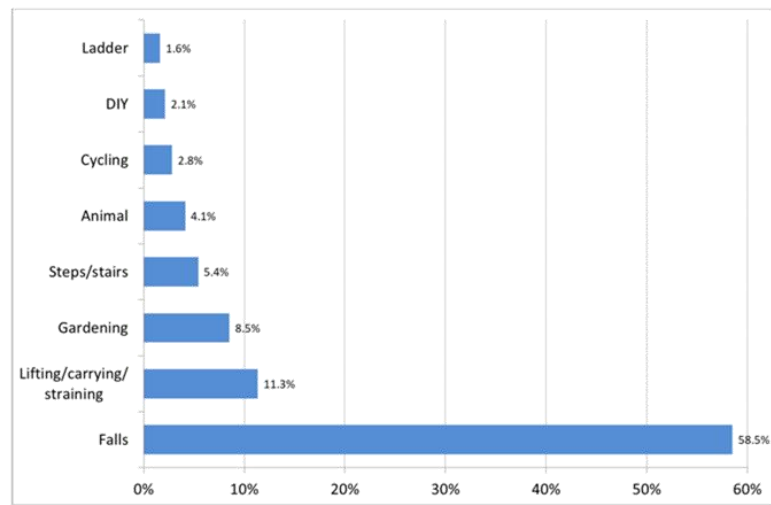
Falls account for almost two-thirds (59%) of new ACC claims amongst those aged 65 and over in Napier (compared to 33% amongst the under 65s). Injuries where the largest number of new claims were made by the over 65s include falls (59%), lifting/carrying/straining (11%), gardening (9%), and steps and stairs (5%) (Figure 20). All of these occurred in the home and community setting.

The cost of claims among the over 65s living in Napier for falls alone is \$3.13 million per year. This is the highest cost for any one injury, followed at a distance by treatment injuries at \$554,000 per year. Injuries associated with lifting/carrying/straining, gardening, steps and stairs, and bicycling all cost over \$200,000 each per year.

¹⁰ Accident Compensation Corporation. *Annual Report 2017. Investing in New Zealanders*. Wellington: New Zealand Government.

¹¹ Safe Communities Foundation NZ. 2016. *Falls Injuries and Prevention. Fact Sheet 8*.

Figure 20 - Largest number of new claims to ACC by claim type, 65+, Napier, 2017/18



Source: ACC data request

ACC has launched a nationwide injury prevention programme to reduce the number of falls and to improve recovery from falls.¹² This programme is coordinated locally by Enliven Hawke's Bay.¹³

¹² <https://www.livestronger.org.nz/> Accessed August 2018.

¹³ <http://psec.org.nz/learn-more/enliven/> Accessed August 2018.

Napier Social Monitor Survey

The Napier Social Monitor survey is commissioned by Napier City Council as part of the Council's Social Indicator Monitoring Programme. The survey has been undertaken since 1998.

A random sample of 400 Napier residents is contacted over the phone and online and asked a number of questions about their current quality of life. The objectives of the Napier Social Monitor are to establish:

- Satisfaction with living in Napier
- Nature of the community and community relationships
- Opportunity to express views about the future direction of Napier City and New Zealand
- Perceptions of safety
- Satisfaction with housing
- Satisfaction with overall health and access to healthcare facilities
- Perception of quality of life
- Current employment, community work and volunteer work
- Involvement in education and training
- Access to a car, smartphone, and the internet.

Information from the Social Monitor also informed development of the Positive Ageing Strategy. Data presented here is from the 2017 Social Monitor comparing responses from those aged 65+ (96 people) to those aged 55-64 (61 people) and all age groups as a whole. In some instances, 2017 and 2014 data are compared (where available).

Many of the seniors surveyed for the 2017 Monitor have lived in Napier for more than 10 years (91%). Participants were from a range of suburbs. Slightly more older men than older women responded (55% compared to 45%), and 14% of all older respondents identified as Māori. The relatively small sample size means sub group analysis is only possible by age group (55-64 and 65+).

Overall, the data indicates:

- Seniors are reasonably positive about living in Napier, although the level of positivity has declined slightly for a number of indicators since the 2014 survey.
- Overall, seniors have high levels of perceived safety for themselves and whānau/family living in Napier. Fewer however feel *very* safe compared to three years ago.
- Many of the seniors surveyed live in their own home, with the majority indicating satisfaction with their current housing (regardless of whether they rent or own).
- Seniors are generally positive about their current personal health, however higher levels report poorer health than any other age group.
- While seniors have higher interaction with social service groups, those undertaking volunteer activities appear to be declining. This is the case across all age groups but is especially noticeable amongst seniors.
- A portion of seniors are still actively engaged in employment, and a portion are also interested in further training and education.
- One in five seniors don't have access to the internet, indicating a reliance on other forms of communication to source information. Internet access levels are likely to increase in the future as 55-64 year olds (who have much higher internet use) age.

Napier community

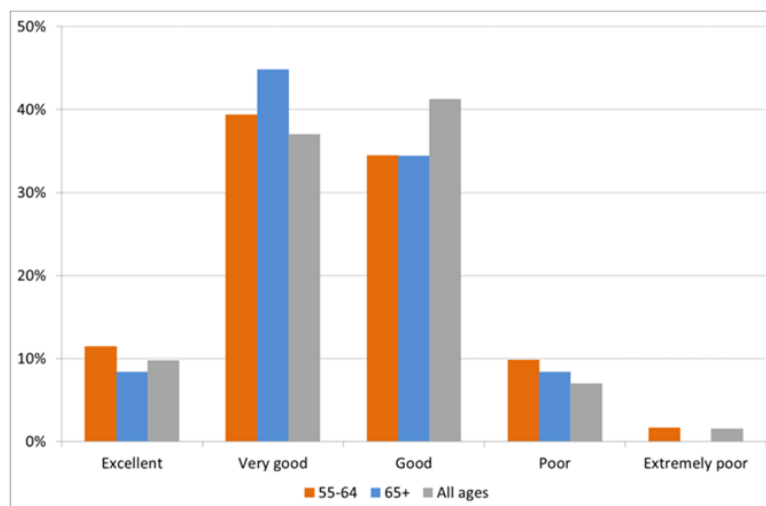
Respondents were asked to rate how well the people of Napier take care of and provide for each other. The majority of those aged 65+ (88%) view Napier as good, very good or excellent as a caring community (compared to 85% of 55-64 year olds; 88% overall). A small percentage of seniors rate Napier as poor or extremely poor (8.3%) (Figure 21).

These results are slightly less positive than in 2014, when 90% of seniors felt Napier was good, very good or excellent at being a caring community.

The survey asked if people used the service(s) of any social service organisation such as Age Concern, St John Ambulance, RSA, Birthright, WINZ, Lifeline and so on. One in five seniors (21%) use at least one social service organisation. This compares to 10% of those aged 55-64 years, and 20% overall.

Compared to the previous survey, the proportion of those aged 65+ using a social service organisation increased (from 15% in 2014 to 21% in 2017).

Figure 21 - How well Napier cares and provides for each other, by age group, 2017



Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

Twenty percent of seniors are a member of a voluntary social service group. In comparison, 16% of 55-64 year olds and 12% of all ages are members of such a group.

Community relationships

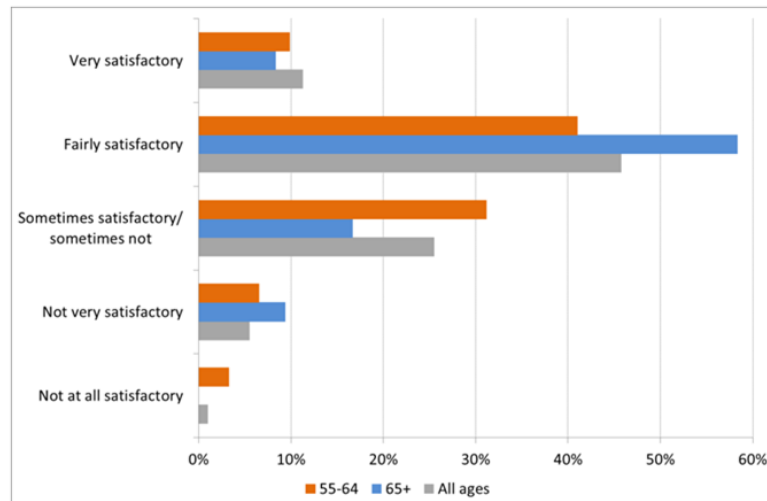
Respondents were asked to rate the current relationship between different ethnic groups in Napier. Two-thirds of seniors (67%) rate the relationship as either very or fairly satisfactory. This compares to 51% of 55-64 year olds and 57% overall (Figure 22).

Many seniors are positive about relationships between different ethnic groups in Napier.

A further 17% of seniors rate the relationship as sometimes satisfactory and sometimes not. An additional 9% rate it as not very satisfactory.

These results are more positive than in 2014, when 48% of seniors perceived the relationship between different ethnic groups in Napier as very or fairly satisfactory.

Figure 22 - Views on current relationship between different ethnic groups in Napier, by age group, 2017



Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

Views on future direction of Napier City

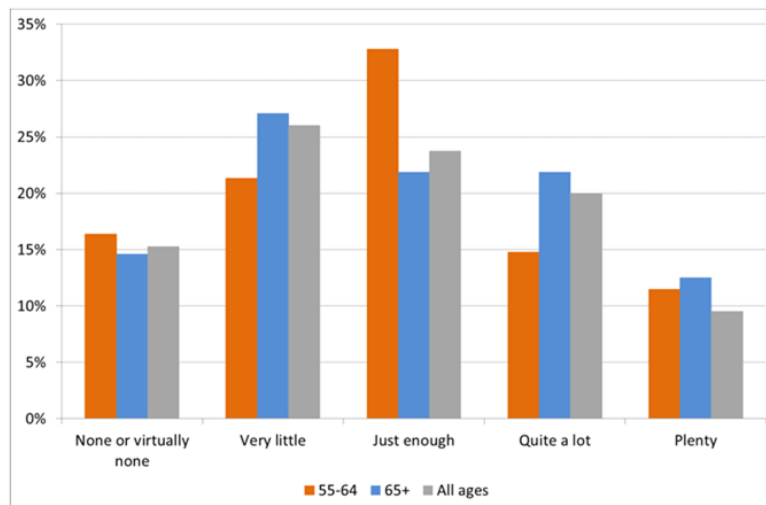
Respondents were asked how much opportunity they have to express their views about the future direction of Napier. One in four seniors aged 65+ (42%) feel they have very little, no or virtually no opportunity and 22% have just enough (Figure 23).

Seniors are more likely than any other age group however to say they have plenty or quite a lot of opportunity to state their views about the future of Napier (34%, compared to 26% of 55-64 year olds and 30% overall).

Respondents aged 65+ who felt they had plenty or quite a lot of opportunity to express their views increased slightly between 2014 and 2017 (from 32% to 34%).

Older people are more likely than other age groups to feel they have an opportunity to express their views about the future direction of Napier.

Figure 23 - Opportunity to express views about future direction of Napier, by age group, 2017



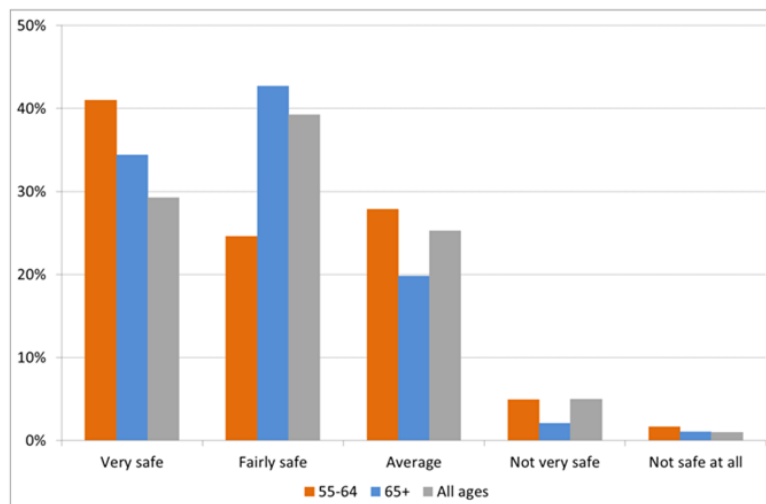
Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

Safety

Almost all respondents aged 65+ rate their feeling of safety in Napier for themselves and other whānau/family members as average or better (97%) (Figure 24). Most give a rating of very or fairly safe (77%) and a further 20% give a rating of average. Seniors are the most likely age group to feel they and other whānau/family members in Napier are safe (77%, compared to 66% of 55-64 year olds, and 69% of all ages surveyed)

Figure 24 - Feeling of safety in Napier, by age group, 2017



Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

77% of older residents feel very or fairly safe in Napier.

Overall, views on personal safety amongst seniors are more positive than in 2014, but the percentage feeling *very* safe is lower than it was three years ago (42% in 2014 down to 34% in 2017).

Housing

The proportion of people satisfied (very or fairly satisfied) with their current housing is 96% for seniors, and 95% for 55-64 year olds (compared to 94% overall). Most of those seniors surveyed report they live in their own home (94%). This differs from the levels of home ownership collected in the Census and reported earlier.

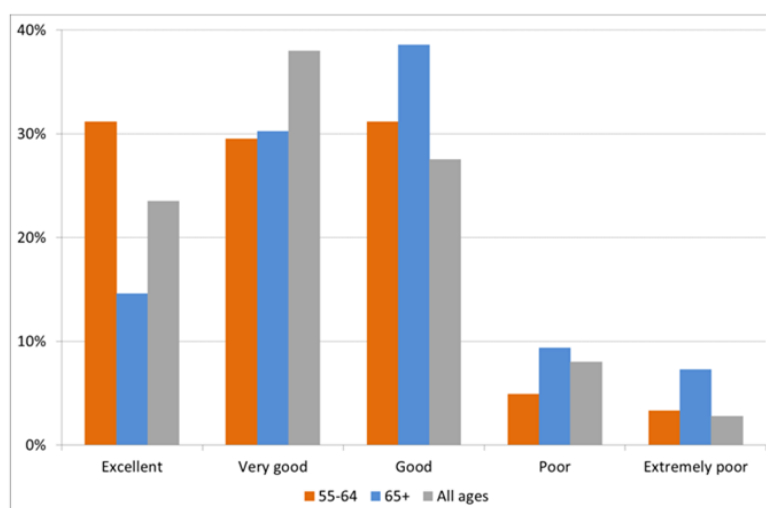
Of the small proportion of surveyed seniors renting, some say they are renting because that is their preferred choice, and others because house prices are too expensive.

Health and wellbeing

Seniors are mostly happy with their current personal health, with 83% rating it as excellent, very good or good (Figure 25). This is lower however than 55-64 year olds (92%) and all ages (89%).

Almost one in ten seniors (9%) rate their personal health as poor and a further 7% as extremely poor; the highest of all ages surveyed.

Figure 25 - Personal health rating, by age group, 2017



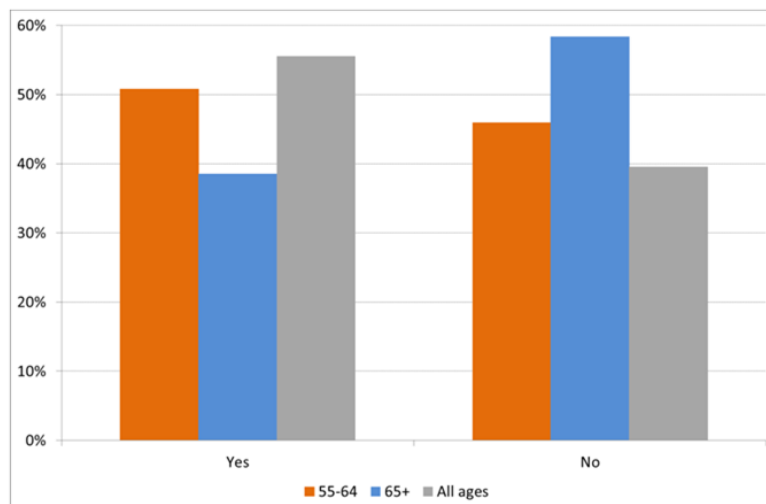
Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

People were asked if their quality of life had improved over the last five years. Over one-third of seniors (39%) agree that it has improved, with 59% reporting no improvement (Figure 26). Improved quality of life was reported by 51% of 55-64 year olds and 56% of all ages surveyed.

Slightly fewer seniors reported an improved quality of life during the past five years in the 2014 survey (34%).

Figure 26 - Quality of life improved during last five years, by age group, 2017



Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

Volunteering and working

Over a quarter of seniors undertake regular volunteer community work (26%). This compares to 25% of 55-64 year olds, and 28% of all ages surveyed. This figure for seniors has decreased since the 2014 survey, when 37% reported they did regular volunteer community work. A similar (but less obvious) trend was also the case for all other age groups.

Just over one in ten seniors are in the workforce (3% work full-time, 8% work part-time). The majority of the remainder (80%) are retired.

The majority of those aged 55-64 years are either in full-time (48%) or part-time (18%) employment.

Training

Respondents were asked if they would consider some sort of education or training (beyond high school level) in something that interests them. One in ten 65+ year olds indicated an interest in future learning, compared to 53% of 55-64 year olds, and 55% of all ages surveyed.

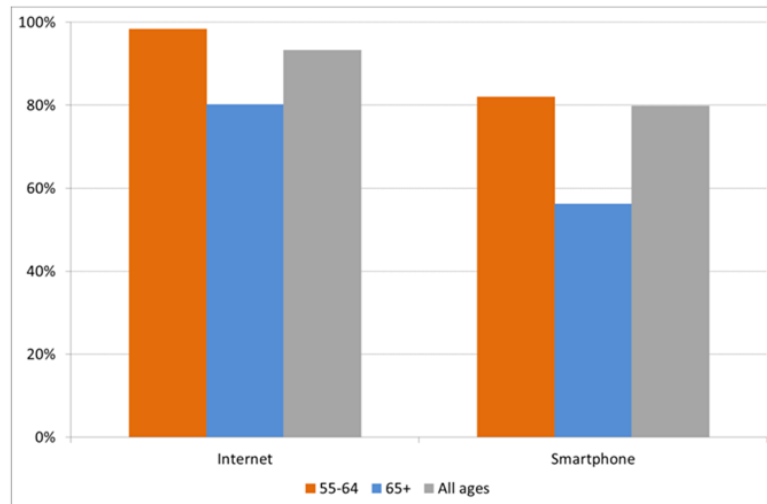
Communication

Seniors are more likely to have access to the internet than to a smartphone (Figure 27). Eighty percent indicate they have access to the internet (compared to 98% of 55-64 year olds, and 93% of all ages surveyed). This includes accessing the internet at home, work, school, or in public spaces like the library.

Older residents are less likely to have access to a smartphone or the internet.

In comparison, 56% of seniors have access to a smartphone. This is lower than the 82% of 55-64 year olds, and 80% of all age groups surveyed.

Figure 27 - Access to internet or smartphone, by age group, 2017



Source: Napier Social Monitor, Napier City Council, 2017

Note: Totals may not add to 100% as 'don't know' and 'not specified' responses not shown.

Transport

Nine out of ten respondents aged 65+ have access to a car during the day (90%). Car access is higher amongst those aged 55-64 years (97%) and all ages (93%).

Napier Positive Ageing Strategy Survey

The Napier Positive Ageing Strategy Survey helped inform development of the Strategy, and provided people with an opportunity to give their views about what would make Napier a more age friendly city.

The survey was distributed both electronically and as hard copy between February and May 2018 through a number of avenues (as discussed earlier).

The survey asked for:

- ideas for an age friendly Napier vision
- feedback on the suggested priority areas
- an indication of the most important priority areas
- identification of any missing priority areas
- views about what is currently working well and what could be improved in each priority area.

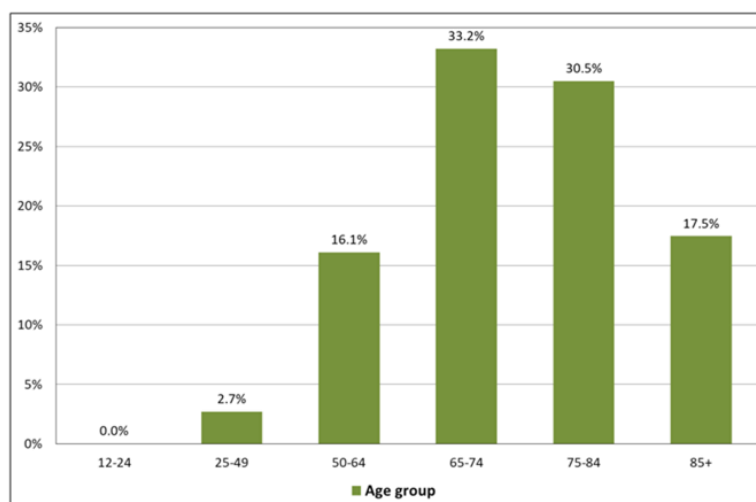
Respondents to the survey were also given the opportunity to provide their name and contact details if they were interested in providing feedback on the draft version of the Strategy once developed.

Information collected in the survey not only assisted with informing development of the Strategy, but will also be valuable for guiding the Strategy's implementation plan.

Who responded

A total of 385 residents responded to the survey. While the survey is not necessarily representative of Napier's population, it provides valuable information from a cross-section of residents, most of whom are aged 65+ years (81%, Figure 28).

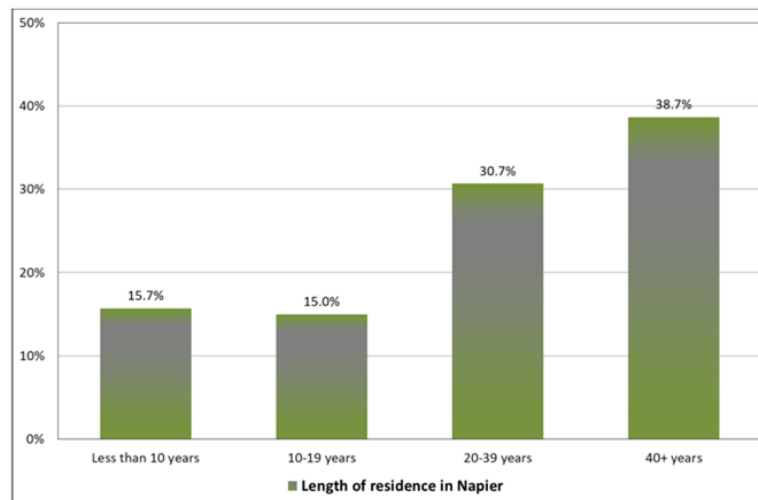
Figure 28 - Age group of survey respondents, 2018



Source: Napier Positive Ageing Survey, Napier City Council, 2018

Perspectives about ageing were provided by residents who have lived in Napier for anywhere between less than 10 years (16%) to 40 or more years (39%) (Figure 29).

Figure 29 - Number of years resided in Napier, 2018



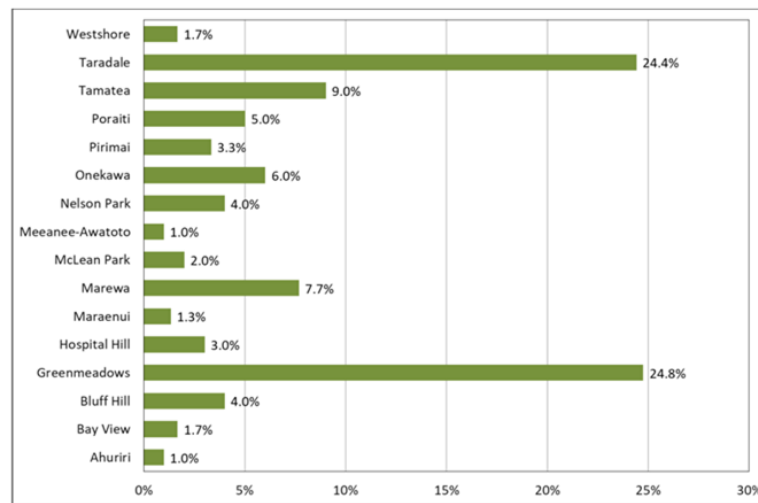
Source: Napier Positive Ageing Survey, Napier City Council, 2018

Almost three quarters of respondents were female (73%), 90% identified New Zealand European as at least one of their ethnic groups, and seven percent as Māori. A further seven percent identified at least one other ethnicity, including a Pacific ethnicity.

Seven percent of survey respondents identified as Māori, and a further seven percent as another ethnicity (non-Māori, non-European).

Half of the survey respondents live in either Greenmeadows (25%) or Taradale (24%). Responses were received from residents living in all of Napier's suburbs (Figure 30).

Figure 30 - Place of residence of survey respondents, 2018



Source: Napier Positive Ageing Survey, Napier City Council, 2018

Meaning of 'Positive Ageing'

The survey asked for peoples thoughts about the meaning of 'positive ageing'. We received a range of responses, with many people providing detailed feedback.

The responses are illustrated below in 'word clouds', where words and descriptions identified more often are given greater prominence. Three word clouds are shown: one for respondents aged 65 and over (Figure 31), a second for respondents of all ages identifying as Māori (Figure 32), and a third for respondents aged under 65 (Figure 33).

There are commonalities across all three word clouds, and also some key differences:

- all groups identify **safety** as an important part of positive ageing
- having access to **activities** is also important to all
- Māori and the younger age group were most likely to identify being **healthy**, while the older cohort (65+) were more likely to mention being **fit and active**
- Māori and the older age group mentioned **transport** and being **happy** as important
- In addition, Māori interpret positive ageing as being **financially secure** and having **access** to services and amenities
- Older people (65+) view positive ageing as being **fulfilling** and involving **friends and family**
- Those under 65 years see positive ageing as a time to be **valued** and **respected**.

Figure 31 - Views of 'Positive Ageing', survey respondents aged 65+, 2018



Source: Positive Ageing Survey, Napier City Council, 2018

Figure 32 - Views of 'Positive Ageing', survey respondents identifying as Māori, 2018



Source: Positive Ageing Survey, Napier City Council, 2018

Figure 33 - Views of 'Positive Ageing', survey respondents aged under 65, 2018



Source: Positive Ageing Survey, Napier City Council, 2018

Priority areas

Seven priority areas were identified during workshops and discussions with seniors, agencies, and providers in the community. These were:

- Being informed and involved
- Being safe
- Community spirit
- Getting around
- Health and wellbeing
- Housing
- Things to do.

The survey sought to determine the extent to which people agreed or disagreed with these priority areas. An explanation of each priority was provided, and respondents were asked to indicate if they agreed this should be a priority for the Positive Ageing Strategy.

The priority areas resonated with survey respondents with some small differences for Māori and by age group.

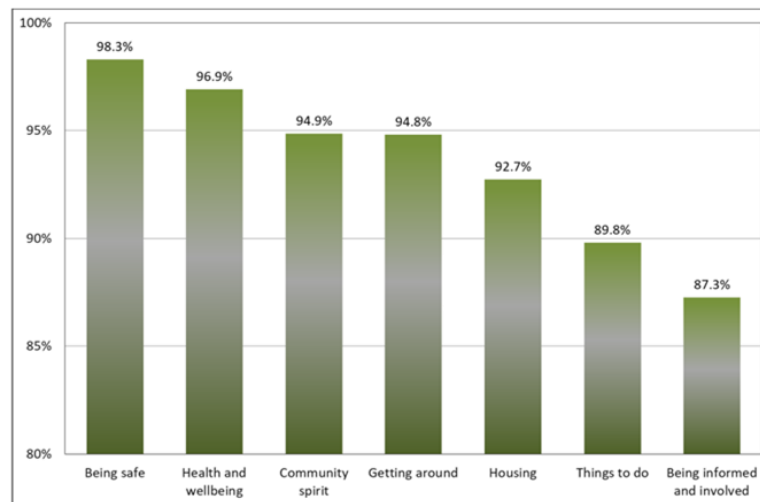
Figure 34 shows the percent of respondents agreeing with each area. Overall the survey findings indicate strong agreement with all seven of the identified priorities. Over 90% of respondents agreed that the following are priority areas:

- Being safe (98%)

- Health and wellbeing (97%)
- Community spirit (95%)
- Getting around (95%)
- Housing (93%).

Slightly fewer agreed that Things to do (90%) and Being informed and involved (87%) are priority areas, however these proportions are still high.

Figure 34 - Percent of respondents saying 'yes, this is a priority area', all ages, 2018



Source: Positive Ageing Survey, Napier City Council, 2018

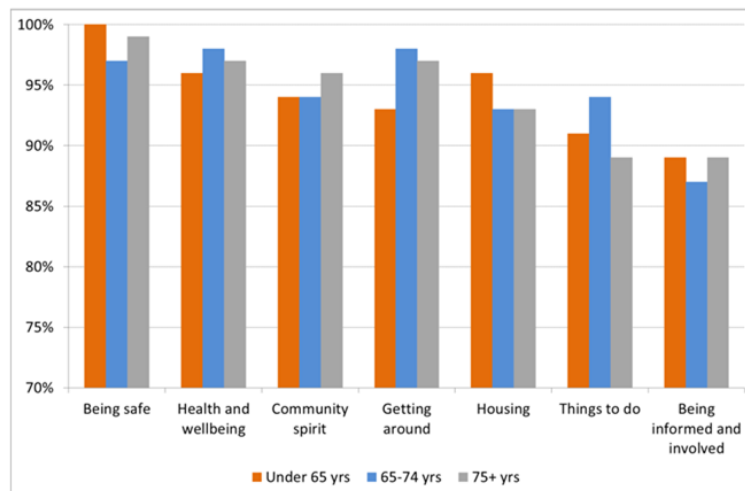
Respondents identifying as Māori were even more positive about the following priority areas:

- Being safe (100%)
- Getting around (100%)
- Health and wellbeing (100%)
- Being informed and involved (95%)
- Community spirit (95%)
- Things to do (95%).

Housing rated slightly lower among Māori than overall, with 90%.

Responses to the priority areas were slightly different amongst the various age groups surveyed (Figure 35). Getting around was a higher priority amongst older people (65-74 and 75+) as was Health and wellbeing. Have things to do was of particular importance to 65-74 year olds, perhaps reflecting a recent or imminent retirement lifestyle change for some in this age group.

Figure 35 - Percent of respondents saying 'yes, this is a priority area', by age group, 2018

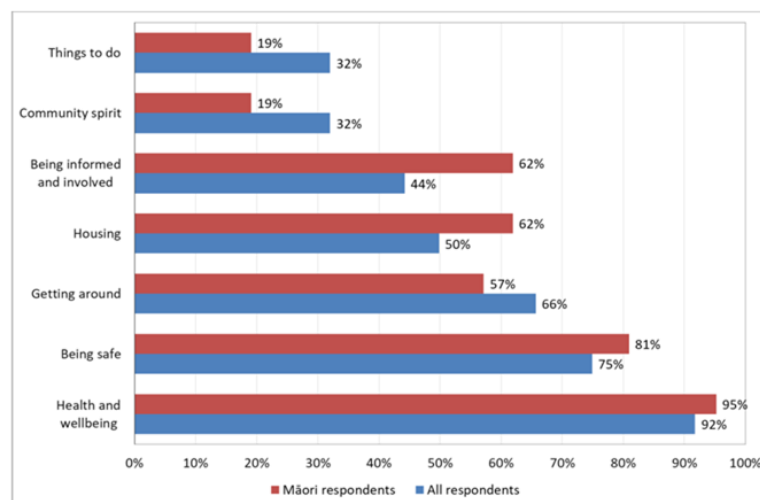


Source: Positive Ageing Survey, Napier City Council, 2018

The survey also asked which *four* of the priority areas are the most important to people. The purpose of this question was to determine the extent of importance across all seven priority areas. This information will help inform timing and phasing of actions in the Strategy's implementation plan.

Health and wellbeing was the priority area that scored most highly in the rankings overall (92%), followed by Being safe (75%) and Getting around (66%) (Figure 36). Māori were more likely than overall to prioritise Health and wellbeing, Being safe, Housing, and Being informed and involved.

Figure 36 - Top priority areas selected by respondents, all ages by ethnicity, 2018

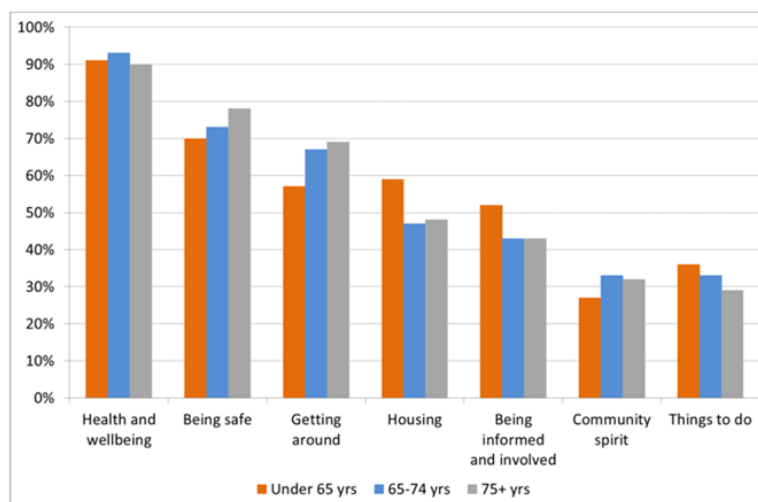


Source: Positive Ageing Survey, Napier City Council, 2018

Note: respondents could select up to four areas.

Older respondents were more likely than the under 65s to prioritise Being safe and Getting around, and less likely to prioritise Housing and Being informed and involved (Figure 37).

Figure 37 - Top priority areas selected by respondents, by age group, 2018



Source: Positive Ageing Survey, Napier City Council, 2018

Note: respondents could select up to four areas.

The survey asked if anything was missing from the list of priority areas. Just over a third of respondents provided ideas. The analysis of these identified that many people had outlined examples of activities that could be developed under one or more of the proposed priority areas. Other people gave ideas that are reflected in one or more of the Strategy's five underlying principles (access, inclusion, respect, participation, and diversity).

The survey also collected information about what is working well now and what could be done to improve things, in each area, and overall. A wide range of innovative and practical ideas were provided by respondents relating to services, activities and programmes. These will be assessed and considered during development of the Strategy's implementation plan.

Overall, responses to the survey provide additional support for the priority areas identified for Napier's Positive Ageing Strategy. Importantly, the survey was also a way of generating discussion in the community about planning for an ageing population and identifying what we can do collectively to foster an age friendly city.

Part Three: International and National Linkages

Age Friendly Cities

The World Health Organization (WHO) has developed an age friendly cities and communities model to help communities prepare for the growing number of older people and their needs and expectations.

The aim of an age friendly community is to foster healthy and active ageing across a range of domains covering both the physical and social environments. The eight age friendly community domains help to identify and address enablers and barriers to the well-being and participation of older people.¹⁴ The domains are such that they overlap and interconnect with each other:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community and health care.

Age friendly communities hold the views and values of older people at their core, while also taking into account the perspectives of other age groups who at some point in the future will themselves be seniors living in the community. An age friendly community is barrier-free, designed for diversity, inclusive, and cohesive. Age friendly environments enable people of all ages to stay active, connected and able to contribute to the economic, social, and cultural life in their community while retaining autonomy and health.¹⁵

The global Age-Friendly Cities Project began in 2006, to support countries, cities and communities looking to become age friendly.¹⁶ WHO's global network now has over 500 members from 37 countries around the world.

Hamilton City submitted their Age Friendly Plan 2018-2021 to WHO in February 2018, the first city in New Zealand to achieve recognition from the Age Friendly Global Network of Cities and Communities.¹⁷ Hamilton's plan is supported by Hamilton City Council and led by an expert Steering Group. It covers nine key themes including the eight domains of the WHO framework, plus 'safety'. The plan also includes 48 actions for completion over the next four years.

¹⁴ <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/> Accessed May 2018

¹⁵ <https://extranet.who.int/agefriendlyworld/why-become-more-af/> Accessed May 2018

¹⁶ <http://www.superseniors.msd.govt.nz/about-superseniors/office-for-seniors/age-friendly-communities.html> Accessed May 2018

¹⁷ <http://www.hamilton.govt.nz/our-city/community-development/Pages/Hamilton-Age-Friendly-Plan---2018-2021.aspx> Accessed May 2018

New Zealand Better Later Life Strategy

A national strategy for positive ageing was first produced in 2001 by the Office for Seniors Citizens, Ministry of Social Policy (now Ministry of Social Development). This has since been reviewed after a nationwide consultation process, and the new Strategy 'Better Later Life – He Oranga Kaumatua 2019 to 2034' was launched by the Office for Seniors in November 2019.¹⁸

The vision of the Strategy is:

Kia noho ora tonu ngā kaumatua – Older New Zealanders lead valued, connected and fulfilling lives.

The Strategy aims to ensure that we all embrace the opportunities that an ageing population and longevity brings. It states that the Strategy will help create opportunities for everybody to participate, contribute and be valued as they age.

The guiding principles are:

- Valuing people as they age
- Keeping people safe
- Recognising diversity and that everyone is unique
- Taking a whole-of-life and whānau-centred approach to ageing
- Taking collective responsibility to plan and act for later life.

The strategy identifies five key areas for action, and within each what it aims to achieve and what needs to happen:



Achieving financial security and economic participation



Promoting healthy ageing and improving access to services



Creating diverse housing choices and options



Enhancing opportunities for social connection



Making environments accessible

The Office for Seniors is working with other agencies to develop an outcomes framework to measure progress towards implementing the Strategy. In 2021 it will work on development of an action plan for the period 2021-2024. Progress on the action plan will be tracked two-yearly and the Strategy as a whole will be reviewed five years after the action plan is in place.

The Strategy is a flexible document, which can respond to new information and emerging issues and be adapted to recognise changing circumstances.

¹⁸ <http://www.superseniors.msd.govt.nz/about-superseniors/ageing-population/index.html> Accessed 30 November 2019

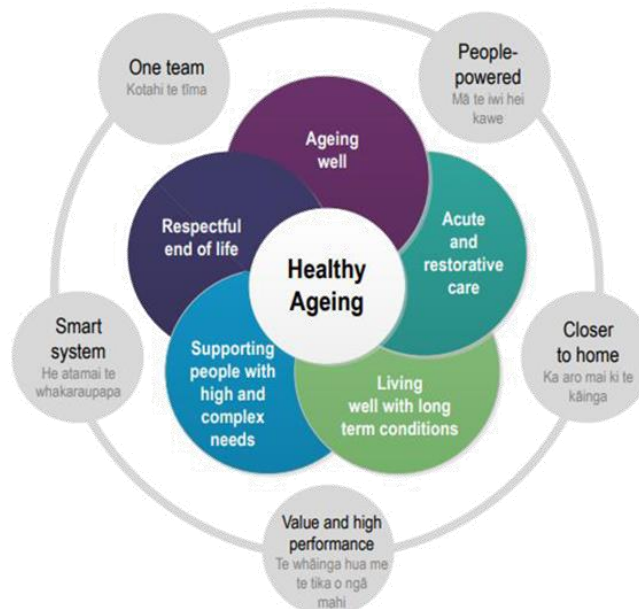
Healthy Ageing Strategy, New Zealand

The Ministry of Health produced a ten-year Healthy Ageing Strategy in late 2016. This aligns with the New Zealand Health Strategy, and is a refresh and replacement of the earlier 'Health of Older People Strategy 2002'. The Healthy Ageing Strategy's vision is that "older people live well, age well, and have a respectful end of life in age-friendly communities".¹⁹ The Strategy's approach is to maximise health and wellbeing for all older people.

Five outcome areas are identified in the Strategy (Figure 38), which together form the framework for policies, funding, planning and service delivery:

1. Prioritise healthy ageing and resilience into and throughout people's older years
2. Enable high quality acute and restorative care, for effective rehabilitation, recovery and restoration after acute events
3. Ensure people can live well with long-term conditions
4. Better support people with high and complex needs
5. Provide respectful end-of life care that caters to physical, cultural, and spiritual needs.

Figure 38 - Health Ageing Strategy Framework, 2016



Source: Ministry of Health, *Healthy Ageing Strategy: A strategic framework*, 2017²⁰

¹⁹ <https://www.health.govt.nz/publication/healthy-ageing-strategy> Accessed May 2018

²⁰ <https://www.health.govt.nz/system/files/documents/pages/has-snapshot-01-a-strategic-framework-july17.pdf> Accessed May 2018

Hastings Positive Ageing Strategy

Hastings City Council produced a Positive Ageing Strategy in 2014.²¹ It builds on the Council's 2007 Strategy and has a focus on Council-delivered activities.

It has the following positive ageing goals:

- Older people are valued and respected
- Older people encounter no barriers to mobility
- Older people fully participate in society
- Older people can be financially secure in their retirement
- Older people feel safe, ageing positively in place
- Older people enjoy an active, healthy lifestyle
- Services and facilities appropriate to older people are provided.

The Strategy includes an action plan, and identifies the department within Council responsible for leading each action area.



²¹ <https://www.hastingsdc.govt.nz/assets/Document-Library/Strategies/Positive-Ageing-Strategy/positive-ageing-policy-2014.pdf> Accessed November 2019

Sustainable Development Goals

The Sustainable Development Goals (SDGs) are a collection of 17 global goals established by the United Nations.²² The goals came into effect in January 2016. They aim to end poverty, protect the planet, and ensure prosperity for all, across a range of social and economic development issues (including poverty, hunger, health, education, climate change, gender equality, water, sanitation, energy, urbanisation, innovation, environment, and social justice).

Ageing is an issue that is of relevance to several of the SDG's, in particular:

- Goal 1. End poverty in all its forms everywhere – for all men and women
- Goal 2. End hunger, achieve food security and improved nutrition and promote sustainable agriculture including for older persons
- Goal 3. Ensure healthy lives and promote well-being for all at all ages through universal health coverage including financial risk protection
- Goal 5. Achieve gender equality and empower all women and girls
- Goal 10. Reduce inequality within and among countries, by promoting the social, political and economic inclusion of all, irrespective of age
- Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable by ensuring universal access to safe, inclusive and accessible green and public spaces including for older people.

There are 169 targets for the 17 goals, and between one and three indicators have been set for each target to measure progress over time.



²² <https://www.un.org/sustainabledevelopment/sustainable-development-goals/> Accessed May 2018

Timeline

Date	Activity
2012-2016	Napier Connects programme implemented and toolkit developed
2014	Napier City Council (NCC) and Councillor representatives visit Tauranga City Council to learn about age friendly approach
2015	NCC agrees to Positive Ageing Strategy development with potential Age Friendly City status in the future
May 2017	Positive Ageing Strategy Steering Group established
Aug 2017	Positive Ageing Strategy Reference Group (Living Positively Group) established
Nov 2017-Jun 2018	Information gathering – workshops, presentations, meetings, media
Feb-May 2018	Survey distributed
May 2018	Community Connects Grant application – OPERAT project
Jun 2018	NCC representative attends National Age-Friendly Communities Forum, hosted by the Office for Seniors, Wellington
Jun-Jul 2018	Collation, analysis of information
Aug 2018	Draft Positive Ageing Strategy to Steering and Reference Groups for comment
Oct-Nov 2018	OPERAT project implementation
Oct 2018	International Day of Older Persons celebrated in Napier
June 2019	Draft Positive Ageing Strategy to Council
July-Aug 2019	Draft Positive Ageing Strategy released for feedback
Sep-Nov 2019	Feedback analysed, Positive Ageing Strategy revised
Feb 2020	Final Strategy presented to Council for adoption

Linkages

- Improving Health Services for Older People in Hawke's Bay Strategy 2011-2026, Hawke's Bay District Health Board, 2011
- Matariki Strategy (Hawke's Bay), in development
- Napier City Vision, Napier City Council, 2015
- Napier Disability Strategy, Napier City Council, 2019
- Napier Library Strategy, Napier City Council, 2018
- Napier Long Term Plan 2018-2028, Napier City Council, 2018
- Napier Youth Strategy 2018-2023, Napier City Council, 2018
- New Zealand Better Later Life Strategy, Ministry for Social Development, 2019
- Regional Public Transport Plan 2015-2025, Hawke's Bay Regional Council, 2015
- Safer Napier Strategic Plan 2017-2021, Safe Communities and Napier City Council, 2017





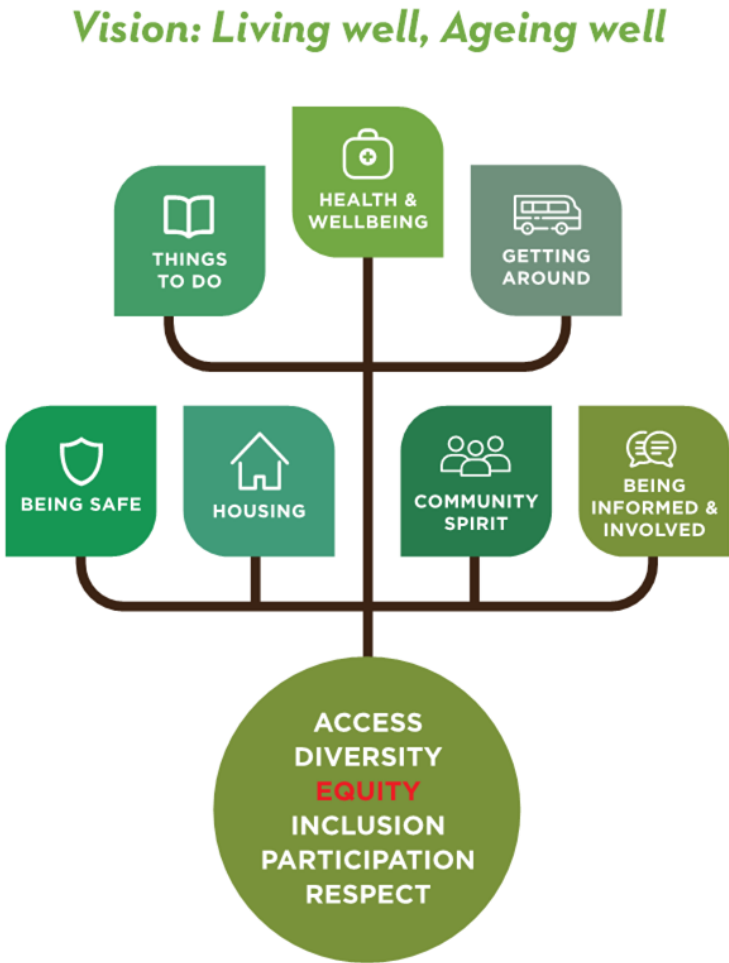
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Strategy Summary

Napier’s Positive Ageing Strategy is portrayed in this stylised tree. The tree shows the Strategy’s vision, the seven priority areas, and the underpinning core principles. The priorities and principles are all weighted equally **and are in no particular order**.

The tree represents enduring strength, growth and protection, stability, wisdom and beauty – all of which reflect the intent of this Strategy.



Background

Population ageing is a large social change affecting many parts of the world and Napier is no exception. Just over 12,000 people aged 65 and over currently live in Napier - 550 identify as Māori; and 40% live in Taradale/Greenmeadows. Older Napier residents make up 20% of our population, higher than the national average of 15%.¹

In twenty years' time, or possibly earlier, the number of older people² living in Napier will increase substantially - numbering 19,500 and making up 26% of our population. In a matter of a few years, seniors in Napier will outnumber children for the first time ever. This will become the 'new normal' not only for our city, but also for most of New Zealand.

Coupled with the rapidly changing demographic make up of our population, lifestyles are also changing as our population ages. Life expectancies are higher now than ever, older people are more likely to work longer, many are taking on childcare roles, and those moving into this age group are both more culturally diverse and more active than

the previous generation. There are also challenges associated with ageing such as having a fixed, limited income, changing health needs including living with a disability, negative perceptions of 'the elderly', and the possibility of experiencing social isolation.

This purpose of this Strategy is to outline an age friendly approach for Napier with the overall vision of people 'living well and aging well'. An advisory structure was established for the Strategy's development to ensure it was well-informed by agencies, providers, and seniors living in the Napier community. These views, combined with local data and information have been key to shaping the vision and seven priority areas.³

Importantly, the Strategy spans a wide range of sectors, services and activities. It will require leadership and collaboration amongst multiple agencies and organisations to achieve the vision. The Strategy covers the period 2020-2024 and provides guidance and direction for our city into the future.

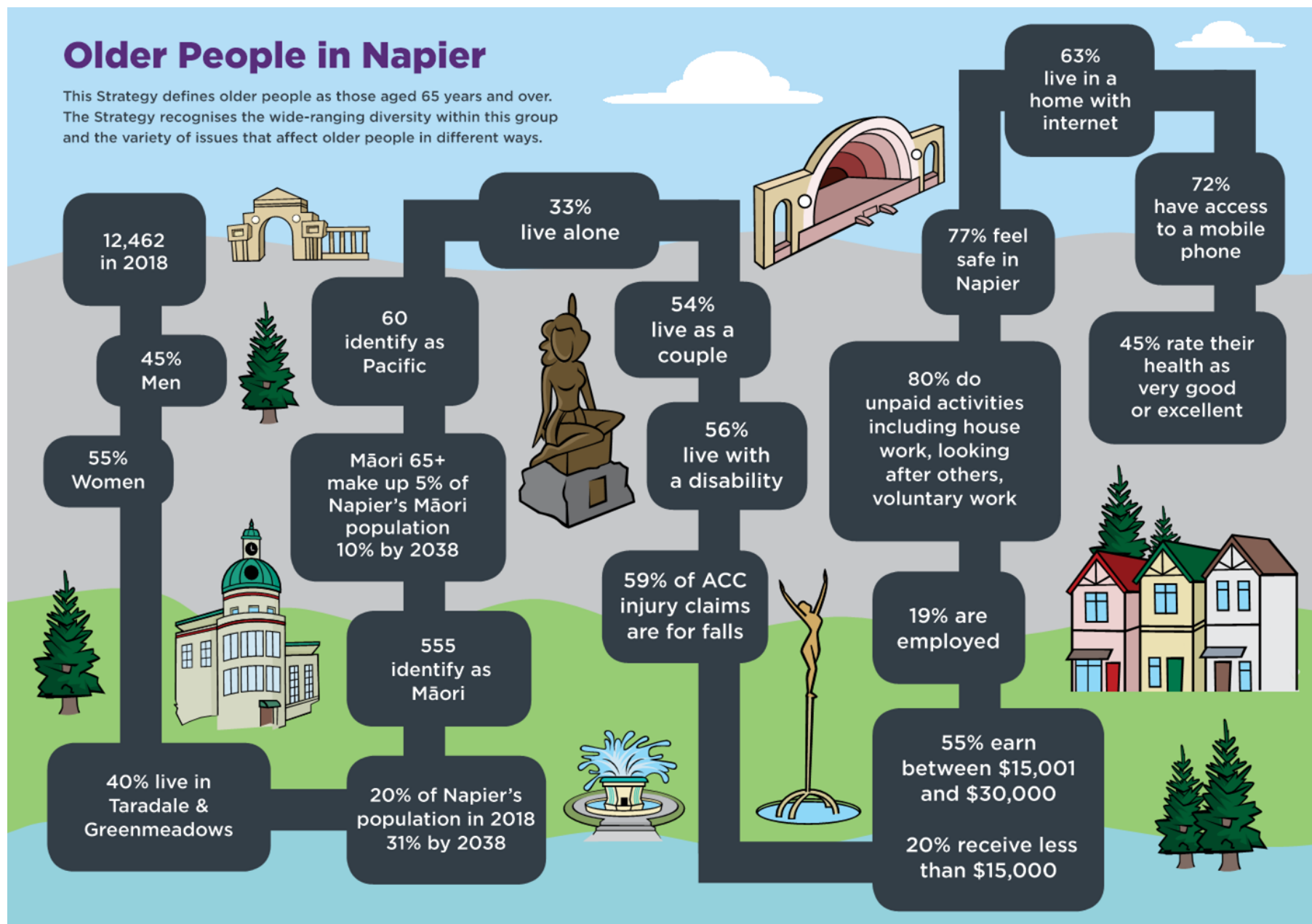
¹ According to the latest available data, from the 2018 Census of Population and Dwellings.

² Defined as 65+ years for the purpose of this Strategy.

³ Detailed information about the Strategy's development is contained in the accompanying document, *Napier Positive Ageing Strategy: Background Document 2019*.

Older People in Napier

This Strategy defines older people as those aged 65 years and over. The Strategy recognises the wide-ranging diversity within this group and the variety of issues that affect older people in different ways.





Napier's Positive Ageing Vision

The Strategy's vision is:

'Living well, ageing well'.

This vision reflects the community's desire to recognise that ageing affects everyone in our community.

Key Principles

Key principles identified for the Strategy are:

- Āheitanga, access
- Rerenga kētanga, diversity
- **Mana taurite, equity**
- Whakawhāititanga, inclusion
- Whai wāhitanga, participation
- Kauanuanu, respect

These underpin the Strategy and will guide implementation.

Priority Areas

Seven priority areas are proposed for the Strategy. These were established in discussion with the community and following a review of key information. **Actions will be identified for each priority area, and each priority will be overseen by a lead organisation.** Napier City Council will have an oversight role for implementation of the Strategy.

The seven priority areas closely align with the domains of the World Health Organization's Age Friendly City model.

In no particular order, the seven priority areas and lead organisations are:

Te wairua hāpori - Community spirit **Positive Ageing Strategy Advisory Group**

Feeling valued and having social connections with **whānau**, friends, and the community so people feel a sense of belonging **and recognition**.

Kia mōhio, kia mahi - Being informed & involved **Age Concern Napier**

Having access to information and resources about services and support so people feel well informed and are prepared for ageing.

Kia haumarū - Being safe **Safer Napier Strategic Group**

Having a safe city, safe neighbourhood, and safe streets so people feel safe to age in their community.

Hāereere - Getting around **Hawke's Bay Regional Council**

Ensuring services and facilities are easy to get to and affordable and accessible transport options are available.

Hauora & ora - Health & wellbeing **Hawke's Bay District Health Board**

Having access to affordable health and support services to remain healthy, active and independent.

Ngā whare - Housing **Napier City Council**

Having suitable housing options that are affordable and accessible so people are safe and secure, warm and healthy, and feel part of the community.

Hei mahi - Things to do **Napier City Council**

Having accessible, affordable facilities, recreational and leisure spaces, and cultural activities so people have the opportunity to participate.



Strategic Links

This Strategy has close links with a number of key documents that support positive ageing.⁴

Locally, the Strategy aligns with the vision of Napier City Council's Long Term Plan 2018-2028, which is a *vibrant and sustainable city for all*. It also has close links with the Safer Napier programme, which has the vision of *Napier is a safe and healthy city*, the Napier Disability Strategy vision of *Napier is a city for everyone*⁵, and Hawke's Bay District Health Board's *Improving Health Services for Older People in Hawke's Bay Strategy 2011-2026*.

National and international linkages include:

- Age Friendly Cities and Communities model (World Health Organization)⁶
- **Better Later Life Strategy 2019** (New Zealand)⁷
- Healthy Ageing Strategy 2016 (New Zealand)⁸
- Sustainable Development Goals (United Nations)⁹
- **Other New Zealand territorial authorities.**

The World Health Organization's Age Friendly Cities and Communities model aims to foster healthy and active aging across a range of domains, covering both the physical and social environments. The model includes eight domains, which focus on identifying and addressing enablers and barriers to the well-being and participation of older people.¹⁰ The domains overlap and interconnect with each other. They are:

- outdoor spaces and buildings
- transportation
- housing
- social participation
- respect and social inclusion
- civic participation and employment
- communication and information
- community and health care.

The intention is that the Age Friendly Cities model may be adopted for Napier once this Positive Ageing Strategy is embedded.

⁴ For more detail, refer to the accompanying *Napier Positive Ageing Strategy: Background Document, 2019*.

⁵ Napier City Council, 2019.

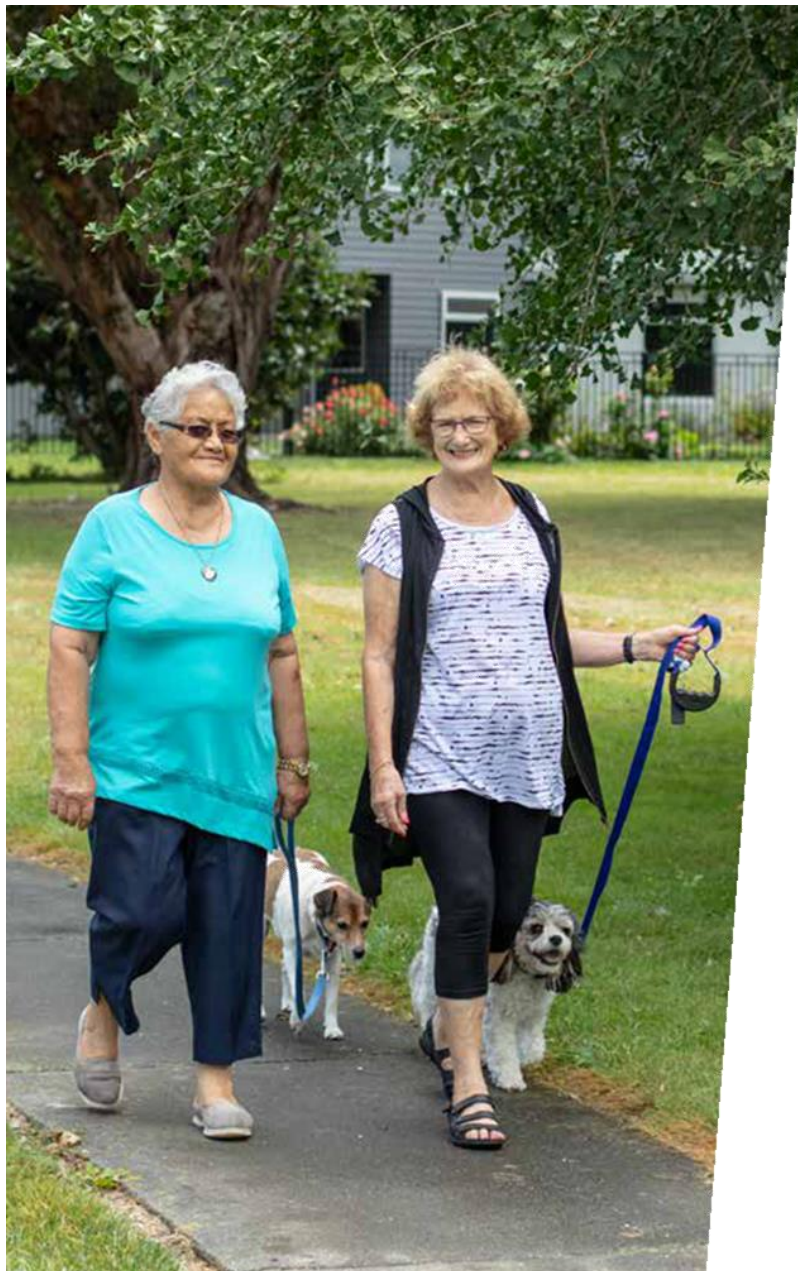
⁶ extranet.who.int/agefriendlyworld/age-friendly-cities-framework/ Accessed January 2019

⁷ <http://www.superseniors.msd.govt.nz/about-superseniors/ageing-population/index.html> Accessed November 2019

⁸ www.health.govt.nz/publication/healthy-ageing-strategy Accessed January 2019

⁹ <https://www.un.org/sustainabledevelopment/sustainable-development-goals/> Accessed January 2019

¹⁰ See *Napier Positive Ageing Strategy: Background Document, 2019* for details.



Making the Strategy Happen

An implementation plan will be developed for the Strategy. This will be directed by a Positive Ageing Strategy Advisory Group comprising representatives from organisations leading the priority areas, organisations/groups who provide services to or support seniors, and seniors who have a lived experience of ageing in Napier City.

The purpose of the Advisory Group will be to:

- provide leadership, guidance and support for implementation of the Strategy
- proactively share resources, information and experience to achieve the vision of the Strategy
- prioritise actions for implementation
- deliver actions in the 'Community Spirit' priority area
- monitor progress towards implementing the Strategy.

The Advisory Group will be supported by Napier City Council. **It will have a terms of reference, which will be reviewed annually.**

The implementation plan will identify a set of actions under each of the seven priority areas. The actions will be prioritised and phased over the five-year period of the Strategy to ensure they are manageable and achievable.

Actions will be funded through a combination of organisations' existing budgets and new or external funding sources, on a project-by-project basis.





Monitoring and Review

The Strategy will be reviewed every five years. Regular assessments of progress will be undertaken for the following population and performance measures, **and others as appropriate.**

Overall life in Napier	% of 65+ who rate their overall life in Napier as good or very good (Social Monitor survey)
Safety	% of 65+ who feel safe in Napier (Social Monitor survey)
Quality of life	% of 65+ who report improved quality of life in previous three years (Social Monitor survey)
Personal health	% of 65+ who rate their personal health as good or very good (Social Monitor survey)
Volunteering	% of 65+ undertaking volunteer community work (Social Monitor survey)
Social Isolation	% of 65+ feeling lonely in previous four weeks (Social Monitor survey)
Advisory Group	% of Advisory Group members satisfied with their involvement (Member survey)

The implementation plan will be reviewed annually to ensure actions remain relevant and the plan reflects new or emerging issues.

Where possible, projects will apply a review or evaluation approach appropriate to their size, cost, nature and duration using a variety of tools (eg, surveys, feedback forms, discussion groups, outcome measurement).

Project evaluations/reviews will cover some or all of the following:

- **What was done?** Purpose, target audience, rationale, approach
- **How well did we do it?** For example, number of people involved, participant satisfaction, budget vs actuals, unexpected outcomes
- **Is anyone better off?** For example, reduced duplication, increased collaboration (shared projects, new partnerships, organisations working together), increased opportunities, increased knowledge, changes in behaviour
- **Lessons learnt.** What worked well, what didn't, should the activity continue, what should be changed (who, what, where, when, how)?





Napier's Positive Ageing Strategy - Summary of Feedback

November 2019

Feedback approach

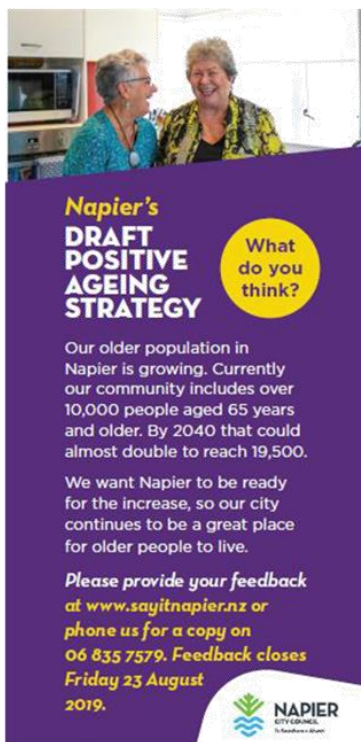
Feedback on the draft Positive Ageing Strategy was sought between 22 July and 16 August 2019. The draft Strategy document was made available in the following formats:

- Online – on napier.govt.nz and sayitnapier.nz as pdf, audio, and New Zealand Sign Language versions
- Paper copy – available at Napier Libraries, Council Customer Services, and on request.

The background document and the feedback form were also available online and in paper copy.

The opportunity to provide feedback was promoted through the following channels during the consultation period:

- Email/posted to 183 people who expressed an interest during the engagement stage
- Media release and media advisory
- Advertisements in Napier Courier



- Facebook posts
- Flyers to all NCC Council retirement flats
- E-signatures on all emails from Council staff
- Digital screens in libraries, customer services
- Copies at libraries
- Copies at customer services
- Email to 550 Grey Power members on email
- Letter to 450 other Grey Power members
- Email to Age Concern for members on email
- Email to Community eNetwork
- Email to Napier Youth Council
- Email to PAS Reference and Steering Groups
- Email to Safer Napier Strategic Group
- Presentation to Napier Age Concern's AGM.

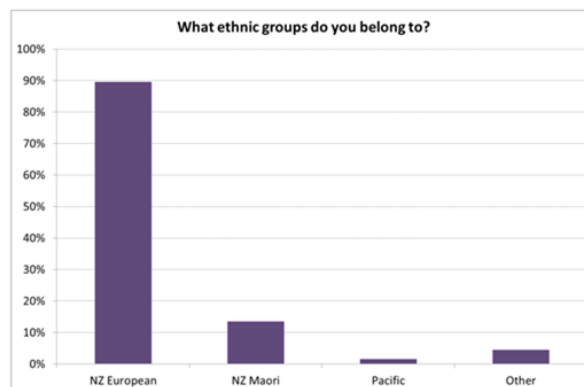
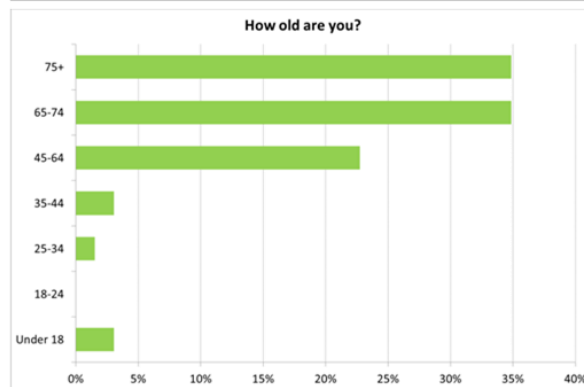
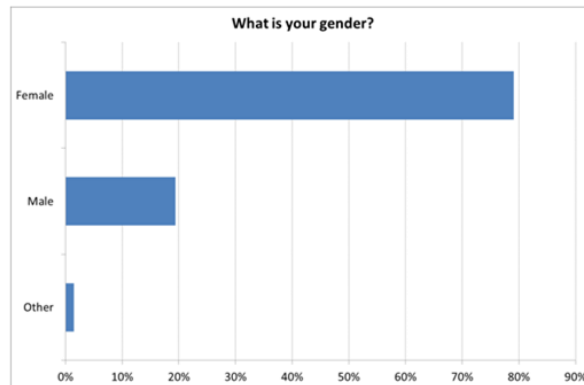
Submission numbers and submitter characteristics

A total of 70 submissions were received:

- 69 from individuals and one from the Safer Napier Strategic Group
- 46 via the online feedback form and 24 using the paper feedback form.

Submitters had the following demographic characteristics:

- 97% (65) Napier residents
- 79% female
- 19% male
- 30% under 65 years old
- 35% 65-74
- 35% 75+
- 90% New Zealand European
- 13% Maori
- 2% Pacific
- 5% Other ethnicity.¹



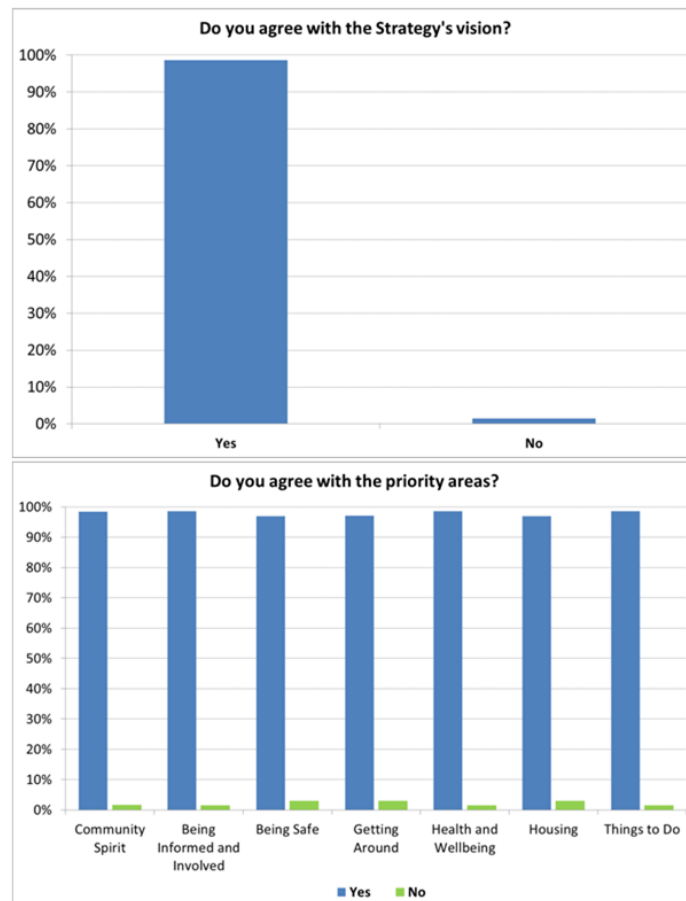
¹ People could select more than one ethnic group so total adds to more than 100%.

Feedback analysis

Feedback was considered by a subgroup formed from Positive Ageing Strategy Steering and Reference Group members.

Summary of feedback

Feedback on the Strategy was positive overall. Almost all submitters (99%) agreed with the Strategy's vision, and the large majority (at least 97%) agreed with each of the seven priority areas.



The majority of feedback involved submitters providing ideas about how to make Napier more age-friendly. These have been noted for consideration during development of the implementation plan.

The remainder of the substantive feedback is listed in the following table (with responses also noted, including relevant changes made to the final version of the Strategy).

Key themes arising from the substantive feedback are:

- Review – requests for the Strategy to be regularly reviewed or audited
- Outcomes and measures – information about how to achieve the objectives
- Priorities – requests to prioritise the priority areas
- Alignment – ensuring collaboration with local and central government agencies
- Funding – how actions in the implementation plan will be funded
- Principles – adding more underlying principles
- Target groups – a reminder about some priority groups.

Suggestion	Response from Subgroup formed to consider feedback
Review	
Regular review of the Strategy and modifying if things change. (Submitter #7)	The Strategy will be reviewed every five years. The implementation plan will take account of any new or emerging issues. Noted in final Strategy.
Positive and forward thinking Strategy - needs to be followed up with annual audit. (Submitter #19)	Strategy will be reviewed every five years. Implementation plan will include annual activities and will take account of any new or emerging issues. Noted in final Strategy.
Review annually. (Submitter #26)	Strategy will be reviewed five-yearly. Implementation plan will include annual activities and will take account of any new or emerging issues. Noted in final Strategy.
Priority areas obsolete by 2039 (following population change). (Submitter #48)	Strategy will be reviewed five-yearly.
Outcomes and measures	
'Concrete' outcomes to make the vision clearer. (Submitter #40)	The priority areas provide focus for the outcomes, and actions will be developed against each of these in the implementation plan. Noted in final Strategy.
Need more information on measures to implement and how to achieve the objectives. (Submitter #58)	This information will form part of the implementation plan.
Stronger 'goals' on page 10 (ie, the monitoring measures). Steering Group establish their own monitoring goals. (Submitter #61)	Noted. Measures revised in final Strategy. Monitoring measures listed on page 10 are those for which data is readily available for Napier City. Advisory Group will have a role in monitoring.
Priority Areas	
Council make housing a priority. (Submitter #15)	Housing is identified as a priority area in the Strategy, and will be led by Napier City Council.
Like to see priority areas prioritised. (Submitter #35)	The priorities have equal weighting – made clearer in final Strategy. Actions in the implementation plan will be prioritised for delivery.
Prioritise the priority areas. (Submitter #48)	The priorities have equal weighting. Made clearer in final Strategy

Suggestion	Response from Subgroup formed to consider feedback
Alignment	
Work with HBDHB to align services. (Submitter #33)	HBDHB will lead the Health and Wellbeing priority area, with input and support from a number of agencies, including Napier City Council.
Liaise with HBDHB for 'Things to Do' priority area. (Submitter #51)	HBDHB will be a member of the Advisory Group so will have an overview of activities.
Housing Corporation has role in providing housing so not a drain on Council rates. (Submitter #28)	The Housing priority area will be led by Napier City Council but will involve Kainga Ora – Homes and Communities as a key partner.
Need better collaboration between Councils. (Submitter #26)	Napier City Council is in close communication with Hastings District Council on regional age-friendly and related activities, and with other age-friendly communities/councils around New Zealand.
Funding	
Source of funding to make the Strategy happen? (Submitter #29)	Some actions will involve supporting business as usual; others will be new and could be funded through either existing budgets or by applying to other funding sources (to be identified on a project-by-project basis). Clarified in final Strategy.
Need funding to support Strategy. (Submitter #37)	Some actions will involve supporting business as usual; others will be new and could be funded through either existing budgets or by applying to other funding sources (to be identified on a project-by-project basis). Clarified in final Strategy.
Principles	
Add reference to inequality. (Submitter #47)	The Strategy has a focus on a number of principles including inclusion and diversity. Principle of equity added to final Strategy.
Need a principle of action. (Submitter #61)	The implementation plan will include a list of actions under each priority area, which will be phased over the next five years.
Target groups	
Strategy a good start – reminder that one size doesn't fit all. (Submitter #22)	Noted.
Reminder to give consideration to people with disability. (Submitter #66)	Noted for actions in implementation plan.
Other	
Consult again before finalising Strategy. (Submitter #51)	The engagement and consultation process has been extensive. There will be an opportunity to provide further input when the Strategy is reviewed in five years.
Safer Napier Strategic Group happy to be coordinating entity for 'Being Safe' priority area. (Submitter #59)	Noted.
Housing data in Background Document needs to be compared with census figures. (Submitter #61)	Noted Home ownership Census data now included in Background Document.

3. SAFER NAPIER PROGRAMME - ANNUAL UPDATE

Type of Report:	Information
Legal Reference:	N/A
Document ID:	889350
Reporting Officer/s & Unit:	Michele Grigg, Senior Advisor Policy

3.1 Purpose of Report

To provide a summary of the 2018-2019 year of the Safer Napier programme, including key highlights and benefits to Council and the Napier community.

Officer's Recommendation

The Napier People and Places Committee:

- a. Note the Safer Napier programme update.

Chairperson's Recommendation

That the Council resolve that the officer's recommendation be adopted.

3.2 Background Summary

Napier first became an accredited Safe Community in 2010, and was successfully reaccredited in 2015. Safe communities is an international concept that recognises safety as a universal concern and responsibility for all. It is a collaborative way of working together to increase action on community safety (in all its forms) through coordinated efforts between non-government organisations, the business sector, government agencies and Councils.

The World Health Organization views the safe communities approach as an important means of delivering evidence-based violence and injury prevention strategies at a local level.

Forty-three partners have signed the Safer Napier Memorandum of Commitment, agreeing to be part of the programme and to work together to achieve the common vision of 'Napier is a safe and healthy city'. The Mayor of Napier is recognised as the programme's Ambassador.

A key strength of Safer Napier is the strong collaborative working relationships between signatory organisations, and in particular amongst members of the Safer Napier Strategic Group (16 of the key signatory agencies, **Attachment A**). This is achieved under the guidance and support of a part-time contracted Coordinator, and Council staff who oversee and manage the Safer Napier programme – Michele Grigg, Senior Advisor Policy and Natasha Mackie, Manager of the Community Strategies Team.

The programme contributes to Council's vision and outcomes and is included in the LTP 2018-2028.

Programme Vision and Priorities

The Safer Napier vision is 'Napier is a safe and healthy city'. This was identified during development of the current Strategic Plan 2017-2021 (**Attachment B**), based on input

from our partners, the community and Safer Napier Strategic Group members. Five goals were identified to achieve the vision:

- People are injury free in Napier
- Napier is free from crime
- Napier roads are safe for all
- People in Napier keep themselves safe
- Napier is free from addiction related harm.

Programme Implementation

The Safer Napier programme operates under a comprehensive implementation framework. This is established in the five-year Strategic Plan which sets out the programme's vision and priorities. Operationalisation of the strategic vision is achieved through an annual action plan, a communications plan, and an evaluation plan. Evaluation of programme and project performance is undertaken using the Results Based Accountability framework (RBA) to measure progress.

As an accredited safe community, Safer Napier is a member of the Safe Communities Foundation of New Zealand, and the international safe communities network. We have strong links with counterparts in Hawke's Bay, who are all accredited – Safer Hastings, Safer Central Hawke's Bay, and Te Wairoa He Hapori Haumaru. The Foundation provides support and advice to communities, both accredited and those considering accreditation.

Programme Planning

All partners and signatory organisations are involved in the annual Safer Napier planning process. Data analysis, priority setting and evaluation form the foundation of the programme. The planning process begins each year with a workshop for the signatory organisations. The workshops are hosted by Safer Napier and are attended by about 60 representatives who meet to identify ongoing and emerging safety issues under each goal area, and priorities for the year ahead.

Every two years the programme hosts a Celebrate Safer Napier event for the Napier community. Each event has a safety theme (2019's theme was child safety, promoted as the 'Whānau Fun Fest') and is free to attend. The event provides residents with an opportunity to not only learn about key safety messages but to also identify their safety concerns or issues to feed into the annual action plan.

The Safer Napier Strategic Group consider this feedback, along with issues identified in the workshop and the latest data, to determine direction of the annual plan including priority actions and target population groups.

Projects

Projects delivered to achieve Safer Napier's aims are many and varied. The Safe Communities Foundation of New Zealand noted in their annual report feedback to us that we have "one of the most extensive lists of networks in the country spanning a wide range of issues and services, and an impressive list of new programmes, and new participants in our annual workshop."

The programme's latest annual report 2018-2019 (**Attachment C**) highlights the range of projects being delivered under the Safer Napier umbrella for each goal area. This is available in Council's website (search keyword #safernapier) along with other Safer Napier documents.

Each year a user-friendly summary is published in the free community newspaper to profile the programme with the public and our signatories (**Attachment D**). The summary for 2018-2019 highlights key statistics and a selection of projects, including:

- **Safe As Houses:** Further extension of Safer Napier's flagship project into all of Council's housing villages to raise safety awareness and provide tips for reducing falls, fires and crime, and encouraging residents to get to know their neighbours, and be prepared for natural hazards.
- **Shake Out:** An opportunity for staff from Napier City Council, Hawke's Bay Regional Council, and central city businesses and government departments to practice their earthquake and tsunami evacuation drill during the national October 'Shake Out'. Over 200 people made the hīkoi up Napier Hill and were reminded about being prepared.
- **Pause the Pokies:** An awareness raising campaign held during Gambling Harm Awareness Week in September, when 12 venues around Hawke's Bay, including in Napier, turned off their pokie machines for one hour to recognise gambling related harm.
- **School Zones:** New signage and road markings installed outside 16 Napier schools to highlight school zones and the danger of these areas for children.

Recognition

The Safer Napier programme is award-winning and has been recognised nationally and internationally. In 2016 it won the World Health Organization's Western Pacific Regional Office Health Cities Recognition for Violence and Injury Prevention Award, the only accredited safe community in New Zealand to achieve this accolade.

Over the past five years, three of Safer Napier's key personnel have won Safe Communities Foundation of New Zealand national awards in recognition of their commitment and leadership – Safer Napier Coordinator Liz Lambert, Community Strategies Team Manager Natasha Mackie, and local ACC representative Sally Phelps.

Natasha has also joined the national team of safe community assessors for communities aiming to become accredited or reaccredited. This has given us increased understanding about the recently revised reaccreditation approach along with ideas and inspiration for future Safer Napier projects and community planning.

3.3 Issues

Sustainable funding for the programme, including for the Safer Napier Coordinator, is an ongoing challenge. In addition to internal staff, costs are incurred for programme coordination and to support projects. ACC provides coordinator support for newly accredited programmes only, so NCC funds the part time coordinator. Project funding is sought externally, however the majority of project funding is provided through NCC's funding schemes.

3.4 Significance and Engagement

Feedback and input from a range of sources, including our signatory partners, the general public, and reliable data sources, ensure transparent annual action planning, appropriate identification of target groups, and prioritisation of activities.

A snapshot of the programme's key achievements is published annually in the free community newspaper and all programme documents are made available online.

3.5 Implications

Financial

Council's LTP 2018-2028 includes funding for delivery of the Safer Napier programme in the form a part-time contracted Coordinator (\$39,600 per annum). While ACC provides programme support to newly accredited Safe Communities, this ceases once a community is reaccredited (after five years) as is the case for Safer Napier, which is now operating without any external programme funding.

Council's baseline budget funds coordination of the programme and some project funding. Other project funding is sought through external channels wherever possible, however this can at times be difficult to source. Coalition partner agencies are often not in a position to fund the programme and funding sources for projects can be variable.

The programme remains viable through ongoing support from Council in the form of staff time and the LTP funding. Council also provides safety-related funding through its service agreements with the following community organisations:

- Napier Community Patrol - \$47,000 per annum
- Napier Safety Trust (CCTV) - \$45,000 per annum
- CBD Patrols - \$100,000 per annum
- Surf Lifesaving NZ - \$47,000 per annum
- Napier Neighbourhood Support - \$38,800 per annum.

These organisations are all signatories to Safer Napier and support Council's goal of improving community safety.

Social & Policy

Safer Napier's reach extends every year, with the inclusion of additional target population groups, new/extended projects and initiatives, and new involvement on the Safer Napier Strategic Group (during 2018-2019 Te Rangihaeata Oranga Trust – Hawke's Bay Gambling Recovery Service joined the Group). These ensure the programme remains relevant and responsive, and has continued impact as new and emerging safety issues arise in the community.

Community safety remains a key issue for Napier residents. The 2019 Social Monitor survey found that 86% of surveyed residents rates their feelings of safety in Napier as moderate (*'neither agree nor disagree'*) or better (*'somewhat'* to *'strongly agree'*). Perceptions of safety when going out were much higher during the day (89%) compared to at night (52%).

Risk

As mentioned earlier, Council is the primary funder for delivery of Safer Napier and many of its flagship projects and events. Continued identification of funding in the Long Term Plan is essential for the programme's ongoing sustainability.

3.6 Options

The option available to Council is as follows:

- a. Note the Safer Napier annual summary for 2018-2019.

3.7 Attachments

- A Safer Napier Strategic Group and Memorandum of Commitment Signatories [↓](#)

- B Safer Napier Strategy 2017-2021 [↓](#)
- C Safer Napier Annual Report 2018-2019 [↓](#)
- D Safer Napier Annual Summary 2018-2019 [↓](#)

Safer Napier Memorandum of Commitment signatories

Note: Safer Napier Strategic Group (SNSG)¹ members are shown in bold

- **Accident Compensation Corporation**
- Age Concern Napier
- Ahuriri Māori Wardens Trust
- Alcohol Action Hawke's Bay
- Citizens Advice Bureau
- Disability Resource Centre Hawke's Bay
- DOVE HB
- **Fire and Emergency New Zealand**
- **Hawke's Bay Civil Defence Emergency Management Group**
- **Hawke's Bay District Health Board**
- **Health Hawke's Bay – Te Oranga Hawke's Bay**
- **Housing New Zealand Corporation²**
- Ka Hao Te Rangatahi Trust
- Liberty
- Mataruahau Māori Wardens
- Ministry of Education
- **Ministry of Social Development**
- Multicultural Association Hawke's Bay Incorporated
- Napier City Council
- Napier Youth Council – Te Kaunihera Rangatahi O Ahuriri
- Napier Community Patrol
- Napier Disability Advisory Group
- Napier Family Centre
- Napier Inner City Covenanted Churches
- Napier Neighbourhood Support
- Napier Safety Trust
- **New Zealand Police**
- **New Zealand Red Cross**
- New Zealand Transport Agency
- Pirimai Baptist Church
- Plunket Hawke's Bay
- **RoadSafe Hawke's Bay**
- **Roopu a Iwi Trust**
- St John Central Region
- Salvation Army
- Sport Hawke's Bay
- Surf Lifesaving New Zealand
- **Te Kupenga Hauora – Ahuriri**

¹ As at June 2019.

² On 1 October 2019, Housing New Zealand joined HLC and KiwiBuild to form Kāinga Ora – Homes and Communities.

- **Te Puni Kōkiri**
- Tū Tangata Maraenui Trust
- Whatever it Takes Trust
- Volunteering Hawke's Bay
- Zeal Hawke's Bay

New SNSG members since Safer Napier Memorandum of Commitment signing are:

- **Napier City Business Incorporation**
- **New Zealand Automobile Association**
- **Te Rangihaeata Oranga Trust / Hawke's Bay Problem Gambling Services**



Safer Napier Strategy

2017 - 2021

Napier is a safe and healthy city



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Safer Napier Strategy 2017 – 2021

Introduction

Napier is a vibrant coastal city that enjoys a lot of sunshine, a diverse culture and is a popular tourist location for both national and international visitors. People from Napier are proud of their community and strive to make it an even better place to live, work and visit. Safety is continually identified by Napier citizens as a high priority and as such is reflected in Napier's Council and Community Outcomes.

As part of Napier's commitment to improving community safety it was accredited as an International Safe Community in August 2010 and re-accredited in March 2016. This is a World Health Organization (WHO) concept that recognises safety as "a universal concern and a responsibility for all". This approach to community safety encourages greater cooperation and collaboration between non-government organisations, the business sector, and local and central government agencies.

Since accreditation, Safer Napier has achieved many outcomes and in 2016 gained international recognition by winning the 'World Health Organization Western Pacific Regional Office Healthy Cities Recognition for Violence and Injury Prevention award'. Safer Napier is an 'umbrella' for over 60 initiatives and projects and takes a strengths based approach to support families, neighbourhoods and to address safety issues.

This strategy focuses on five key areas – injury prevention, crime prevention, road safety, community resilience and addiction related harm. Focus areas are set based on both community feedback and statistical evidence.

Structure

Safer Napier is made up of a diverse group of agencies, organisations and community groups all working together to improve community safety. Forty three groups signed the Safer Napier Memorandum of Commitment (Appendix A). Napier City Council is the lead agency and the programme is governed by the Safer Napier Strategic Group (SNSG) through a Terms of Reference (Appendix B). This is a cross-sector group of government agencies and key organisations¹. They are supported by reference groups, a wider collection of relevant agencies and organisations, input from the community and target groups, plus other safe communities nationally and internationally.

¹ Members as at January 2017: Accident Compensation Corporation, Hawke's Bay Civil Defence Emergency Management Group, Hawke's Bay District Health Board, Health Hawke's Bay, Housing New Zealand Corporation, Ministry of Social Development, Napier City Council, Napier City Business Inc, NZ Automobile Association, NZ Fire Service, NZ Police, NZ Red Cross, Te Puni Kōkiri, RoadSafe Hawke's Bay, Roopu a Iwi Trust and Te Kupenga Hauora – Ahuriri.





Principles

The following principles guide the implementation of this strategy:

- **Commitment to contribute** - the whole community plays a role in crime prevention, injury prevention, road safety, addiction related harm and community resilience
- **Collaboration and coordination** - central and local government, Iwi, non-government organisations, community organisations and safety networks work together for the benefit of the community
- **Proactive action** - where possible anticipate and respond to issues within Napier
- **Integrity** – treat each other with respect, honesty and fairness.



Strategic Links

International Safe Communities

Safer Napier is an accredited International Safe Community and part of an international network of designated safe communities. This includes the Safe Community Foundation of New Zealand, the Pan Pacific Safe Communities Network (New Zealand, Australia, United States of America and Canada) and globally.

Safer Napier is due for re-accreditation in 2021.

Local, Regional and National Links

Safer Napier stakeholders bring their local agency knowledge and relevant national and regional strategies to the table. The programme is guided by a range of national, regional and local strategies, plans and policies (Appendix C).

Review

This Strategy will be reviewed every five years in line with Safe Communities re-accreditation timeframes. The next review will begin in 2021. The implementation plan and annual activities will be revisited each year to ensure they remain relevant and reflect new or emerging issues.



Our Strategy

Our vision:

Napier is a safe and healthy city

Our goals:

- Goal 1: People are injury free in Napier
- Goal 2: Napier is free from crime
- Goal 3: Napier roads are safe for all
- Goal 4: People in Napier keep themselves safe
- Goal 5: Napier is free from addiction related harm

Our Napier:

- Everyone works together to improve community safety
- We connect with each other
- Our children are happy and healthy
- Our spaces and places are safe
- Our businesses are buzzing
- We love our community



Appendix A: Safer Napier Memorandum of Commitment

Safer Napier Memorandum of Commitment







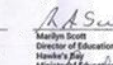
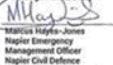


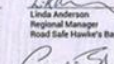
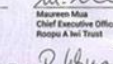
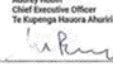
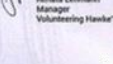
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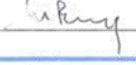



www.napier.govt.nz

Memorandum of Commitment

- Definition**
A Memorandum of Commitment (MOC) is an agreement between "parties" that sets the terms of how they will conduct themselves towards each other and for what purpose.
- Parties Defined**
Parties are defined as key officials of local and central government agencies and key representatives of community organisations.
- Purpose**
The signatories agree to be part of the Safer Napier International Safe Community programme and work together to improve community safety in Napier.
- Terms of the Relationship**
 - Each party agrees to act in accordance to the principles of the Commitment.
 - Each party agrees to participate in the relationship in a collaborative manner.
- Principles**
The following list of principles acts as the defined rules of engagement for signatories:
 - Commitment to contribute**
The whole community has a role to play in crime prevention, injury prevention, road safety, alcohol related harm and community resilience.
 - Collaboration and Coordination**
Central and local government, iwi, non-government organisations, community organisations and safety networks work together for the benefit of the community.
 - Proactive Action**
Where possible, signatories anticipate and respond to issues within Napier. Innovative thinking to create solutions is encouraged.
 - Integrity**
All signatories will treat each other with respect, honesty and fairness.
- Duration of MOC**
The duration of the MOC shall be five years from the date of signing this document.
- Termination of Clause**
Any party can terminate their membership of the MOC at any time. Notice of termination must be in writing and signed by the party member.
- Context**
The Memorandum of Commitment is not a legal document but a mutual agreement of intent.
- Signing of Parties**
I have read the Memorandum and understand its contents and agree to adhere to the purpose and principles of commitment in relation to the Safe Communities Napier Committee by signing my name, designation and date.

 Bill Ogden Mayor Napier City Council	 Sally Phipps Community Injury Prevention Consultant Accident Compensation Corporation	 Monag Hill Age Concern Napier	 Hilda Hurwood Secretary Ahuriri Maori Wardens Trust	 Faye Lene Coordinator Alcohol Action Hawke's Bay	 Kate Hedley Board Chairperson Citizens Advice Bureau	 Tom Ringrose Chief Executive Officer Disability Resource Centre Hawke's Bay Trust	 Malouin Byford Manager DOVE Hawke's Bay	 Keith Adkinson Board Chairperson Hawke's Bay District Health Board
 W. Goss Health Promotion Coordinator Health Hawke's Bay - Te Hāngi Hawke's Bay	 Andrew Cairns Area Manager Hawke's Bay Housing New Zealand Corporation	 Witiaki Cato Board Chairperson Ka Hāro Te Tāngatahi Trust	 Kara Duncan-Hewitt Consultant & Facilitator Liberty	 Christine Kidwell Chairperson Matatuhanga Maori Wardens	 Marilyn Scott Director of Education Hawke's Bay Ministry of Education	 Annie Aram Acting Regional Commissioner Ministry of Social Development	 Ram Roy Vice President Multicultural Association Hawke's Bay Incorp	 Rachel Terey Chairperson Napier City Council Youth Council
 Marcus Hayles-Jones Napier Emergency Management Officer Napier Civil Defence	 Sandy Ribbons Manager Napier Community Patrol	 Witi Kerepau Regional Disability Advisor Napier Disability Advisory Group	 Kathryn Curran Chief Executive Officer Napier Family Centre	 Tony Francis-Ross Regional Napier Jewell City Covenant Churches	 Dave Fellows Board Chairperson Napier Neighbourhood Support	 Shane Gibson Secretary Napier Safety Trust	 Olivia Nicholl Area Manager / Commander New Zealand Fire Service	 Andrew Sloan Inspector New Zealand Police
 Debbie Gillen Community Services Manager New Zealand Red Cross	 Colin Goble Senior Engineer New Zealand Transport Agency	 April Plumptre Principal Baptist Church	 Tanya Jaki Community Services Leader Plunket Hawke's Bay	 Linda Anderson Regional Manager Road Safe Hawke's Bay	 Maureen Muir Chief Executive Officer Rooptu A hui Trust	 Brendon Hutchinson Hawke's Bay Territory Manager St John's Central Region	 Lynda Otter Community Engagement Team Leader Salvation Army	 Roger Coleman Operations Manager Sport Hawke's Bay
 Debbie Moudie Club Support Officer Surf Lifesaving New Zealand	 Audrey Robin Chief Executive Officer Te Kupenga Hauora Ahuriri	 Monique Heke Advisor Te Puni Kōwhiri	 Minnie Ratima Chairperson Te Tāngata Māori Trust	 Caroline Lampp General Manager Whetover it Takes Trust	 Renata Lehmann Manager Volunteering Hawke's Bay	 Mark Wilson Director Zeal Hawke's Bay		

Witnessed By  Councillor Maxine Boag

Appendix B: Safer Napier Strategic Group Terms of Reference**Safer Napier Strategic Group
Terms of Reference****Purpose**

To provide leadership, guidance and support for the Safer Napier programme which aims to improve community safety in Napier through collaboration and action.

Objectives

- To work together and partner with others who contribute to improving community safety in the Napier community
- To develop and implement strategic goals and facilitate or implement actions to achieve them
- To proactively share skills, resources, information, ideas and experience to increase safety in Napier
- To oversee the Safer Napier programme and meet the requirements of the Safe Communities accreditation programme – including a strategic plan, annual action plan and annual report incorporating community feedback, research and statistical data.

Safer Napier Structure

Membership

The Safer Napier Strategic Group (SNSG) consists of representatives from a number of government agencies and non-government agencies that are involved with crime prevention, injury prevention, alcohol related harm, road safety and community resilience.

These include but are not limited to; Accident Compensation Corporation, Hawke's Bay Civil Defence Emergency Management Group, Hawke's Bay District Health Board, Health Hawke's Bay, Housing New Zealand Corporation, Ministry of Social Development, Napier City Council, NZ Fire Service, NZ Police, NZ Red Cross, NZ Transport Association, Te Puni Kōkiri, RoadSafe Hawke's Bay, Roopu a Iwi Trust and Te Kupenga Hauora - Ahuriri.

Ideally, in their organisation, representatives hold positions of influence with decision-makers or are decision-makers themselves (e.g. strategy and policy development, resource allocation etc).

New Members

Each member organisation determines who their representative is on the group, endorsed by the SNSG. Should the representative leave the member organisation, the organisation will replace the representative with another staff member or volunteer. The exiting member will ensure an adequate 'handover' is completed. In addition, the Safer Napier coordinating agency will brief the new member before them joining the group.

The SNSG may co-opt new member organisations.

Role of Committee Members

- To act as a representative for the views of their organisation with regards to community safety in Napier
- To share relevant information, projects and knowledge that contribute to community safety in Napier, the wider Hawke's Bay area and nationally
- To ensure information from SNSG is shared with their own organisation
- To promote the activities of Safer Napier widely, through communication to service provider and other networks
- To seek and consider input from the community when developing the Safer Napier strategy and implementation of Safer Napier programmes.

Reference Groups

Reference Groups will be established around priority areas to provide specialist skills and expertise. They will help identify and select focus areas to be worked on each year. In addition, the reference groups may also deliver activities that contribute to Safe Napier goals.



Meetings

- Held bi-monthly or as required
- A quorum is one half plus one of the current members of the SNSG
- Notes are taken at each meeting and distributed to all members

Community Consultation

The wider group of stakeholders will be consulted annually at the Safer Napier Annual Meeting. This is an opportunity to update on the programme's progress and receive input into strategic and implementation planning.

Communication

The community will also be updated on the Safer Napier programme through the NCC website, newspaper and newsletter articles. Napier City Council communication staff will assist in developing and disseminating media releases. Joint media releases will be discussed (at meetings or via email) with the SNSG prior to release.

Review Date

The Terms of Reference will be reviewed every three years by the SNSG.

Last reviewed March 2016.



Appendix C: Examples of National, Regional and Local Strategies, Policies and Plans**National**

- Better Public Services
- Children's Action Plan
- Cross-government Injury Prevention Workplan Hawke's Bay Civil Defence Emergency Management Group Plan (under review)
- Healthy Homes
- Ministry of Education Statement of Intent 2011/12 - 2016/17
- Ministry of Social Development Statement of Intent 2014-2018
- National Civil Defence Emergency Management Strategy
- National Drug Policy 2015 – 2020
- New Zealand Fire Service Statement of Strategic Direction 2014 – 2018
- New Zealand Police Four Year Plan 2015 – 2019
- New Zealand Suicide Prevention Plan
- Safer Journeys 2020
- Youth Crime Action Plan 2013 – 2023

Regional

- Child Protection agreement between CYF and Ngati Kahungunu
- Community Policing Plans
- Hastings and Napier Joint Alcohol Strategy
- Hawke's Bay Civil Defence Emergency Management Group Plan
- Hawke's Bay District Health Board Injury Prevention Strategy
- Hawke's Bay Road Safety Action Plan
- Hawke's Bay Regional Tobacco Strategy 2015 - 2020
- Napier City Council Long Term Plan
- Te Kupenga Hauora – Ahuriri Whanau Ora Long Term Strategic Plan

Local

- Shade Policy
- Smokefree Policy



Safer Napier

Annual Report

July 2018 to June 2019

Napier is a safe and healthy city



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Introduction

Napier City is proud to be an accredited Safe Community and was first accredited in 2010. Safe Communities¹ is an international concept that recognises safety as a universal concern and a responsibility for all. It creates ways to increase action on community safety through the building of local partnerships.

Safer Napier focuses on injury prevention, crime prevention, road safety, community resilience, addiction related harm, and collaboration. It is an 'umbrella' for over 35 initiatives and projects with 43 agencies, organisations and groups as signatories to the Safer Napier Memorandum of Commitment. It contributes to the United Nations Sustainable Development Goals:

- Good health and well-being (targets 3.2, 3.5, 3.6)
- Gender equality (targets 5.2, 5.3)
- Sustainable cities and communities (targets 11.2, 11.5)
- Peace, justice and strong institutions (targets 16.1, 16.2).

As an accredited Safe Community, data analysis, evaluation and priority setting is important. An annual online survey is submitted in August to the Safe Communities Foundation of New Zealand (SCFNZ) (see Appendix A) and the programme uses a Results Based Accountability (RBA) framework to measure what difference is being made. This report is for 1 July 2018 to 30 June 2019 and covers four case studies, the five goals and a selection of programmes and initiatives.²



Safer Napier Annual Workshop, April 2019
Sixty-seven people from over 40 organisations, agencies and groups participated

¹ For more information on Safe Communities see www.safecommunities.org.nz

² Please note this report gives an overview of Safer Napier activities and does not include all community safety initiatives occurring in Napier.

Safer Napier Memorandum of Commitment signatories

Note: Safer Napier Strategic Group (SNSG)³ members are shown in bold

- **Accident Compensation Corporation**
- Age Concern Napier
- Ahuriri Māori Wardens Trust
- Alcohol Action Hawke's Bay
- Citizens Advice Bureau
- Disability Resource Centre Hawke's Bay
- DOVE HB
- **Fire and Emergency New Zealand**
- **Hawke's Bay Civil Defence Emergency Management Group**
- **Hawke's Bay District Health Board**
- **Health Hawke's Bay – Te Oranga Hawke's Bay**
- **Housing New Zealand Corporation⁴**
- Ka Hao Te Rangatahi Trust
- Liberty
- Mataruahau Māori Wardens
- Ministry of Education
- **Ministry of Social Development**
- Multicultural Association Hawke's Bay Incorporated
- Napier City Council
- Napier Youth Council – Te Kaunihera Rangatahi O Ahuriri
- Napier Community Patrol
- Napier Disability Advisory Group
- Napier Family Centre
- Napier Inner City Covenanted Churches
- Napier Neighbourhood Support
- Napier Safety Trust
- **New Zealand Police**
- **New Zealand Red Cross**
- New Zealand Transport Agency
- Pirimai Baptist Church
- Plunket Hawke's Bay
- **RoadSafe Hawke's Bay**
- **Roopu a Iwi Trust**
- St John Central Region
- Salvation Army
- Sport Hawke's Bay
- Surf Lifesaving New Zealand
- **Te Kupenga Hauora – Ahuriri**

³ As at June 2019.

⁴ On 1 October 2019, Housing New Zealand joined HLC and KiwiBuild to form Kāinga Ora – Homes and Communities.

- **Te Puni Kōkiri**
- Tū Tangata Maraenui Trust
- Whatever it Takes Trust
- Volunteering Hawke's Bay
- Zeal Hawke's Bay

New SNSG members since Safer Napier Memorandum of Commitment signing are:

- **Napier City Business Incorporation**
- **New Zealand Automobile Association**
- **Te Rangihaeata Oranga Trust / Hawke's Bay Problem Gambling Services**

Case studies

Case study 1 – Safe as Houses (Villages)

Initiative/Programme Name: Safe as Houses (Villages)



Safe as Houses (Villages) was implemented at six Napier City Council (NCC) Retirement Villages: Arthur Richards, Coventry Ave, Centennial, Otatara, Rangi Marie and Oriel.

Issue/Population Group Addressed:

Issue: Home safety, including injury from falls and fire, crime prevention, Civil Defence preparedness and isolation / community connections.

Target group: Older people living in NCC Retirement Villages.

Goal:

Increase awareness of safety issues and make physical changes to the home environment to prevent risk of falls, fire, and crime while increasing Civil Defence preparedness.

Encourage interaction and connectedness between neighbours.

Partners:

Napier City Council (NCC), NZ Police, Hawke's Bay Civil Defence Emergency Management Group (HB CDEM), Fire and Emergency NZ, Napier Neighbourhood Support (NNHS), Housing New Zealand Corporation (HNZC) and ACC.



Otatara Village morning tea

Frequency/Duration: (one-off, ongoing, time limited, dates)

Implemented in all NCC Retirement Villages between August 2017 and October 2018.

Data, Information and Story Behind the Data

In New Zealand more injuries happen at home than at work, on the roads or playing sport⁵. Of all new Napier ACC injury claims in 2016, 52% (15,517 claims) occurred in the home. Unlawful Entry With Intent/Burglary, Break and Enter made up almost one quarter (23%, 1031 reported victimisations) of all recorded victimisations for the Napier Police Station during the 2017/18 year.

ACC data shows claim frequency is rising fastest amongst seniors, mainly for falls in the home which is the most common cause of injury amongst older people. Falls account for almost two-thirds (59%) of new ACC claims amongst those aged 65 and over in Napier (compared to 33% amongst the under 65s). The cost of claims among the over 65s living in Napier for falls alone is \$3.13 million per year. ACC received almost 5,800 new claims from Napier residents aged 65+ for the 11 months from July 2017 to the end of May 2018⁶.

Home safety is a priority for Safer Napier and this project links to the Safer Napier Strategic goals: 'People are injury free in Napier', 'People in Napier feel safe' and 'People in Napier know how to keep themselves safe'. Older people are an identified target audience.

Evidence reviewed before implementing programme: (*Why you chose this approach*)

(i.e. Link to peer reviewed journal article, national strategy, guidelines on best practice etc.)

Safe as Houses was based on the successful Tauranga Safe as Houses project, a project conceived through the ACC Idea Nation national competition. Safe as Houses (Villages) is a modified version of Safe as Houses for older people. It has incorporated parts of the Live Stronger for Longer 'Home Safety Checklist' produced by ACC, Ministry of Health and Health Quality and Safety Commission NZ. It also incorporates best practice from the Safer CHB Pension Flats project.

The programme links to NZ Police, Prevention First: National Operating Model 2017 (prevent crime before it happens), Fire and Emergency NZ - Statement of intent 2017-2021 (strategic priorities; fire reduction and prevention, stronger engagement with communities), and National Civil Defence Emergency Management Strategy (increasing community awareness, understanding, preparedness and participation in Civil Defence Emergency Management).



Oriel Place
Retirement
Village

⁵ SCFNZ, Fact Sheet 4: Home Injuries and Prevention, www.safecommunities.org.nz/resources/fact-sheets-community-safety

⁶ Napier City Council Positive Ageing Strategy

What did you do?	How well did you do?	Is anyone better off?
<p>Door to door home safety assessments in six NCC Retirement Villages were carried out followed by a shared morning tea and presentations from key agencies in each of the Villages. Residents also received a personalised letter with key safety tips based on the home safety assessments.</p> <p>Projects were evaluated and lessons learnt included in planning for future projects.</p>	<p>A total of 115 Retirement Village residents participated in the programme during 2018/19. All received key messages about falls prevention, fire safety, crime prevention and Civil Defence preparedness.</p> <p>Safe as Houses (Villages) has been delivered to all nine NCC Retirement Villages between August 2017 and October 2018. The following figures relate to all nine Safe as Houses (Villages).</p> <p>There were 96 NCC Retirement Village residents who took part in the survey two months after the home visits (43% of participants).</p> <p>100% were satisfied or very satisfied with Safe as Houses</p> <p>96% thought the officers who visited their home were helpful, polite and professional (note those who responded 'no' commented they did not remember anyone visiting them)</p>	<p>Of the 96 residents surveyed:</p> <p>35% (34 residents) have personally made additional safety changes (for example, not leaving things on stove, replacing security lock on window, storing water, and moving things so don't trip on them. This is a subjective measure that demonstrates behaviour changes)</p> <p>52% (50 residents) feel safer after being part of this project</p> <p>51% (49 residents) feel they have met new people (increased their social network)</p> <p>Following on from this project, NCC is undertaking further resilience planning for the NCC Retirement Villages. This includes communal BBQ's and water storage that can be used during an emergency.</p>

Case study 2 – ‘Look Out For Your Neighbour’ promotion

Initiative/Programme Name: 'Look Out For Your Neighbour' promotion
Issue/Population Group Addressed: Strengthening community connections, older person.
Goal: Strengthen community connections by encouraging people to look out for neighbours, especially the elderly living alone.
Partners: Safer Napier, Napier City Council, NZ Police, Napier Age Concern and the Positive Ageing Strategy network of seniors.
Frequency/Duration: (one-off, ongoing, time limited, dates) Christmas holiday season 2018/19. Subsequently further developed and extended into the 2019/20 financial year.
Data, Information and Story Behind the Data Over six months in 2018, four elderly Napier residents were found deceased after passing away alone in their own homes. These instances highlight the need for residents to look out for neighbours who may live alone, especially the elderly. Napier's population is ageing. The 65+ population is projected to double in size over the next 30 years. As the population ages and alternative housing options become less affordable and available, more older people are remaining in their homes for longer, often living by themselves. This promotion supports one of Safer Napier's key priorities of strengthening community connections under the goal 'People in Napier keep themselves safe'. It builds on the aims of the Safe as Houses project, and Napier's Neighbourhood Support service. It also reinforces several of the focus areas proposed in the draft Napier Positive Ageing Strategy, including: health and wellbeing, community spirit, and being safe.
Evidence reviewed before implementing programme: (<i>Why you chose this approach</i>) (i.e. Provide links to: peer reviewed journal article, national strategy, guidelines on best practice etc.) Research by Dr Hamish Jamieson, senior lecturer in older persons' health at the University of Otago, identifies that social isolation is a high risk for poor health. "Interaction people have with their friends and colleagues, and neighbours and family members, is really important to help them maintain their sense of independence and help them maintain the idea of looking after themselves." ⁷ This initiative builds on the Napier Connects programme which was a collaborative initiative to increase community connections and reduce social isolation for Napier's older people.

⁷ <http://superseniors.msd.govt.nz/health-wellbeing/preventing-social-isolation/social-isolation.html>

It incorporated best practice from the Napier Connects Toolkit⁸, a resource promoting positive ageing and community engagement.



READING THE SIGNS

- Do the lights come on at night?
- Do the curtains get drawn?
- Is the garden tended?
- Has mail accumulated?

If you are concerned about your elderly neighbour seek advice from Police or Age Concern.

⁸ www.napier.govt.nz/napier/community-development/seniors/napier-connects-toolkit/

What did you do?	How well did you do?	Is anyone better off?
<p>Promotion campaign featuring local Napier people to raise awareness and provide encouragement and information on looking out for vulnerable neighbours, especially the elderly. The promotion is based on tips provided by Police and Napier Age Concern.</p> <p>Coverage included; online Facebook posts, Napier City Council's 'Informing Napier' insert, media release dovetailed with Napier Community Christmas lunch promotion and community newspaper <i>He Ngakau Hou</i>.</p>	<p>The 'look out for your neighbour' message was promoted through different media channels. The media release was picked up by Hawke's Bay Today newspaper, HB App and other online news sites.</p> <p>The January 2019 Facebook post received 46 likes/loves and was shared to 18 other Facebook pages including Eastern District Police, Gambling Recovery and Wairoa Safe Communities.</p>	<p>The campaign has increased community knowledge about getting to know your elderly neighbours and provides helpful tips and things to look out for, for example whether their lights come on at night, if the curtains get drawn, the garden tended, or if the mail is building up in their letterbox.</p> <p>Helen who is featured in the poster is one who has benefited from such a relationship <i>"You don't have to live in each other's pockets but it's nice to know your neighbours are looking out for you, and can expect the same from you."</i></p> <p>This campaign encourages people to get to know their neighbours and to look out for each other, thereby building community resilience.</p> <p>This campaign will be further extended by promoting another older resident interacting with their neighbours, continuing with ongoing promotions at key times of the year (for example, Christmas/holiday season, winter, International Day of Older Persons, Neighbours Day, etc) and promoting the campaign through a wider range of channels (billboards, more social media, waiting rooms in general practices and social service agencies including Age Concern).</p>

Case study 3 – IronMāori Kaumātua Ahuriri event

Initiative/Programme Name: IronMāori Kaumātua Ahuriri event
Issue/Population Group Addressed: Issue: Injury prevention, fire safety and emergency readiness Target group: Māori, older people
Goal: Increase kaumātua awareness and knowledge of injury prevention, fire safety and emergency readiness and encourage behaviour changes.
Partners: Te Puni Kōkiri, Te Timatanga Ararau Trust, ACC, Fire and Emergency New Zealand, Hastings District Council, Health Hawke's Bay, Hawke's Bay Civil Defence Emergency Management Group, Napier City Council, Salvation Army and Te Kupenga Hauora – Ahuriri.
Frequency/Duration: (one-off, ongoing, time limited, dates) Annual event, 2 November 2018
Data, Information and Story Behind the Data <p>In 2017 the Safer Napier Strategic Group set an action to "Raise awareness about injury prevention and community safety at events targeting Māori and whānau". IronMāori is a hauora Māori kaupapa. The Kaumātua event is open to 55 year olds and over and is attended by whānau of all ages and from all over New Zealand.</p> <p>Research into the benefits of IronMāori – an indigenous triathlon, show that "Māori, on average, have the poorest health status of any ethnic group in New Zealand. Initiatives like IronMāori play an important role in reducing this disparity by promoting good health and wellbeing. It was the normalisation of the Māori cultural concepts, beliefs and values within this sporting initiative that had the greatest impact. The inclusion of whanaungatanga (sense of family connection) and manaakitanga (support, hospitality, kindness) meant their identity as Māori was enhanced, which in turn led to a greater sense of wellbeing."⁹</p>
Evidence reviewed before implementing programme: (<i>Why you chose this approach</i>) (i.e. Provide links to: peer reviewed journal article, national strategy, guidelines on best practice etc.) <p>Providing manaakitanga and kano ki te kano, face-to-face engagement was chosen after kōrero with Te Timatanga Ararau Trust (the organisers of IronMāori) on how Safer Napier could support their kaupapa. This approach is supported by the following two pieces of research.</p> <p>Guidelines provided by Te Puni Kōkiri (the Ministry of Māori Development) on building relationships for effective engagement with Māori states, "It is the experience of Te Puni Kōkiri that the most</p>

⁹ Fabish, S. A. (2017). IronMāori: Pūrākau of whānau wellbeing, Living as Māori The University of Auckland. ResearchSpace@Auckland

effective way to engage with Māori is by investing in relationships with Māori – rather than by making the task of engagement the focus of the investment.”¹⁰

The research article, *Engaging vulnerable populations in preparedness and response: a local government context* explored engaging communities proactively especially two demographic groups: low socio-economic; and culturally and linguistically diverse populations. This research identified a trend of passivity towards preparedness. It also found that information from traditional mass media and family members was preferred and trusted. Based on these findings, the research found a combination of traditional mass media and digital media with proactive face-to-face engagement improves outcomes.¹¹

What did you do?	How well did you do?	Is anyone better off?
<p>Through manaakitanga, kai was shared with IronMāori participants so that kanohi ki te kanohi (face to face) conversations could take place around key safety messaging.</p> <p>Messaging was also shared throughout the day over the loud speaker, resources (e.g. ACC drink bottles) and through written published material, available in both English and Te Reo.</p> <p>This is the second year Safer Napier has had a presence at IronMāori Kaumātua. It was expanded to a Safe Communities presence in 2018 with the inclusion of Safer Hastings. This was one of the project team's recommendations following the 2017 event.</p>	<p>Over 100 Kaumātua participated on the day supported by their whānau. All received key messages about falls prevention, fire safety and Civil Defence emergency preparedness.</p> <p>A success factor for this project was our key link person – a Māori connector to guide us. They approached the Trust about how we could add value to their event and be part of this positive kaupapa.</p> 	<p>Kaumātua who wanted more information about community strength and balance programmes and / or a fire safety home check were contacted after the event. Arrangements were made before the event so Kaumātua living outside our region would be contacted by someone local to them.</p> <p>A visual presence and participation in this event increases community awareness of Safer Napier and Safe Communities.</p>

¹⁰ Building Relationships for Effective Engagement with Māori www.tpk.govt.nz/en/search?q=engaging+with+maori

¹¹ Australian Journal of Emergency Management, vol. 33, no. 1, January 2018.

Case study 4 – Shake Out

Initiative/Programme Name: Shake Out 2018 - Napier earthquake and tsunami evacuation



Issue/Population Group Addressed:

Issue: Earthquake and tsunami preparedness

Group: Napier City Council and Hawke's Bay Regional Council staff

Goal:

To remind people of the action to take during an earthquake (Drop, Cover and Hold) and to practise a tsunami hīkoi (evacuation)

Partners:

Napier City Council, Hawke's Bay Regional Council, Hawke's Bay Civil Defence Emergency Management Group and SNSG

Frequency/Duration: (one-off, ongoing, time limited, dates)

One-off, Thursday 18 October 2018. To become an ongoing annual project

Data, Information and Story Behind the Data

Hawke's Bay is one of the most seismically active regions in New Zealand. New Zealand's entire coast is at risk of tsunami but the East Coast of New Zealand has been identified as having the highest tsunami risk because of the subduction zone marked by the Hikurangi Trough. Scientists have confirmed the subduction zone could generate severe tsunami from earthquake sizes of magnitude 8-9. This means in the future we could see tsunami like those in the Indian Ocean in 2004 and Japan in 2011¹².

Most of Napier is in a red, orange or yellow tsunami evacuation zone. For a local source tsunami, there will be no time for an official warning or managed evacuation. After a long or strong earthquake, residents and visitors will need to immediately evacuate all these zones. It is important that the community knows where to evacuate to. Natural warning signals are of key importance in response to local source tsunami as they may be the only warnings.

Evidence reviewed before implementing programme: (*Why you chose this approach*)

(i.e. Provide links to: peer reviewed journal article, national strategy, guidelines on best practice etc.)

Resources and guidelines from the ShakeOut website and East Coast Lab have been used.

Research since the Canterbury earthquakes of 2010 and 2011 confirms if you are in an earthquake in New Zealand, Drop, Cover and Hold is still the right action to take. We also know that practising

¹² www.hbemergency.govt.nz/hazards/tsunami/ and Wallace, L.M., U.A. Cochran, W.L. Power, and K.J. Clark. 2014. Earthquake and tsunami potential of the Hikurangi subduction thrust, New Zealand: Insights from paleoseismology, GPS, and tsunami modelling. *Oceanography* 27(2):104–117, <https://doi.org/10.5670/oceanog.2014.46>.

tsunami hikoi works. It helped save the lives of more than 95% of people who safely evacuated, after they felt a long or strong earthquake in the 2011 Japan earthquake and tsunami.¹³

This project contributes to the National Disaster Resilience Strategy priority of enabling, empowering, and supporting community resilience.

What did you do?	How well did you do?	Is anyone better off?
<p>On Thursday 18 October 2018, Napier City Council and Hawke's Bay Regional Council staff located in the inner city of Napier took part in an earthquake and tsunami evacuation drill.</p> <p>Safer Napier Strategic Group members were at three "check-in" points at the end of the suggested evacuation routes. Water, healthy snacks and emergency preparedness information were provided at the "check-in" points.</p> 	<p>Over 200 Council staff participated in the drill.</p> <p>www.facebook.com/hbemergency/videos/497271970749139/</p> <p>Key messaging was shared in advance by the CEO's. This included reminders of what to do in an earthquake, three possible tsunami evacuation routes and a request to refresh grab bags. Instructions were also available for people with disabilities or special requirements.</p> <p>Everyone including visitors were encouraged to participate in the earthquake drill.</p> <p>A subsequent earthquake was felt in Napier CBD a week later that lasted over a minute. Staff in both Napier City Council and Hawke's Bay Regional Council responded appropriately with Drop, Cover and Hold and evacuations.</p>	<p>Staff have an increased knowledge of natural warning signs of a tsunami (a long or strong earthquake) and tsunami evacuation routes in the CBD.</p> <p>This was an opportunity for people to familiarise themselves with evacuation routes and identify any potential obstacles or hazards along the way.</p> <p>It has helped identify barriers / social vulnerabilities (people who may need checking on) e.g. people with limited mobility, young children, tourists who do not know the area. Plus, further investigation into potential community led gathering places and resources needed if a large number of people where to evacuate to Napier Hill. This has led to the development of the Hill Hosts project.</p>

¹³ www.eastcoastlab.org.nz/getinvolved/tsunami-hikoi/

Projects and initiatives covered in this report

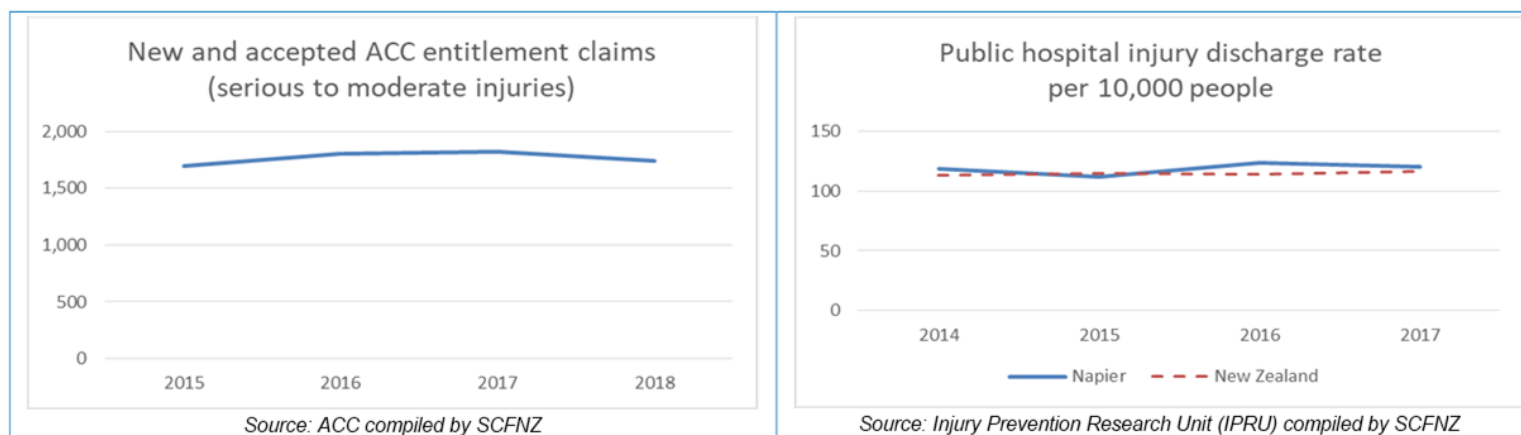
Injury Prevention	Crime Prevention	Road Safety	Community Resilience	Addiction Related Harm
Safety in the home (including falls) Safe as Houses Safe as Houses (Villages)* Community Strength and Balance Family harm prevention White Ribbon Ride Family Violence Intervention in Primary Care Loves Me Not Suicide and self harm Kia Piki Te Ora World Suicide Prevention Day Water safety Education and Beach Patrol Fire safety Firewise Fire Awareness Intervention (FAIP) Home Fire Safety Checks	Strengthening neighbourhoods Neighbourhood Support Coffee with a Cop Safe as Houses Safe as Houses (Villages)* Burglary and theft Napier Community Patrol Shoplifting Workshop Loss Prevention Meetings Safety in public places CCTV Outreach Services / Helping Hands (see Community Resilience) Youth 'Pop-up' Youth Centres CACTUS Loves Me Not (see Injury Prevention)	Alcohol and drug impaired driving HB Youth Alcohol Expo Department of Corrections Joint Project Speed School Zones Traffic Calming Pedestrians and cyclist safety Henry Hill School Travel Plan	Strengthening community connections IronMāori* Look Out For Your Neighbour* OPERAT DiverCity Event Outreach Service for Rough Sleepers Emergency readiness Shake Out* Community Resilience Planning Mobile Emergency Operations Centre Safe as Houses Safe as Houses (Villages)* Community pride Love Your Neighbourhood Healthy, accessible housing Ready to Rent	Alcohol related harm One for One Alcohol Free Events FASD Awareness Day Controlled Purchase Operations Alcohol Licence Assessment Process – Napier City Council Liquor Bans Gambling related harm Pause the Pokies Gambling Multi Venue Exclusion (MVE) Other drugs Synthetic Cannabis

* See case study for more details

Goal One: People are injury free in Napier - How well are we doing?

Our target population: Napier community

Population Indicators (to which our work contributes):



New and accepted ACC entitlement claims (serious to moderate injuries) remain high, above the national rate. In 2018, there were 1,744 new entitlement claims for Napier residents. Public hospital injury discharge rates for Napier have slightly fluctuated and in 2017 there were 746 of these discharges with a principal diagnosis of injury caused by any intent (excludes readmission for the same incident, day patients and patients discharged as deceased.) This is a rate of 120 per 10,000 people compared to 116 nationally. Falls remain the main cause of these serious non-fatal injuries (334 serious injuries (37%) in 2017). Other causes include motor vehicle traffic crashes, intentional self-harm and assaults. Many occur in the home followed by places of sport and recreation. Older people and children have higher injury rates.

Focus areas for 2018/19 were safety in the home (including falls), family harm prevention, fire safety, suicide and self-harm prevention, and water safety.

Note: This information does not include injuries where people have not made an ACC claim. If the injured person lives in Napier the injury location is recorded as Napier regardless of where the injury occurred.

Injury prevention projects include:

What did you do?	How well did you do it?	Is anyone better off?
<p>Safe as Houses</p> <p>Door to door home safety assessments in targeted streets to raise awareness of safety issues and make physical changes to the home environment to prevent risks of falls, fire, crime and manage natural hazards.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZN.</p>	<p>Delivered in two target streets experiencing crime, Roberts Tce and Rutherford Rd. Home safety assessments were completed with 38 households and between 20-40 people attended each of the two street BBQs.</p> <p>All received key messages about falls prevention and other safety tips.</p>	<p>Over half of Safe as Houses participants in Roberts Tce and Rutherford Rd (23 households, 61%) have a safer environment after being part of this project. This includes working smoke alarms, non-slip bath mats, advice on trip hazards, referrals to Plunket's injury prevention and home safety programme, and referral to NCC about lighting and damaged footpaths that may be a trip hazard.</p>
<p>Safe as Houses (Villages)</p> <p>Safe as Houses project focused on older people and delivered in NCC Retirement Villages.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZN.</p> <p>See case study page 6</p>	<p>Delivered in six NCC Retirement Villages to 115 residents during 2018/19.</p> <p>Of surveyed residents, 100% were satisfied or very satisfied with Safe as Houses (Villages).</p>	<p>The evaluation showed an increased awareness of safety issues.</p> <p>Of the 96 residents surveyed for all NCC Retirement Villages:</p> <ul style="list-style-type: none"> • 35% (34 residents) have personally made additional safety changes • 52% (50 residents) feel safer after being part of this project • 51% (49 residents) feel they have met new people (increased their social network)

What did you do?	How well did you do it?	Is anyone better off?
<p>Community Strength and Balance</p> <p>Under the Live Stronger for Longer brand, this nationwide initiative encompasses exercise classes and in-home programmes designed to improve strength and balance, maintain a person's independence and reduce the risk and severity of falls.</p> <p>Classes are aimed at older adults (65+years or older) or adults with an increased risk of falling and who would benefit from improving their strength and balance.</p> <p>Partners: Enliven, ACC, HB DHB, community exercise providers, carers and health professionals</p>	<p>Thirteen approved exercise providers meet national evidence-based criteria developed by ACC and the Technical Advisory Group.</p> <p>Total attendances for Napier classes:</p> <ul style="list-style-type: none"> • Enliven Day Programme - 3043 • Kiwi Seniors - 1905 • Sit and Be Fit - 330 • Tai Chi - 405 • Optimal Me – 1408 • Age Concern Napier – 959 • Pettigrew Green Arena – 2568 	<p>Exercise classes that are accredited under the Live Stronger for Longer Brand, focusing on strength and balance, can reduce the number of falls and injuries resulting from falls, by between 30 to 50 percent.</p> <p>The psychological benefits of participating in a class are well documented. Recent studies show social isolation and loneliness is as harmful as smoking 15 cigarettes a day and can result in early admission to residential care or premature death.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>White Ribbon Week 2018</p> <p>Suite of events held over White Ribbon week promoting the White Ribbon message of ending men's violence towards women.</p> <ul style="list-style-type: none"> Community Agency Networking and White Ribbon Hui White Ribbon Display White Ribbon Ride visits (HB DHB, Onekawa Primary School and Marewa Primary School) <p>Partners: HB DHB, NCC and White Ribbon</p>	<p>Hosted by HB DHB Violence Intervention Programme over ten local agencies, organisations and groups were part of the hui to showcase what support is available and reconnect or form new relationships with others working in this field.</p> <p>Over 50 'white ribbon' posters completed by school children and the wider community were on display on the Hawke's Bay Hospital footpath and road frontage. They had messages about good relationships and keeping each other safe.</p> <p>HB DHB staff, and 500 school/early childhood students were visited by the White Ribbon Riders.</p> <p>Media coverage included radio interview, newspaper advertising (See Something Say Something campaign) and articles, Facebook posts and internal staff e-mails.</p>	<p>This week builds on past and current family harm prevention initiatives, to raise awareness and promote behaviour changes.</p> <p>It continues to increase awareness that violence towards women and children is not OK and shares positive messages about raising boys.</p> <p>The hui provided opportunities for networking, collaboration and different ways of thinking and doing things.</p>

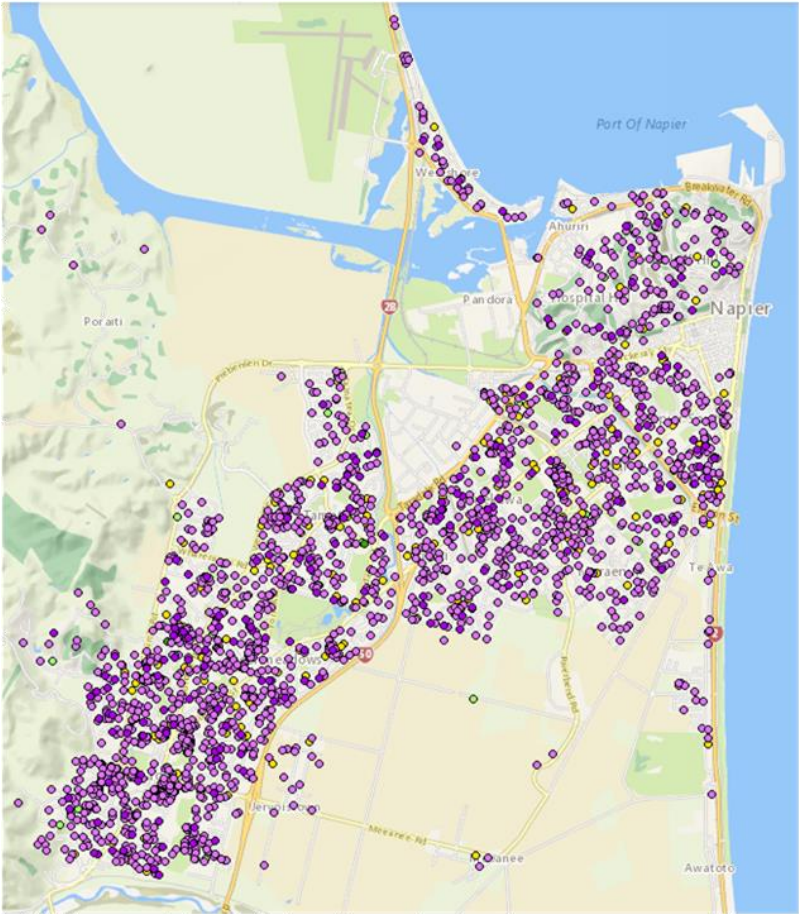
What did you do?	How well did you do it?	Is anyone better off?
<p>Family Violence Intervention in Primary Care</p> <p>Training provided to primary health care workers predominantly general practitioners (GPs) and nurses to identify the signs of abuse, confidently screen and refer to the appropriate Family Violence Intervention agency.</p> <p>Partners: HHB, General Practice, Women's Refuge, Police and HBDHB.</p>	<p>From July 2018 to June 2019, three training sessions were held with 24 people attending from Hawke's Bay general practices and health organisations.</p>	<p>Participants who attended the trainings reported an increase in knowledge on:</p> <ul style="list-style-type: none"> • The role of family harm organisations • Recognising the signs of abuse • Confidence to screen patients for Family Violence and refer to the correct organisation for help.
<p>Loves Me Not</p> <p>A 'whole-school approach' to prevent abusive behaviour in relationships. It is based on a student inquiry learning process, where students take action (personal action, effective bystander action and community action) to prevent harm from relationship abuse.</p> <p>Partners: Police, Sophie Elliott Foundation and Napier secondary schools.</p>	<p>Programme was presented at:</p> <ul style="list-style-type: none"> • William Colenso, 100 students • Sacred Heart, 100 students • Tamatea High, 50 students • Napier Girls High, 175 students • Taradale High, 160 students • Napier Boys High, 200 students 	<p>This programme encourages and empowers young people to reject abuse in relationships. It helps young people know who they can go to in their community to seek advice and support if they need it as either victims or perpetrators.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Kia Piki Te Ora</p> <p>A health promotion and suicide awareness programme to improve, promote and protect the wellbeing and independence of whānau by supporting and enabling communities, whānau and individuals: “Start the conversation”.</p> <p>Partners: TKHA, HB DHB, HHB, NCC, HDC, Central Hawke’s Bay District Council, schools and training providers, Radio Kahungunu, He Ngakau Hou Community Newspaper, Enabled Wairoa, and Disability Reference Groups - Napier and Hastings</p>	<p>Various methods have been used including;</p> <ul style="list-style-type: none"> • Programmes and workshops • Health Promotions at events and via radio and newspaper • Work alongside organisations providing support to those affected by suicide and suicidal ideation • Collaboration with stakeholders to provide events for World Suicide Prevention Day and International Day of Persons with Disabilities • Hui addressing methamphetamine and other addictions • Collaboration with local agencies on strategies enabling the aged and those with disabilities to live a longer, more active life. 	<p>This programme promotes community action and coordination across all sectors in order to create a positive impact on health and wellbeing by raising the awareness of suicide prevention.</p> <p>Agencies and stakeholders have worked collaboratively promoting wellbeing and ensuring support is in place for vulnerable whānau and the wider community.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>World Suicide Prevention Day A physical challenge event, highlighting the journey that people in distress face, and the need for a team of helpers supporting them. Key message "Korero is Key"</p> <p>Partners: TKHA, NCC, Fire and Emergency NZ, CBD retailers, TRHOR, MSD, Staros, Family Works and Directions Youth Health</p>	<p>Held in Napier's main street, people were available throughout the day to speak with anyone in town including those who took part in the treadmill and rowing challenge.</p> <p>The treadmill racked up 36km over six hours. Forty-four people took part in activities and 112 people engaged in conversation (aged 15-80).</p>	<p>Speaking with one young lady really stood out</p> <p><i>"I was giving her our kōrero is key message, that you should reach out to those you think aren't coping or reach out if you're not coping and she told me she wasn't coping. She needed help now."</i></p> <p>TKHA introduced her to a member of the Directions Youth Health and Family Team on the spot.</p>
<p>Beach Patrol To promote water and beach safety at popular surf beaches.</p> <p>Partners: Hawke's Bay Surf Life Saving, Pacific Surf Lifesaving Club, Westshore Surf Lifesaving Club, NCC and HDC.</p>	<p>Lifeguard patrols operated at Westshore, Marine Parade and Waipatiki beaches over the summer period of December 2018 and January 2019.</p> <p>Training and support was given to volunteers and staff, raising overall rescue proficiency.</p>	<p>Lifeguard patrols were involved in 1,197 preventative actions (involving 5,686 people) to stop beach goers getting into dangerous situations and four rescues. There has been an increase in preventative actions and people involved this year due to an increase in beach goers and changes in recording.</p> <p>Shared messages on safe practices when at the beach helps prevent potentially fatal incidents.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Firewise A national programme to increase fire safety awareness in school children. Delivered to Year 1 and 2, and Year 7 and 8 students.</p> <p>Partners: Fire and Emergency NZ and Napier schools.</p>	<p>The programme is measured in a two year rolling period so all schools are approached and supported to run the programme within a two year period. In this reporting year all 19 schools were approached and agreed to deliver Firewise. 13 of the 19 schools completed the programme in the year.</p>	<p>The Get Firewise education programme and the Maui-Tinei-Ahi programme for Māori children in kura kaupapa continue to be effective at teaching children the correct action to take if there is a fire in their house and what to do to prevent fires from happening.</p>
<p>Fire Awareness Intervention Programme (FAIP) FAIP is a free, consequence based, education programme delivered by specially trained firefighters to help children overcome unhealthy fire lighting behaviour. Referrals for the programme come from Police, MoJ, families and schools.</p> <p>Partners: Fire and Emergency NZ and Police.</p>	<p>124 FAIP interventions were completed in the lower North Island region. There were approximately 25 FAIP interventions in the Hawke's Bay Area.</p>	<p>This programme continues to help prevent significant property loss and reduce the potential for related injury in the community.</p>
<p>Home Fire Safety Checks A volunteer driven group, The SAFE programme (SAFE – Smoke Alarms for Everyone), is delivering key fire-safety messages and Home Fire Safety Checks.</p> <p>Partners: Fire and Emergency NZ, Napier Community Patrol and NCC.</p>	<p>The SAFE Team in Taradale has visited 832 homes installing 1,319 new alarms across Napier.</p> <p>In February 2019, the SAFE Programme was Regional Winner in the Fire and Emergency Celebrating Success, Risk Category.</p>	<p>Home Fire Safety Checks increase awareness of fire safety and encourage people to make changes (e.g. working smoke alarms and escape plans). This is contributing to the reduction in injuries resulting from fires in Napier.</p>

Home Fire Safety Checks completed over the last four years, 2014-2018



Goal Two: Napier is free from crime – How well are we doing?

Our target population: Napier community

Population Indicators (to which our work contributes):



Most Napier residents surveyed for the NCC Social Monitor report continue to rate their feelings of safety for themselves and other family members as average or better (94%, 67% very safe or fairly safe, 25% average, 6% did not feel safe and 0.3% did not know). The main safety concerns were burglary (29%), going out at night (10%), attacks/abuse/violence (10%), strangers/thugs/prowlers (7%) and youth crime (7%). Victimisations for assault by family members remains above the national average and assaults in public places has increased over the past four years. For the year, July 2018 to June 2019 there was a total 4,790 victimisations, an increase of 67 to the previous year ([police.govt.nz/crime-snapshot](https://www.police.govt.nz/crime-snapshot)). The top three crime types were: Theft (2,629 victimisations, 55%), Burglary (1,569, 33%) and Assault (475, 10%). Family harm, alcohol, methamphetamine, synthetic cannabis, and gang activities are contributing factors for Napier's criminal victimisations.

Focus areas for 2018/19 were: strengthening neighbourhoods, burglary and theft (including shoplifting), family harm prevention (reported under injury prevention) and safety in public places.

Note: Victimisations are reported crime only. A victimisation counts a person once for each criminal incident for the most serious offence within an offence division. Assault victimisations in 'Public Place' are defined as those occurring in: Public Place, Open Space, Car Park or Street/Footpath. Police data is for the territorial authority, which is a larger catchment than past Safer Napier annual reporting.

Crime prevention projects include:

What did you do?	How well did you do it?	Is anyone better off?
<p>Neighbourhood Support</p> <p>Napier Neighbourhood Support promotes the safety and protection of people living in Napier. It increases awareness about crime and self resilience in a time of disaster. It facilitates the formation of new groups and helps maintain them.</p> <p>Partners: NNHS, Police and NCC.</p>	<p>As at February 2019, there were 900 Napier Neighbourhood Support Groups, 17,100 individual members within 10,500 households (42% of Napier households).</p>	<p>There is less crime reported in areas that have Neighbourhood Support groups.</p> <p>Neighbourhood Support groups tend to have a heightened awareness for crime prevention, have a direct relationship with Police and often do not hesitate in reporting unusual incidents.</p> <p>The high proportion of households involved and the established networks mean Napier NHS is a very effective way of disseminating information.</p>
<p>Coffee with a Cop</p> <p>Coffee with a Cop brings police officers and the community members they serve together, over coffee, to discuss issues and learn more about each other.</p> <p>Partners: Police, Napier City Business Inc, NCC and local cafes.</p>	<p>Held on International Coffee with a Cop Day, 2 October at four Napier locations:</p> <ul style="list-style-type: none"> • Napier Central Business District • Taradale • Marewa • Maraenui 	<p>This was an opportunity to increase the visibility and accessibility of Police, one of Safer Napier's actions for 2018/19.</p> <p>Police gain access to people in a setting that they would not normally be found. People who visited the Police in these cafes may not have done so if they had to go to the station.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Safe as Houses</p> <p>Door to door home safety assessments in a target street to raise awareness of safety issues and make physical changes to the home environment to prevent risks of falls, fire, crime and manage natural hazards.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZC.</p>	<p>Delivered in two target streets experiencing crime, Roberts Tce and Rutherford Rd. Home safety assessments were completed with 38 households and between 20 – 40 people attended each of the two street BBQs.</p> <p>All received key messages about crime prevention and other safety tips.</p>	<p>Over half of Safe as Houses participants in Roberts Tce and Rutherford Rd (23 households, 61%) have a safer environment after being part of this project.</p> <p>The BBQ was also used as an opportunity to get community input into the Roberts Tce Reserve renewal and revitalisation. Recommendations including better lighting and fencing the play area so children could not wander onto the road.</p>
<p>Safe as Houses (Villages)</p> <p>Safe as Houses project focused on older people and delivered in NCC Retirement Villages.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZC.</p> <p>See case study page 6</p>	<p>Delivered in six NCC Retirement Villages to 115 residents during 2018/19.</p> <p>Of surveyed residents, 100% were satisfied or very satisfied with Safe as Houses (Villages).</p>	<p>Of the 96 residents surveyed for all NCC Retirement Villages:</p> <ul style="list-style-type: none"> • 35% (34 residents) have personally made additional safety changes • 52% (50 residents) feel safer after being part of this project • 51% (49 residents) feel they have met new people (increased their social network)

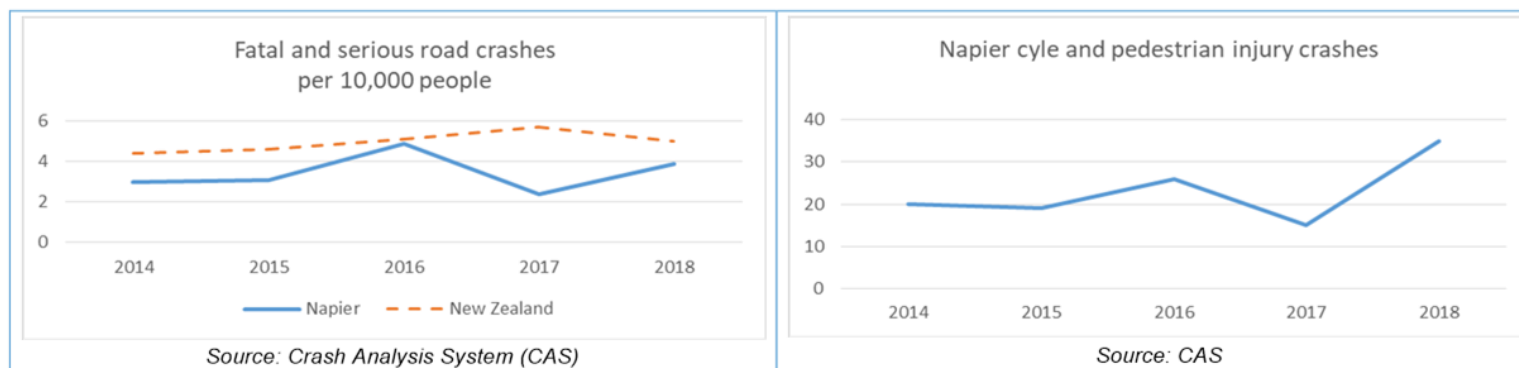
What did you do?	How well did you do it?	Is anyone better off?
<p>Napier Community Patrol A volunteer organisation providing both highly visible and in some cases covert community patrols in areas identified by Police and / or NCC in an effort to prevent crime. Specific patrols have taken place around events such as Be Safe Be Seen campaign, Art Deco Vintage Car Parade, New Year's Eve and sports events.</p> <p>Partners: Napier Community Patrol, NCC, Police and Napier Safety Trust.</p>	<p>There are six patrol cars and approximately 220 volunteers, one of the largest and most successful in New Zealand.</p> <p>Volunteers receive regular training and Police comment on the high standard of service and reporting.</p>	<p>The Community Patrol provides an extra presence, eyes and ears out on the street. They highlight key safety issues and hotspots to NCC, Police and other key stakeholders.</p> <p>Over the last year volunteers reported 480 incidents or suspicious situations to Police.</p>
<p>Shoplifting Workshop Focused on "the basics" of how to prevent shoplifting.</p> <p>Partners: Napier City Business Inc., Police and Retail NZ.</p>	<p>10 Napier retailers attended.</p>	<p>Participants received best practice CPTED advice and other loss prevention strategies.</p>
<p>Loss Prevention Meetings Fortnightly invite only meetings delivered by NZ Police focused on retailers and loss prevention.</p> <p>Partners: Napier City Business Inc., Police and local retailers.</p>	<p>10 invited retailers attend fortnightly meeting to discuss shoplifting activity in Napier (and wider area).</p>	<p>Meetings include the sharing of information and photos. Retailers are able to support others within their area through identifying potential / known shoplifters. Retailers attend from stores that are regularly frequented by shoplifters.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Closed Circuit Television (CCTV) CCTV cameras are located in public places for the deterrence or immediate detection of criminal offences.</p> <p>Partners: Napier Safety Trust, Police, Napier Community Patrol, NCC and Airnet / NOW.</p>	<p>As at June 2019, 18 cameras were operating 24/7 in Napier with real time volunteer monitoring occurring at the peak hours of 1900 – 0300 Thursday to Sunday, and Police personnel at other times.</p> <p>All people involved with monitoring and operating the cameras receive on-going training.</p>	<p>For the year July 2018 to June 2019, 37 arrests were made that were directly attributable to the cameras (compared to 30 in 2017/18). A further 43 incidents were resolved through Police attendance and 156 incidents recorded.</p>
<p>'Pop-up' Youth Centres Adapting to the ever changing nature of young people, 'pop-up' holiday hangs are held where young people are in targeted Napier suburbs. They are facilitated by young people and include skate / scooter comps, 3 on 3 basketball comps and Hip-Hop dance lessons.</p> <p>Partners: Zeal HB, Napier Youth Council and NCC.</p>	<p>Sixteen holiday hangs were held at Marine Parade, Anderson Park, Bay Skate and Maraenui. They were held in Jul, Oct, and Dec 2018 and January 2019. There were 698 visits by young people. On average 26 young people attended each pop-up holiday hang with Māori being the largest demographic.</p>	<p>The Pop-up holiday hangs provide activities and opportunities for young people who may otherwise get involved in antisocial behaviour.</p> <p>They are also an opportunity to foster positive youth development.</p>
<p>CACTUS Combined Adolescent Challenge Training Unit Support is based on an Armed Forces programme and is an eight week programme designed to extend a young person's mind and physical capability.</p> <p>Project partners: Police, William Colenso College, TKHA and RoadSafe HB</p>	<p>One intake of CACTUS was implemented at William Colenso College with approximately 30 students completing the programme.</p> <p>Training sessions were held three times a week and the programme was concluded with the 'longest day', which included a 36 kilometre run carrying different army equipment.</p>	<p>CACTUS has provided a positive early intervention in a vulnerable community.</p> <p>Outcomes include development of leadership skills, increased school attendance and development of a good relationship with Police.</p>

Goal Three: Napier roads are safe for all – How well are we doing?

Our target population: road and path users in Napier

Population Indicators (to which our work contributes):



Fatal and serious road crashes have fluctuated slightly but remain below the national rate. In 2018, there were 508 reported road crashes on all Napier roads (three fatal, 22 serious, 118 minor and 365 non-injury). Top crash factors (multiple factors can occur in one crash) were poor observation (43%), incorrect lanes or position (21%), failed to give way/stop (21%), and alcohol (16%). The 20-24 year old group continues to have the highest number of injury crashes (20 crashes) where the driver was at fault or part fault. Between 01 Jan 2010 and 30 Jun 2018 of the 166 fatal or serious crashes in Napier (180 casualties) contributing factors included speed (22%), alcohol (19%) and fatigue (4%). In 2018, there were 35 reported crashes where injury occurred involving cyclists or pedestrians (one fatal, 9 serious, 25 minor) and 12 non-injury reported crashes.

Focus areas for 2018/19 were: alcohol and drug impaired drivers, intersections, safe speeds, driver distractions, restraint use, and safe roads and roadsides.

Note: CAS data relates to crashes reported to Police. It is believed non-fatal crashes are under-reported, with the level of under-reporting decreasing with the severity of the crash. CAS reports the number of crashes (recorded as the most serious injury category) not the number of people injured. It is a dynamic operational database with a delay from the time of a crash to full and correct crash records. Data as at 24/09/2019. Pedestrian includes people on foot, skateboarders and wheeled pedestrians.

Road safety projects include:

What did you do?	How well did you do it?	Is anyone better off?
<p>Hawke's Bay Youth Alcohol Expo</p> <p>This is a week long event for Year 11 students from the Hawkes Bay and has been running for nine years. The focus is on road safety and the responsibility to keep all road users safe.</p> <p>The event focuses on: fatigue, speed, distraction, impaired driving, and unrestrained vehicle occupants.</p> <p>Partners: RoadSafe HB, Police, Fire and Emergency NZ, HHB, HB DHB, SOBA.D, St John, Directions, Dunstalls Funeral Directors and Higgins Roding Contractors.</p>	<p>Approximately 1,300 Napier students were amongst the 2,500 HB wide students that attended the Expo. These individuals are likely to be progressing towards their driver's licences in the near future.</p> <p>The event has evolved over time and is featuring other topics, including: Graduated Driver Licence, Higgin's Roding Contractors and the 2020 Expo will include: ANCAP Rating, VTNZ-Warrants and Registration, and Tyres Roadworthy standard.</p>	<p>Pre and post surveys identified an improved understanding of the potential risks and consequences when driving impaired (or travelling in a vehicle with an impaired driver), as well as other high-risk road safety issues.</p> <p>By raising the awareness of high-risk road safety issues, it is anticipated a change in behaviour and attitudes will reduce the number of crashes resulting in injury.</p>
<p>Department of Corrections Joint Project</p> <p>A target to risk programme that focusses on raising awareness of the risks of unsafe vehicle use: impaired drivers, dangerous driving, speed (and other high risk road safety issues) and the risks these pose to all road users.</p> <p>Partners: RoadSafe HB, Police and Department of Corrections.</p>	<p>The programme has been running approximately six years and runs monthly. This programme is part of a comprehensive individual rehabilitation plan designed to reduce re-offending. Each participant as part of his or her prosecution is required to attend the road safety education day.</p>	<p>The program focusses on changing behaviours, increasing knowledge around risk and consequence and how this impacts on other road users. The programme also looks at 'leadership' and how we can influence others to drive safely.</p>

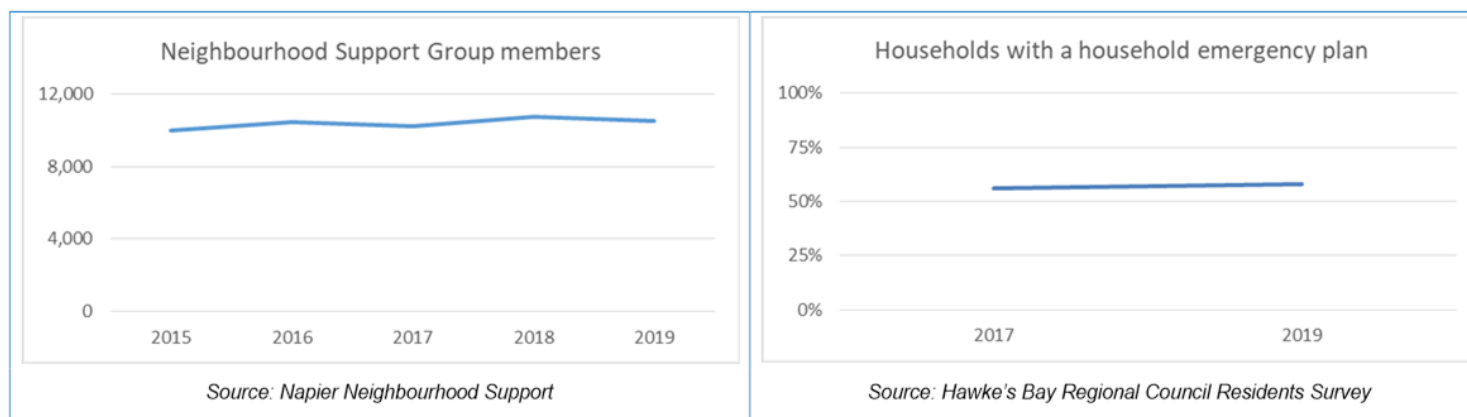
What did you do?	How well did you do it?	Is anyone better off?
<p>School Zones</p> <p>The installation of high profile signage and road markings to indicate a school zone and highlight the need for drivers to take care.</p> <p>Partners: NCC and local schools.</p>	<p>Flashing school zone signs operate near 16 Napier Schools: Taradale Primary and Intermediate, Eskdale, Tamatea Primary, Intermediate and High, Sacred Heart College, St Patrick's, Bledisloe, Greenmeadows, Onekawa, Maraenui Bilingual, Arthur Miller, Reignier, Puketapu and Marewa.</p>	<p>The signs remind drivers to be extra vigilant that children could be crossing the road. Busy roads that run past schools are considered dangerous for children who are easily distracted. The flashing signs have contributed to a reduction in speed, making the roads safer for all users.</p>
<p>Traffic calming</p> <p>Working with local residents in residential areas where traffic speed is causing safety concerns for both vehicles and pedestrians.</p> <p>Partners: Local residents, NCC and Police.</p>	<p>A series of traffic calming and pedestrian crossing improvements have been implemented in Maraenui, Tamatea, Jervois town and around Napier Boys High School. A number of intersections have also been treated to reduce speeds and provide safer pedestrian facilities.</p> <p>A review of NCC Speed Limits Bylaw has been conducted and recommends reduced speed limits in key locations.</p>	<p>The local community is part of making changes to the physical environment to reduce speed. Positive feedback has been received from the community about the traffic calming changes. Monitoring has confirmed reduced speeds in all treated areas, particularly a reduction in higher/extreme speed levels.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Henry Hill School Travel Plan</p> <p>Student led travel plan to reduce car congestion around the school gates to make them safer and calmer. The project also increases students' everyday activity and educates them as to why it is important, it provides scooter safety and cycle skills lessons, and made traffic or footpath changes around the school.</p> <p>Partners: Henry Hill School, NCC and Sport HB.</p>	<p>Awarded the National Golden Foot Walking Award.</p> <p>Building on from the development of the iWay pathway He Rerenga Inanga (waterway of the whitebait) in 2017. The Travel Plan includes traffic calming zones and 'Move It' (iWay project rewarding students for walking, scootering or cycling to school).</p>	<p>There has been a dramatic change after just a few months – rather than 55 to 60 cars trying to get in and out of Dick Place, it is now two to three. It also had the effect of increasing the networking between staff and parents.</p> <p><i>"Parents are now walking down the street with their kids. We're seeing parents, we're having conversations and creating really good relationships across our community"</i></p> <p>- Jason Williams, Henry Hill School Principal.</p>

Goal Four: People in Napier keep themselves safe – How well are we doing?

Our target population: Napier community

Population Indicators (to which our work contributes):



Neighbourhood Support is a good way to promote community connections and share information as well as preventing crime. In February 2019 there were 10,500 households belonging to a Neighbourhood Support Group in Napier, two in every five households (42%). Emergency preparedness levels were similar in 2019 and 2017. Of surveyed households in Napier over half (58%) had a household emergency plan in 2019. Residents felt they had enough food (85%) and water (61%) stored for three days. Almost three quarters (69%) had a plan to get away in case of a long or strong earthquake, natural tsunami warning. Younger residents aged 39 and under were the least prepared for an emergency.

Focus areas in 2018/19 were: strengthening community connections, emergency readiness, community education and awareness, community pride and healthy, accessible housing.

Note: HBRC Residents Survey results give a general trend but not absolute figures for all Napier households. Responses were statistically weighted to reflect the gender and age group proportions as determined by the Statistics New Zealand 2013 Census.

Community resilience projects include:

What did you do?	How well did you do it?	Is anyone better off?
<p>IronMāori kaumātua event</p> <p>IronMāori is a hauora Māori kaupapa. The kaumātua event is open to 55 year olds and over. Events range from a Triathlon (500m swim, 7km cycle and 1.5km walk run) through to the Magic Moment (walk whatever distance). Safer Napier had a presence on the day providing advice and information about injury prevention and community safety.</p> <p>Partners: TPK, TKHA, Te Timatanga Ararau Trust, HB CDEM, HB DHB, NCC, Fire and Emergency NZ, ACC and HHB.</p> <p>See case study page 12</p>	<p>Over 100 kaumātua participated on the day supported by their whānau. All received key messages about falls prevention, fire safety and Civil Defence emergency preparedness.</p>	<p>The project team gave advice and information about preventing falls, fire and crime plus natural hazards and health initiatives.</p> <p>Twenty kaumātua who wanted more information about community strength and balance programmes and / or a fire safety home check were contacted after the event.</p>
<p>Look Out For Your Neighbour</p> <p>Promotion featuring local Napier people to raise awareness and provide encouragement and information on looking out for vulnerable neighbours, especially the elderly.</p> <p>Partners: NCC, Police, Napier Age Concern and the Positive Ageing Strategy network of seniors.</p> <p>See case study page 9</p>	<p>Promoted through different media channels. Hawke's Bay Today newspaper, HB App and other online news sites picked up the media release.</p> <p>The Jan 2019 Facebook post received 46 likes/loves and was shared to 18 other Facebook pages including Eastern District Police and TRHOR.</p>	<p>The campaign has increased community knowledge about the importance of getting to know your elderly neighbours and provides helpful tips and things to look out for, for example whether their lights come on at night, if the curtains get drawn, the garden tended, or if the mail is building up in their letterbox.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>OPERAT</p> <p>Assessing Age Friendly Environments in Napier Using OPERAT (Older Peoples External Residential Tool). OPERAT collects information about the suitability of residential areas for the varying physical, cognitive and visual needs of older people. It helps with the planning of built environments to ensure they are friendly for all ages.</p> <p>Partners: NCC, Senior volunteers and Massey University.</p>	<p>Three training sessions were held with 29 volunteers and 72 assessments were completed. All assessments were entered and mapped online www.operat.co.nz</p> <ul style="list-style-type: none"> 81% of meshblocks assessed rated 'green' on OPERAT scale (age friendly) 19% rated 'amber', 0% rated 'red' (action required) 	<p>Findings provide an indication of areas where either further assessments and/or investigation into potential remedial works are required.</p> <p>The project provides tangible 'age-friendly' environmental assessments for several parts of Napier. This is the first step towards looking at becoming an age-friendly city in the future. Age-friendly cities benefit all ages by being barrier-free, inclusive and designed for diversity.</p>
<p>DiverCity Event</p> <p>Celebrating cultural diversity, a free community event was organised in May 2019. The event showcases Napier's diverse cultures through food, performances, community information stalls and family friendly activities.</p> <p>Partners: HB Settlement Forum, NCC, Multicultural Association, CAB and EIT.</p>	<p>Around 1,000 people attended.</p> <p>The event included;</p> <ul style="list-style-type: none"> Information stalls (x16) - including, Napier Baha'i community, Neighbourhood Support, HB Interfaith group, NCC Libraries, MSD, Citizens Advice Bureau and Electoral Commission Food, arts and crafts stalls (x11) representing China, Czech Republic, Indonesia, Africa and Thailand Performances (x18) – from Philippines, India, Russia, Cuba, Scotland and others. 	<p>Around 15% of Napier citizens are born overseas. This event celebrates and showcases the different cultures in Hawkes Bay, and recognises the contributions migrant communities make to our society. It is also an opportunity for internationals to engage with the wider Hawke's Bay community. The event raises awareness about support services and networks available that can help newcomers and internationals settle in NZ.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Outreach Service for Homeless/Rough Sleepers</p> <p>Working alongside people who are 'rough sleepers', providing support around housing and other social issues.</p> <p>Partners: Whatever it Takes Trust (WITT), NCC, Cross Sector Group – Homelessness.</p>	<p>There were 81 new registrations to the service from July 2018 to June 2019. All clients were registered with MSD for housing, and 56 have been placed into housing.</p> <p>Breakfast is available Monday, Wednesday and Friday at the Outreach centre, and community volunteers provide lunch on Monday and Friday.</p>	<p>Once registered, case workers make the appropriate referrals for GP assessments, life skills training, support with accessing social services and job placements. This service provides a much needed connection to other services for this group of vulnerable people. It also assists clients to become drug and alcohol free.</p>
<p>Shake Out</p> <p>NCC and HBRC staff located in the inner city of Napier took part in an earthquake and tsunami evacuation drill.</p> <p>Partners: NCC, HBRC, HB CDEM and SNSG</p> <p>See case study page 14</p>	<p>Over 200 Council staff participated in the drill.</p> <p>Key messaging was shared in advance by the CEO's. This included reminders of what to do in an earthquake, three possible tsunami evacuation routes and a request to refresh grab bags. Instructions were also available for people with disabilities or special requirements.</p>	<p>Council staff have an increased knowledge of natural warning signs of a tsunami (a long or strong earthquake) and tsunami evacuation routes in the CBD.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Community Resilience Planning A community led process that identifies natural hazards and risks, available resources and what is important to the community in recovery from an emergency event. The Plan is a strategy to increase the community's resilience.</p> <p>Partners: HB CDEM and the local community.</p>	<p>Tangitū Community (Bay View, Whirinaki, Tangoio, Eskdale area) and Marewa / Napier South have current Community Resilience Plans. Development is underway on an Ahuriri Community Resilience Plan.</p> <p>Participation in the Massey University, Views from the Frontline project. This project aims to strengthen the inclusion and collaboration between at-risk people, civil society and governments in the design and implementation of policies and practices to reduce risks and strengthen resilience. This is an international initiative coordinated by the Global Network of Civil Society Organisations for Disaster Reduction (GNDR).</p>	<p>Residents in these at risk areas are better prepared to manage local hazards and in an emergency take independent action in order to look after themselves. Community Resilience Plans help to coordinate and speed up this process.</p> <p>Contributing to reducing disaster risks locally and to the collective efforts to achieve disaster risk reduction at the national and international levels.</p>
<p>Mobile Emergency Operations Centre A self-contained, satellite communications trailer which can be deployed and activated in an emergency, providing Internet connectivity to the Ministry of Civil Defence even in the event of internet and power failure.</p> <p>Partners: HB CDEM</p>	<p>One trailer including tent, power generator and permanent off-shore contact</p>	<p>Civil defence volunteers are trained to respond and establish the connections on activation. The trailer is a regional asset and is available through HB CDEM group if needed.</p>

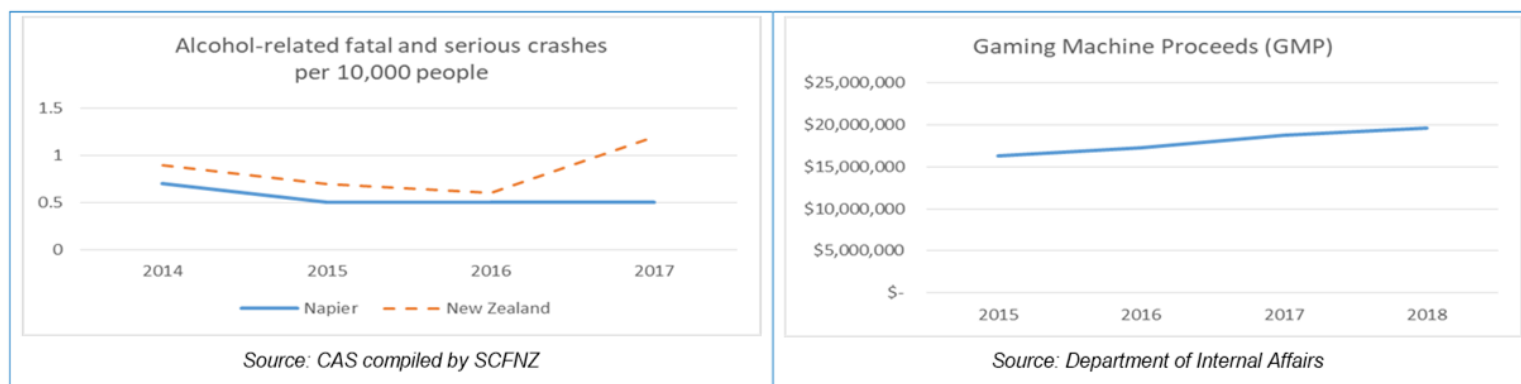
What did you do?	How well did you do it?	Is anyone better off?
<p>Safe as Houses</p> <p>Door to door home safety assessments in a target street to raise awareness of safety issues and make physical changes to the home environment to prevent risks of falls, fire, crime and manage natural hazards.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZC.</p>	<p>Delivered in two target streets experiencing crime, Roberts Tce and Rutherford Rd. Home safety assessments were completed with 38 households and between 20 – 40 people attended each of the two street BBQs.</p> <p>All received key messages about preparing for an emergency and other safety tips.</p>	<p>Households have an increased knowledge of what to do in an emergency and many now have a Get Ready Kit and household plan.</p> <p>Neighbourhood Support Groups have been established in these target areas.</p>
<p>Safe as Houses (Villages)</p> <p>Safe as Houses project focused on older people and delivered in NCC Retirement Villages.</p> <p>Partners: NCC, Police, Fire and Emergency NZ, HB CDEM, NNHS and HNZC.</p> <p>See case study page 6</p>	<p>Delivered in six NCC Retirement Villages to 115 residents during 2018/19.</p> <p>Of surveyed residents, 100% were satisfied or very satisfied with Safe as Houses (Villages).</p>	<p>Following on from this project, NCC is undertaking further resilience planning for the NCC Retirement Villages. This includes communal BBQ's and water storage that can be used during an emergency.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Love Your Neighbourhood</p> <p>The 'Love Your Neighbourhood' Competition, is an opportunity for formal and informal neighbourhood groups and clubs to celebrate their unique identity, encourage new connections, enhance their neighbourhood's environment or respond to a particular need.</p> <p>Partners: NCC, NCBI, Greenmeadows community, Maraenui Donations, Montessori 3-6, Napier Youth Council and The Breeze Hawkes Bay 97.5FM.</p>	<p>\$8,000 in funding was awarded to three projects in 2018</p> <ul style="list-style-type: none"> Community fruit forest, Greenmeadows Additional storage for the Koha Shed, ('free in, free out' goods including food, clothing and sometimes appliances to those in need), Maraenui Two little libraries stocked with favourite donated children's books, Maraenui and Marewa. 	<p>Community connections have been fostered to strengthen a sense of belonging to various neighbourhoods and the wider community.</p> <p>Two new neighbourhood projects have been launched with an expansion to an existing successful community led project.</p>
<p>Ready to Rent</p> <p>Two-day workshop to prepare whānau especially those currently living in overcrowded or emergency housing with the skills to secure their own rental and upskill in knowledge of how to maintain a warm healthy home.</p> <p>Partners: HB DHB, MSD, Budget First, Salvation Army, Hawke's Bay Property Investor's Association, TTOH and others.</p>	<p>Five programmes have been held in Napier and five in Hastings. The number of participants at each course has increased over the year and ranged from 18 to 32.</p> <p>Participants learn more about:</p> <ul style="list-style-type: none"> Tenant's rights and responsibilities Managing money and debts Maintaining a warm, dry and healthy home Housing products through WINZ Landlord and tenant interviews and presentation. 	<p>On the successful completion of the course, participants receive a Certificate of Completion they can use when applying for tenancies in the future. They also receive a mould kit.</p> <p>The New Zealand Property Investors' Federation (NZPIF) has praised the initiative, saying that combined with compulsory insulation, the Ready to Rent program was a cost-effective solution that would see the living standards of renters improve considerably.</p>

Goal Five: Napier is free from addiction related harm - How well are we doing?

Our target population: Napier community

Population Indicators (to which our work contributes):



Hawke's Bay rates of hazardous drinking are 38% higher than New Zealand as a whole*. In Hawke's Bay, one-in-four (29.1%) people are harming themselves or others as a result of their drinking. Harm to others can be direct (such as assaults, crime, healthcare costs, child neglect) or indirect (such as the normalisation and acceptance of hazardous drinking and the inheritance of hazardous drinking patterns)**. Alcohol was a factor in 16% of all Napier road crashes in 2018 including three fatal or serious crashes. A total of \$19,561,328 was lost on Napier electronic gaming machines (EGMs) / pokie machines in 2018. From March 2015 to June 2019 GMP for Napier City increased by 36.7% compared to 21.2% nationally even though venues and EGMs numbers have not increased***. Other addictions such as illicit drug use are also known to have negative outcomes to both the individual and wider community. Results from the first six months of the National Wastewater Testing Programme show methamphetamine use is most prevalent per capita in the Northland Police District, followed by Eastern District (Hawke's Bay)****.

Focus areas in 2018/19 were: Alcohol, other drugs and gambling.

Note: * New Zealand Health survey, 2016/17 **Manhire-Heath R, 2018. Alcohol and Schools Don't Mix. HBDHB. ****<https://www.police.govt.nz/about-us/publications-statistics> ***[https://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Resource-material-Information-We-Provide-Gaming-Machine-Proceeds-\(GMP\)-Data](https://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Resource-material-Information-We-Provide-Gaming-Machine-Proceeds-(GMP)-Data)

Addiction-related harm projects include:

What did you do?	How well did you do it?	Is anyone better off?
<p>One for One A Hawke's Bay campaign that supports people to engage in responsible drinking behaviours by consuming water.</p> <p>Partners: HB Joint Alcohol Strategy Reference Group: NCC, HDC, Police, ACC, HBDHB, HHB, TKHA, Directions Youth Health Service, Ngāti Kahungunu Iwi Incorporated, Te Taiwhenua o Heretaunga, and CAYAD.</p>	<p>Promoted by the HB Joint Alcohol Strategy Reference Group at the Cricket One Day International, 23 January 2019. All 1,000 branded bottles of water were distributed along with a Drink Check quiz and a selection of spot prizes (Not Beersies and Say Yeah Nah – t-shirts, stickers, coasters, refillable One for One water bottles).</p> <p>Event Managers directly promoted One for One using the free resources at the following events: Mission Concert, Fat Boy Slim (Church Road Winery), Art Deco Festival and The Big Easy.</p>	<p>Raising awareness and encouraging responsible drinking behaviour.</p> <p>Behaviour changes in event goers included observations of people drinking water, using water stations to refill bottles, and reports from Police of reduced disorder compared to past events.</p>
<p>Alcohol Free Events Promotion and provision of alcohol-free events in Hawke's Bay.</p> <p>Partners: HB Joint Alcohol Strategy Reference Group, NCC, HDC, HB DHB, Napier Youth Council, Health Promotion Agency (HPA) and various partners depending on events.</p>	<p>Alcohol free events or alcohol free zones at events were run throughout the year. This includes Napier Night Fiesta, DiverCity, Botanic Beats, Colour Run (Napier Youth Council) and the Smokefree New Year's Eve concert.</p> <p>A local 'alcohol free' brand has been developed that includes a digital toolkit for online promotions and associated collateral (e.g. beanbags, sun umbrellas, t-shirts and various giveaways). This was successfully pre tested at the Napier Night Fiesta.</p>	<p>Provision of alcohol free events or alcohol free zones allows people especially youth to engage in a fun atmosphere without the presence of alcohol. It builds social permission for people to drink at low-risk levels or not drink.</p> <p>The alcohol free brand toolkit provides guidance on the use of the brand and ideas for how to develop an appealing and fun alcohol free space. The toolkit is shared with event managers applying for a special licence.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Foetal Alcohol Spectrum Disorder (FASD) – Awareness Day</p> <p>A family friendly event held at the Napier Soundshell. International FASD Awareness Day is observed every year on 9 September at 9:09am in recognition of the importance of being alcohol free for the nine months of a pregnancy.</p> <p>Partners: HB DHB, Beacon Aotearoa – FASD support provider, Dogs on Bikes, Alcohol Action HB, NCC and HDC.</p>	<p>Sixteen stalls on the day including community groups and organisations who provide 'well child' services, provided information focusing on a 'healthy start to life'. Stalls also included fun activities for the children (face painting, bouncy castle, giant bubbles).</p>	<p>People who attended have an increased awareness of FASD and not drinking during pregnancy (using the "049" message – zero alcohol for 9 months).</p> <p>Stallholders were able to connect with potential clients to promote their services and referral pathways.</p>
<p>Alcohol Controlled Purchase Operations (CPO)</p> <p>Planned operations to monitor the sale and supply of liquor to minors using supervised volunteers aged between 15 and 17 years attempting to buy alcohol from off-licensed, on-licensed and special license premises.</p> <p>Partners: HB DHB, NCC, Police and ACC.</p>	<p>Two Alcohol CPOs</p> <ul style="list-style-type: none"> • International cricket match at McLean Park. All bars visited and no sales made. • Napier and Hastings CPO, nine visits to licensed premises with no sales made in Napier. <p>One Food Availability CPO was conducted (to ensure that substantial food options are available from on-licensed premises at all times, as required by the Sale and Supply of Alcohol Act 2012).</p> <ul style="list-style-type: none"> • 16 premises visited, two could not provide three or more substantial food options when asked. They were followed up accordingly by the NCC Liquor Licensing Inspector. 	<p>Monitoring the sale of alcohol to minors and prosecuting those that do, helps limit the ability of underage drinkers to buy alcohol.</p> <p>The availability of food helps minimise the potential alcohol relate harm that may result from excessive or inappropriate consumption.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Alcohol Licence Assessment Process – Napier City Council</p> <p>An assessment process that ensures events led or supported by Napier City Council that may involve an alcohol licence, reflect the aims of the Napier and Hastings Joint Alcohol Strategy.</p> <p>Partners: HB Joint Alcohol Strategy Reference Group: NCC, HDC, Police, ACC, HBDHB, HHB, TKHA, Directions Youth Health Service, Ngāti Kahungunu Iwi Incorporated, Te Taiwhenua o Heretaunga, and CAYAD.</p>	<p>Events are assessed by an internal Council project team against the criteria of: target audience, venue, event type, activities at event, time of day, funding and sponsorship arrangements. The assessment aims to ensure alignment with the Strategy and consistency within Council.</p> <p>Advice and recommendations are provided to event organisers to consider making parts or all of their event alcohol free. A permission letter is sent to the Council Licensing Inspector to attach to the licence application.</p> <p>Six events were assessed in 2019/2020, including a Fiesta involving six separate occasions over summer.</p>	<p>As a result of the assessments:</p> <ul style="list-style-type: none"> • The Fiesta included a new alcohol-free zone (previously the entire area was licensed) • One event aimed at children at a local skate park (involving three movie nights) was completely alcohol free • A central city night market changed their approach so that the majority of the space was alcohol-free and only a small part was licensed to sell alcohol (instead of the opposite case in the initial proposal).
<p>Liquor ban</p> <p>NCC Liquor Control Bylaw prohibits the consumption of alcohol in identified areas 24 hours a day with the exception of Westshore where the ban runs between 8pm and 6am every day.</p> <p>Partners: NCC and Police.</p>	<p>Napier has six liquor ban areas: Napier CBD, Ahuriri, Marewa, Maraenui, Taradale and Westshore.</p> <p>NCC Parks and Reserves Bylaw also prohibits the sale and consumption of alcohol in all NCC parks and reserves without a licence or permission from an Authorised Officer.</p>	<p>Liquor bans enable police to enforce the law and prosecute problem drinkers in identified problem areas.</p>

What did you do?	How well did you do it?	Is anyone better off?
<p>Pause the Pokies</p> <p>Awareness raising campaign held during Gambling Harm Awareness week (3-9 September 2019). Venues across New Zealand turned off their pokie machines for one hour to recognise gambling related harm in Aotearoa.</p> <p>Partners: TRHOR, Problem Gambling Foundation of New Zealand and various gaming venues.</p>	<p>Twelves venues across Hawke's Bay, including Napier venues Westshore Beach Inn and the Union Hotel.</p> <p>TRHOR hosted a BBQ during the hour at Westshore Inn.</p>	<p>Pause the Pokies provides an excellent opportunity to build relationships with venue owners, managers and cooperate societies, and to engage with patrons in the venues during the hour the machines were turned off.</p> <p>Conversations were had with the venue managers about their roles in being responsible hosts and with people who might be directly affected by gambling harm.</p>
<p>Gambling Multi Venue Exclusion (MVE)</p> <p>Under New Zealand law you can ban yourself from most gambling venues, which can be a useful way of breaking gambling habits.</p> <p>Partners: TRHOR</p>	<p>During 1 July 2018 to 30 June 2019, 83 MVE's were put in place in Napier.</p>	<p>Feedback received from people:</p> <ul style="list-style-type: none"> • "Positive outlook now I feel I have a future" • "I feel better about myself. Have paid off our back rent, great relief" • "Starting to take control of other parts of my life"
<p>Synthetic cannabis</p> <p>Partnership between Police and HNZN¹⁴ to address synthetic cannabis issues in a particular location in Napier.</p> <p>Partners: Police and HNZN.</p>	<p>Joint Police and HNZN interventions including the relocation of some problematic tenancies.</p>	<p>There have been positive changes made to the activity in this complex of flats. There has been a reduction in anti-social behaviour and the flats are now a safer environment to live in.</p>

¹⁴ On 1 October 2019, Housing New Zealand joined HLC and KiwiBuild to form Kāinga Ora – Homes and Communities.

Abbreviations

Accident Compensation Corporation	ACC
Alcohol Action Hawke's Bay	Alcohol Action HB
Central Business District	CBD
Citizens Advice Bureau	CAB
Controlled Purchase Operation	CPO
Crash Analysis System	CAS
Eastern Institute of Technology	EIT
Electronic gaming machine	EGM
Fire and Emergency New Zealand	Fire and Emergency NZ
Gambling Multi Venue Exclusion	GME
Gaming Machine Proceeds	GMP
Hastings District Council	HDC
Hawke's Bay Civil Defence Emergency Management Group	HB CDEM
Hawke's Bay District Health Board	HB DHB
Hawke's Bay Regional Council	HBRC
Health Hawke's Bay – Te Oranga Hawke's Bay	HHB
Housing New Zealand Corporation	HNZC
Injury Prevention Research Unit, University of Otago	IPRU
Ministry of Social Development	MSD
Napier City Council	NCC
Napier Neighbourhood Support	NNHS
Napier Youth Council – Te Kaunihera Rangatahi o Ahuriri	Napier Youth Council
New Zealand Police	Police
Older Peoples External Residential Tool	OPERAT
Results Based Accountability	RBA
RoadSafe Hawke's Bay	RoadSafe HB
Sport Hawke's Bay	Sport HB
Te Kupenga Hauora - Ahuriri	TKHA
Te Puni Kōkiri	TPK
Te Rangihaeata Oranga Trust – Gambling Recovery Service	TRHOR
Whatever It Takes Trust	WITT

Appendix A:

Safe Communities Foundation of New Zealand Annual Reporting July 2018 to June 2019

6 September 2019

Michele Grigg
Chair, Safer Napier
Napier Safe Community
micheleg@napier.govt.nz

cc: Liz Lambert
lizbell3@hotmail.com



Dear Michele

Annual Report 2018/19

Thank you for Safer Napier's online annual report and 4 excellent case studies.

Safer Napier Strategic Group continues to have a broad base that is further strengthened with the addition of Te Rangihāeta Oranga Trust. It is also positive to see solid representation from the Health sector. These positive outcomes are reflected in your Governance Survey results. You have one of the most extensive lists of networks in the country spanning a wide range of issues and services, and an impressive list of new programmes and new participants in your Annual Planning Workshop. Safer Napier is not standing still!

Your plans and strategies are all current or under revision (communications) and it is noted that you utilise a variety of media including social media to share your activities. In addition, information and data are drawn from a wide range of sources and regional best practice, and this information is used to assess and respond accordingly. All of this is to be commended. This is best illustrated with the *Look Out for Your Neighbour* campaign that was initiated in response to six tragic deaths amongst your elderly population. While it is still early days, this is a commendable project that has potential to grow nationally.

Your case studies were well written and illustrate your focus on the vulnerable populations and environments you have identified. Your approach to *Iron Maori Kaumatua* is well-researched, and sensitively developed and implemented. And this is enhanced by the inclusion of Safer Hastings as a programme partner. *Shake Out 2018* is a simple but brilliant idea that could so easily be overlooked: train your own and Regional Council staff in emergency preparedness!

You must feel like a broken record when you state that funding for programmes and activities is a challenge, and while you have a measure of financial security for coordination, this comes at the cost of projects. Nevertheless, you achieve exceptional results with what you have. Amongst the 'Opportunities' you note the addition of a new agency to the SNSG, and the opportunity for Natasha Mackie to join the team of assessors in the accreditation/reaccreditation processes. This is a valuable support to SCFNZ and a critical contribution to the growth and sustainability of the network.

The "unlocking the potential" plan sets out a number of goals, and while these are commendable, it does not come with the promise of change in the funding regimes of our central government partners. What we can achieve in the way of collaboration at a community level is still not replicated

Safe Communities Foundation New Zealand (SCFNZ)
Tel: +64 9 488 7601 Email: contact@scfnz.org Web: www.safecommunities.org.nz
Support and Accrediting Centre of the Pan Pacific Safe Community Network
Safe Communities is a World Health Organization recommended approach

at a national inter-agency level. So, it may be clearer in where we want to go, but we are no nearer getting the resources we need to get there.

The data from Safe Community annual reports will be aggregated into a national report that will not identify individual community information. This summary report, which includes collated case studies, will be a valuable source of information, and is attached with this letter.

SCFNZ looks forward to continuing to work with Safer Napier moving forward.

Kind regards



Tania Peters
Director
Safe Communities Foundation New Zealand

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Safe Community Reporting: July 2018 to June 2019

Governance Questions

1. Details

Safe Community	Safer Napier
Name of Person completing report	Liz Lambert
Position of Person completing report	Safer Napier Coordinator
Email Address	lizbell3@hotmail.com
Name of Safe Community Chair	Michele Grigg
Email address	micheleg@napier.govt.nz

2. Safe Community Membership.

Please tick all organisations that are members of your Safe Community Governance Group.

For communities with a two-tier governance structure tick all members.

<input checked="" type="checkbox"/>	ACC
<input checked="" type="checkbox"/>	Business
<input type="checkbox"/>	Church/Religious group
<input checked="" type="checkbox"/>	Civil Defence
<input checked="" type="checkbox"/>	DHB
<input type="checkbox"/>	Education sector
<input checked="" type="checkbox"/>	Fire Service
<input type="checkbox"/>	Local Government -elected level
<input checked="" type="checkbox"/>	Local Government- staff/officer level
<input checked="" type="checkbox"/>	Local Trust
<input checked="" type="checkbox"/>	Mayor (<i>Ambassador</i>)
<input checked="" type="checkbox"/>	MSD (all related divisions)
<input checked="" type="checkbox"/>	NGO Sector (<i>Roopu A Iwi Trust and NZ Red Cross</i>)
<input checked="" type="checkbox"/>	Police
<input type="checkbox"/>	REAP
<input type="checkbox"/>	Regional Public Health
<input checked="" type="checkbox"/>	Road Safety Sector (<i>RoadSafe HB and AA</i>)
<input type="checkbox"/>	Sports Trust
<input checked="" type="checkbox"/>	TPK, Iwi/Māori (including dedicated Māori Health Providers) (<i>Te Kupenga Hauora – Ahuriri</i>)
<input type="checkbox"/>	Worksafe
<input checked="" type="checkbox"/>	Other (please specify) Housing NZ Corporation Health Hawkes' Bay (Primary Health Organisation)

3. Have you added any new organisations to your Safe Community Governance group in the past 12 months?

<input checked="" type="checkbox"/>	Yes
<input type="checkbox"/>	No

Please specify

- Te Rangihaeata Oranga Trust - Hawke's Bay Gambling Recovery Service

4. Have any members withdrawn/disengaged from your Safe Community Governance group in the past 12 months?

<input type="checkbox"/>	Yes
<input checked="" type="checkbox"/>	No

5. How many members (total people) are there in your Safe Community Governance group?

<input type="checkbox"/>	Less than 4
<input type="checkbox"/>	Between 5-8
<input type="checkbox"/>	Between 9-12
<input checked="" type="checkbox"/>	Over 12

Any comments?

6. How often has your Safe Community Governance group met during the past 12 months?

<input type="checkbox"/>	Monthly
<input type="checkbox"/>	6 weekly
<input checked="" type="checkbox"/>	Bi-monthly
<input type="checkbox"/>	Quarterly
<input type="checkbox"/>	Other (please specify)

Coordinator Questions

7. How many hours is your Safe Community coordinator employed for each week?

The Safe Community coordinator position may be an externally contracted or a dedicated coordinating function that is part of an existing job description.

	Fulltime
	Part-time over 25+ hours per week
✓	Part-time 15-24 hours per week
	Part-time less than 14 hours per week
	Don't have one
	Other (please specify)

8. Within in the last 12 months where did your funding for your Safe Community coordination role come from? (select all that apply).

Do not specify \$ amounts.

	ACC
	Business
	Community Organisation Grants Scheme (COGS)
	DHB
	DIA - Department Internal Affairs
	Fire Service
	Iwi
	Local Government Grants
✓	Council Long Term Plan
	Local/Philanthropic Trust
	MSD
	Police
	Regional Public Health
	Youth Development
	Other (please specify)

Strategies, Plans and Data

9. Please select all current strategies/plans your Safe Community has (select all that apply)

	Current	Under revision	Under development	Don't have / use one
Action/operational	✓			
Communication		✓		
Evaluation	✓			
RBA population framework	✓			
Specific project	✓			
Strategic	✓			
Other (please specify)				

10. Is Safe Communities in your council Long Term Plan?

✓	Yes
	No

11. Does your Safe Communities refer to the Sustainable Development Goals?

	Planning documents
	Presentations
	Funding applications

12. Please outline all data sources and information your Safe Community has used in the past 12 months to inform planning, priorities or practice (*select all that apply)

✓	ACC
✓	Coroner Statistics
✓	Fire Service
✓	Local Surveys
✓	NZ Health Data (from DHB or IPRU)
✓	NZTA
✓	Police
	Water Safety NZ
✓	Research
✓	Serious unanticipated events: natural disasters, tragic individual events <i>HB CDEM</i>
✓	Consultation with stakeholders/partners (please specify)

	<i>Annual Safer Napier Workshop (March 2019, 77 people participated from over 40 agencies, organisations and groups)</i> <i>Safer Napier Strategic Group planning session (May 2019)</i>
✓	Community-led and /or place-based responsiveness
✓	Availability of resources
✓	Media
✓	Political direction <i>Street Management Programme</i>
	Personal Preferences
	Sustainable Development Goals

Other (please specify)

- Best practice from other Safe Communities especially those in the Hawke's Bay Regional Safe Communities Working Group
- Pan Pacific Safe Communities Network Webinars
- SCFNZ National Forum presentations.

13. Given the range and scope of activities within your whole Safe Community. How do you know you are making a difference?

Please select all current evaluation tools / mechanisms your Safe Community partners has utilised

✓	Reductions/changes in the incidence/frequency/rate of injury/crime events
	Independent/external evaluation
✓	Surveys
✓	Reporting against funding or other agreed outcomes
	Pre/Post questionnaires
	Focus Group
✓	Telephone Interview <i>E.g. Safe as Houses</i>
✓	Face to Face Interviews <i>E.g. Alcohol Free Events brand development</i>
✓	Document review
✓	Observations
✓	Case studies
✓	RBA performance measures
✓	RBA population outcomes
✓	Reach of initiative (volume measures- how many, how often etc.)

Other (please specify)

Priorities Areas, Programme Delivery

14. Has your Safe Community increased overall reach in the past 12 months, through introducing a new: (select all that apply).

	Priority Area (population groups, injury/safety issues and settings)
✓	Programme/initiative
✓	Partner
	Nil

Please explain

New programmes or initiative started or implemented in this time – ‘Look Out For Your Neighbour’, ShakeOut earthquake and tsunami drill, Ahuriri Resilience Plan and Coffee with a Cop.

Partners - Kings House, Maori Women's Welfare League, Nga Pakeke O Maraenui and Te Taiwhenua O Heretaunga all participated in the Safer Napier Annual Workshop for the first time this year.

15. Does your community have programmes operating at a population level covering community safety that utilize the following types of interventions? (select all that apply).

	Raise Awareness	Change in Knowledge / skills	Changing behaviour	Changing Environments	Policy Change	Intersect-oral Collaboration	n/a
Children <i>E.g. School Zone, Family Start</i>	✓	✓	✓	✓		✓	
Youth <i>E.g. Pop up activities, Colour Run</i>	✓	✓	✓				
Working Age Population <i>E.g. Safe as Houses (SAH)</i>	✓	✓	✓	✓		✓	
Older Adults <i>E.g. SAH (Villages), Positive Ageing and Disability Strategies, OPERAT</i>	✓	✓	✓	✓	✓	✓	
Older Adult Falls Prevention <i>E.g. IronMāori, Strengthen and Balance, SAH</i>	✓	✓	✓	✓		✓	
Injuries in the Home <i>E.g. SAH</i>	✓	✓	✓	✓		✓	
Fire Safety <i>E.g. SAH, Firewise, IronMāori</i>	✓	✓	✓	✓		✓	
Drowning Prevention <i>E.g. Signage, beach patrols</i>	✓	✓	✓	✓		✓	
Rural <i>E.g. Community Patrol and Neighbourhood Support</i>	✓	✓	✓			✓	
Mental Health Promotion /Suicide Prevention <i>E.g. Kia Piki Te Ora, Suicide Awareness event</i>	✓	✓	✓	✓		✓	
Sports/Recreation <i>E.g. Sport HB programmes, NCC swimming pools</i>	✓	✓	✓				
Other Injury Prevention							✓

	Raise Awareness	Change in Knowledge / skills	Changing behaviour	Changing Environments	Policy Change	Intersect-oral Collaboration	n/a
Public Place Violence Prevention <i>E.g. CCTV, CPTED Anderson Park</i>			✓	✓		✓	
Family Violence <i>E.g. FV Intervention in Primary Care, White Ribbon Ride</i>	✓	✓	✓	✓		✓	
Youth Offending Crime Prevention <i>E.g. Rock On</i>	✓	✓	✓			✓	
CBD Crime Prevention <i>E.g. CPTED, CCTV, Community Patrols, CBD Patrols and Outreach Programme</i>	✓	✓	✓	✓		✓	
Other Crime Prevention <i>E.g. Community Patrols, SAH</i>	✓	✓	✓	✓		✓	
Road Safety <i>E.g. Road Safety Action Plan, Speed Limit Review</i>	✓	✓	✓	✓	✓	✓	
Pedestrian/Vulnerable Road Users Safety <i>E.g. iWay tracks, traffic calming</i>	✓	✓	✓	✓		✓	
Reducing Alcohol- related Harm <i>E.g. One for One</i>	✓	✓	✓	✓	✓	✓	
Community Resilience/Connectedness <i>E.g. Community Resilience Planning, Neighbourhood Support, OPERAT</i>	✓	✓	✓	✓		✓	
Civil Defence Emergency Management <i>E.g. SAH, Shake Out</i>	✓	✓	✓	✓		✓	

Other (please specify) - Drug and gambling related harm

16. List up to five high risk/vulnerable groups that your community identified?

Vulnerable Group:	Working age people and their families
Sub-set:	Residents in streets that experience high crime
Issue(s):	Burglary and theft, injuries from falls and fire, community resilience and community connections
Vulnerable Group:	Older people
Sub-set:	Older people living alone
Issue(s):	Strengthening community connections
Vulnerable Group:	Māori
Sub-set:	Kaumātua
Issue(s):	Injury prevention, fire safety and emergency readiness
Vulnerable Group:	Napier CBD workers
Sub-set:	Napier City Council and Hawke's Bay Regional Council staff
Issue(s):	Earthquake and tsunami preparedness

17. List up to five high risk/vulnerable environments that your community identified?

High risk environment:	Home
Sub-set:	Streets that experience high crime
Issue(s):	Injuries from falls and fire, burglary and theft, community resilience and community connections
High risk environment:	Tsunami evacuation zones
Sub-set:	Napier CBD offices
Issue(s):	Earthquake and tsunami preparedness
High risk environment:	Large public events
Sub-set:	Events with historical problem drinking behaviours
Issue(s):	Hazardous drinking, disorder and injuries
High risk environment:	Road
Sub-set:	Pedestrians and cyclists
Issue(s):	Road traffic injuries of pedestrians and cyclists

18. In one consolidated document provide between 4-6 case studies from the identified high risk groups/environments in the previous questions.

See pages 6 to 15 of Safer Napier Annual Report 2018/19

Networks and Communication

**19. Does your Safe Community use any of the following media platforms
(answer yes or no and provide link to social media and website)**

	Banners
✓	Community events
✓	e-updates
✓	Facebook <i>Via NCC and other partner Facebook pages</i>
	Instagram
	LinkedIn
	Neighbourly
	Newsletter
✓	News Article
	Radio Ads
	Television
	Twitter
✓	Website
✓	Written resources
	You tube
	Did not use any

Please list relevant links to online media

Website:

www.napier.govt.nz/napier/community-development/community-safety/safer-napier/

Facebook post example:

Look out for your Neighbour

www.facebook.com/NapierCityCouncil/photos/a.610988705630292/2174684162594064/?type=3&theater



White Ribbon Ride

www.facebook.com/NapierCityCouncil/photos/a.610988705630292/2074801742582307/?type=3&theater



Safe as Houses

www.facebook.com/hbemergency/posts/2447310918628697



IronMāori

www.facebook.com/hbemergency/photos/a.952197608140043/2435690883124034/?type=3&theater



Other

www.greatthingsgrowhere.co.nz/community-engagement/another-award-for-safer-napier/

20. List all local and regional networks that your Safe Community participates in (e.g. regional road safety, family violence network, alcohol and other drug network)?

- Napier City Council, Community Services Committee
- Alcohol Reference Group: Joint Alcohol Strategy (NCC, HDC, Police, ACC, HBDHB, Health HB, Directions Youth Health, Te Taiwhenua o Heretaunga, Te Kupenga Hauora – Ahuriri, Ngati Kahungunu Iwi Incorporated)
- Hawke's Bay Road Safety Action Plan (RoadSafe HB, NZTA, Police, ACC, HBDHB, AA, NCC, Hastings District Council, Central Hawke's Bay District Council, and Wairoa District Council)
- Safe Communities Regional Working Group (Safer CHB, Safer Hastings, Te Wairoa He Hapori Haumarū, Safer Napier, ACC and HBDHB)
- Police Youth Engagement Team
- Family Violence Inter-Agency Response Team
- Napier Disability Advisory Group and Napier Ability Plus (reference group)
- Napier Positive Ageing Strategy Steering Group and Positive Ageing Strategy reference group
- HB Child Interagency Network Group
- Cross-sector group – Homelessness
- Hawke's Bay Settlement Forum
- Hawke's Bay Housing Coalition
- Napier Youth Council

21. Has your Safe Community made a submission?

✓	Yes
	No

If you answered 'yes', please specify what you submitted on

- Napier City Council Speed Limits Bylaw Review

Challenges and Opportunities

22. Thinking about the last 12 months - what have been some of the biggest challenges for your Safe Community and what steps have you taken to address these?

The lack of funding for the Coordinator position after five years of accreditation remains a key challenge. Napier City Council (NCC) has allocated funding but this has impacted on the funding previously allocated to safe community projects. External funding now needs to be sought for projects. This is time consuming and funding can be difficult to source so this continues to mean a reduction in the implementation of some projects and decreased resourcing of existing projects (e.g. Safe as Houses).

23. Thinking about the last 12 months - what have been some of the biggest opportunities for your Safe Community and what steps have you taken to address these?

The addition of Te Rangihaeata Oranga Trust - Hawke's Bay Gambling Recovery Service to the SNSG has increased the knowledge and expertise of the group around addiction related harm. The development of the new Pan Pacific Safe Community logo is also another positive opportunity. We are using this to refresh and increase our Safer Napier community profile.

The diverse, passionate and talented people who are part of Safer Napier is another strength providing many opportunities for our Safe Community. One of our members, Natasha Mackie, received the SCFNZ Safe Community Award this year. It was noted during the presentation of the award that Natasha's support and effort went "above and beyond" and she had been instrumental in leading the team to make community safety "business as usual" within Napier City Council. Natasha was also part of the re-accreditation assessment team for Palmerston North Safe Community. This has led to an increase in knowledge about the new re-accreditation process plus given ideas and inspiration for future Safer Napier projects and community planning.



Members of the SNSG, Liz Lambert, Lisa Pohatu and Monique Heke were part of the Hawke's Bay Fire and Emergency Local Advisory Committee (LAC) Trial in 2018. This was an opportunity to support a key partner in a national trial and share knowledge. Fire and Emergency is committed to maintaining a strong local community presence throughout the country, and the LACs are key to this. They will help Fire and Emergency to better connect with communities, understand local risks and needs, and plan how they will meet these risks and needs. There are many benefits to our communities from the initiative such as:

- Emergency services being locally focussed to meet community needs
- Improved delivery in risk reduction and readiness
- Increased collaboration across partner agencies sharing similar risk groups.

Final Comments

24. How can SCFNZ further support your Safe Community efforts?

SCFNZ can support Safer Napier by continuing the national forum, webinars, resources, professional development for coordinators, and distribution of information and links with international safe community networks. We look forward to seeing the outcomes from the 'Unlocking the Potential of Safe Communities' project.

SCFNZ can further support Safer Napier by continuing to increase the national profile of Safe Communities. Advocating for on-going local funding is critical to the sustainability of the programme.

25. Is there anything else you would like to add in relation to your Safe Community?

Each year the Safer Napier Strategic Group (SNSG) completes the Governance Self-Assessment Survey as part of our commitment to continual improvement. We have noted increased collaboration occurring in SNSG project teams that now lead and implement projects and events (e.g. Safer Napier Annual Workshop, IronMāori and Celebrate Safer Napier).

Appendix B:**Safer Napier Annual Report 2017/18 one page summary**


working together for a
Safer Napier

Did you know?

- 10,725 Napier households are members of a Neighbourhood Support Group.
- 120 road crashes resulting in injury were reported on Napier roads.
- 41% of households in the Safe As Houses project had at least 10 litres of water stored, per person.
- 25 licensed premises were visited to monitor if alcohol was being sold to underage people in Napier.
- Over 700 older adults attended Sport Hawke's Bay classes to improve their balance and prevent falls.

Highlights

Advances have been made in:

- Injury Prevention
- Crime Prevention
- Road Safety
- Community Resilience
- Alcohol Related Harm

Some joint projects last year

Safe As Houses
We hold home safety assessments and street BBQs to raise safety awareness, and make physical changes to the home to reduce risk of falls, fires, crime and natural hazards. An important action you can take to make your place safer is to get to know your neighbours.

Tools for the Teenage Years
This is a resource for whānau, parents and caregivers of teens providing information, ideas and inspiration, including helpful websites and services.

Joint Alcohol Strategy
Multiple agencies in Hawke's Bay work together to address alcohol related harm in our region. Actions include "Creating Safer Drinking Environments" seminars, alcohol free events, and promotion of the One for One message - drink a glass of water between each alcoholic beverage.

We're Water Safe
A free family day at Perume Point hosted by Safer Napier focused on water safety. Lifejackets are essential for all recreational activities on the water. Never swim or surf alone.

School Zones
Flashing school zone signs operate near 16 Napier schools, reminding drivers to be extra vigilant that children, who can be easily distracted, could be crossing the road. Remember to slow down around schools.

Safety is everyone's business

Supported by



Working together for A SAFER NAPIER

Safer Napier is a collaboration of over 40 organisations and community groups focussed on improving community safety. We thank everyone for working together towards the Safer Napier vision of a 'safe and healthy city'. Visit www.napier.govt.nz keyword search #safernapier for a copy of our latest annual report.



We focus on

- Reducing injuries
- Reducing crime
- Improving road safety
- Enhancing community resilience
- Addressing addiction harm.

Did you know in 2018/19?



115 Napier City Council Retirement Village residents did in home safety checks.



10,500 Napier households were members of a Neighbourhood Support Group.



143 road crashes resulting in injury were reported on Napier roads.



69% of surveyed Napier households had a plan to get away after a long or strong earthquake.



26 licensed premises were visited to check alcohol and food requirements were being met.

Last year's joint projects

Community Strength and Balance Classes

These exercise classes for older adults aim to improve strength and balance, maintain independence and reduce the risk of falling. To find a class visit www.livestronger.org.nz/find-a-class-near-you

Safe As Houses

Our home safety assessments and street BBQs raise safety awareness and give tips for reducing falls, fires, crime and being prepared for natural hazards. Getting to know your neighbours is a great way to make your neighbourhood safer.

School Zones

New signage and road markings outside 16 Napier schools helps to highlight school zones. Busy roads around schools are dangerous for children who are easily distracted.

Shake Out

Staff from Napier City and Hawke's Bay Regional councils practised their earthquake and tsunami evacuation drill during Shake Out in October. Over 200 staff made the hīkoi up Napier Hill. Remember if it's long or strong, get gone.

Pause the Pokies

An awareness raising campaign held during Gambling Harm Awareness Week in September, when 12 venues in Hawke's Bay turned off their pokie machines for one hour to recognise gambling related harm.

Safety is everyone's business

Supported by the Safer Napier Strategic Group



4. NAPIER SOCIAL MONITOR REPORT - 2019

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	890440
<i>Reporting Officer/s & Unit:</i>	Michele Grigg, Senior Advisor Policy

4.1 Purpose of Report

To provide a summary of findings from the 2019 Napier Social Monitor report.

Officer's Recommendation

The Napier People and Places Committee:

- a. Receives the Napier Social Monitor report 2019.

Chairperson's Recommendation

That the Council resolve that the officer's recommendation be adopted.

4.2 Background Summary

A Social Monitor survey has been commissioned by Napier City Council (NCC) biennially since 1998. The survey is now undertaken annually by SIL Research.

Survey purpose and objectives

In 2019, the Social Monitor was reviewed to more appropriately reflect the recently re-instated role of local government in improving and monitoring community wellbeing. The 2019 Social Monitor questionnaire was therefore modified and refined, and provides a new baseline against which to track future progress (**Attachment A**).

The overall purpose of the Social Monitor survey is to provide information to inform the development of policies and initiatives to enhance social wellbeing in Napier. The survey collects information about the quality of life of Napier residents. Specifically, the Social Monitor measures:

- Quality of life
- Social connection and perceptions of diversity
- Perceptions of safety
- City accessibility
- Levels of community mental wellbeing, health status and service use
- Satisfaction with housing and neighbourhood
- Involvement in volunteering, employment, and education opportunities
- Emergency management.

A new social index measure is also included, which is derived by analysing responses to questions designed to evaluate residents' quality of life.

Note that feedback on emergency management is supplemented with information about preparedness collected by the Hawke's Bay Regional Council's (HBRC) in their biennial Residents Survey. These results have been shared with NCC.

The Social Monitor differs from the quarterly NCC Residents Satisfaction and Service Delivery Survey, which is undertaken separately and focuses on gaining regular feedback from residents on Council-provided services and facilities.

Survey methodology

Following pre-testing of the revised questionnaire, the Social Monitor survey was conducted between 13 August and 23 September 2019. A multi-layered sampling approach was taken for the 2019 survey, to ensure a proportional spread of respondents from each of the four electoral wards, by age, gender and ethnicity and a more accurate reflection of the city's demographic profile.

Several data collection methods were used to ensure residents had an opportunity to complete the survey. These included: telephone surveys, social media links to the online survey, and flyer drops into letterboxes of 1,500 households promoting the online survey link. The new survey approach has greatly improved representativeness of the survey results.

Data analysis

Before analysis, data underwent a quality control check. This included removal of incomplete responses and responses from people living outside of Napier. A total of 450 surveys (ages 18+ years) were used in the final analysis. This sample size provides for accurate reporting at the 95% confidence level.

Responses were statistically weighted. Weighting ensures that specific demographic groups are neither under nor over-represented in the final data set and that each group is represented as it would be in the population. Gender, ethnicity, and age weightings were applied to the data to reflect the 2013 Census (the latest Census data available at the time of analysis). Māori are well represented in the survey (multiple ethnicities were recorded).

The main groups analysed in the report are: ward, age, gender, ethnicity, and home ownership. Only statistically significant differences are commented on (at the 95% confidence level). Where differences are not significantly different, no comment is made.

Survey findings

The Social Monitor report (**Attachment B**) presents findings from the survey. Also attached are Napier findings from HBRC's Residents Survey about emergency preparedness (**Attachment C**).

The 2019 Social Monitor provides insight into the important aspects of overall community life in Napier, and most results are positive. Key results are listed below.

Quality of life and living in Napier

- 74% of Napier residents rate their life in Napier as 'good' or 'very good' (highest in older residents, and the Taradale ward).
- Climate/sunshine and the outdoors (beaches, nature, Marine Parade) are the things residents most like about living in Napier.
- 76% of residents see themselves living in Napier in the next five years.

- 42% agree their quality of life has improved in the last three years, compared to 34% who consider it has declined (mainly due to health issues, cost of living, and water issues).
- Just over half (55%) agree they have enough or more money for a comfortable living. Sixteen percent strongly disagree they have enough money.
- The factors having most influence on peoples' overall life in Napier were:
 - Suitable housing
 - Good levels of self-reported health
 - Interest or pleasure in doing things
 - Ease of getting around
 - Feeling safe at night
 - Having everything needed in the neighbourhood.
- The three areas associated with poorer quality of life were:
 - Health problems
 - Increased cost of living
 - Water issues.

Social connection and diversity

- 81% of residents have friends or family they can count on in times of trouble.
- 69% feel accepted by their community and the same proportion believe their community is diverse and multi-cultural.
- Fewer believe people take care of/help one another (60%). This is lowest in the Onekawa-Tamatea ward.
- Just over half of residents believe people are tolerant of others (56%).
- 77% know their closest neighbours by their first name (lowest amongst residents who are of Pacific or Asian ethnicity, or those who rent their property).

Safety

- 86% of residents rate their overall feelings of safety as moderate or better (highest in the Ahuriri and Taradale wards).
- There was a slight increase in residents feeling unsafe in Napier. This is most likely due to a decrease in neutral ratings.
- Safety perception is higher during the day (89%) compared to night (52%).
- 77% feel safe at home at night (highest in the Ahuriri and Taradale wards).
- Under half (46%) feel safe walking alone in their neighbourhood after dark (lower in the Onekawa-Tamatea and Nelson Park wards).
- Nine percent mention safety concerns/crime levels as a reason for reduced quality of life.

City accessibility

- 79% of residents find it easy to get around Napier – with having access to a car and city layout (small size, good roads, convenience) the main reasons provided.

- Of the 12% of residents who gave a negative rating, most commented that the bus service needs improvement.
- 62% think that Napier's facilities are easily accessible, and just under half (48%) feel Napier is a disability-friendly city, with a further 19% being unsure.
- None of these measures showed any significant differences by ward.

Health and community wellbeing

- 58% of residents rate their health as good or very good. This increases with age, with younger residents being more likely to rate their health as poor.
- Residents report good levels of moderate-intensity activity (average of 7.7 hours per week); higher than the World Health Organization recommendation (2.5 hours minimum, 5 hours for additional health benefits).
- Four questions were asked to gain an approximate measure of community mental wellbeing:
 - worried a lot about everyday problems in the past 6 months (48% somewhat or strongly agree)
 - felt down or depressed in the past 6 months (42%)
 - felt lonely at least some of the time in the past four weeks (36%)
 - have little interest or pleasure in doing things in the past 6 months (28%).
- The overall mental wellbeing index is moderate with a score of 10.7 (maximum score is 20). The most vulnerable groups were found to be 18-39 year olds, Māori and Pacific, those with lower income, and those living in a rented property.
- Note this index is indicative only and does not infer mental health status.
- None of these measures showed any significant differences by ward.

Housing and neighbourhood

- 84% of residents agree their house is suitable for their needs in terms of quality, size and comfort.
- 86% agree their house is easily accessible to schools, health, and other services.
- Fewer (61%) agree their neighbourhood has everything they need.
- 17% are worried about losing their house – this is higher amongst those living in a rented property (40%).
- None of these showed any significant differences by ward.

Employment, volunteering and education

- 60% of residents were employed at the time of the survey – highest in the Ahuriri ward (the remainder were unemployed and looking for work, retired, parenting, receiving income support, etc).
- 44% sometimes or regularly participated in volunteer work in the last 12 months (highest in the Taradale ward, lowest amongst 18-39 year olds).
- 83% of employed residents say they use the skills and knowledge they have been trained for.

- 67% of residents agree they have access to education opportunities and a similar level (66%) agree they have the level of education they want.

Emergency preparedness

- Fewer than half of residents (40%) believe their community could cope after a major event or disaster. This is lowest in the Nelson Park (31%) and Onekawa-Tamatea (34%) wards.
- In terms of preparation for an emergency:
 - 85% of residents have food stored for three days
 - 61% have water stored for three days
 - 85% have some way of cooking without electricity
 - 58% have a household emergency plan
 - 69% have a plan to getaway if there's a long, strong earthquake.
- Most of these results have not changed since the previous 2017 survey.
- 18-39 year olds are the least prepared.

Suggested improvements

Residents were asked what could be improved in Napier and in their neighbourhood.

- The most mentioned improvement for Napier city is 'fix water' (13%).
- The second most mentioned is safety/policing/reducing crime (6%).
- A further 16% did not have an answer to the question.
- About one in ten people (11%) said 'nothing' needs improvement.
- The most cited neighbourhood improvements are:
 - Ahuriri Ward – infrastructure and Council services (21%)
 - Tamatea-Onekawa Ward – traffic transport and road control (16%), and water-related issues (16%) (after 'don't know' 21%)
 - Nelson Park Ward – security, safety and crime control (27%)
 - Taradale Ward – traffic transport and road control (15%) (after 'don't know' 17%).

4.3 Issues

The Council's key performance indicator for safety is collected in the Social Monitor survey. The 2019 survey question was altered to more accurately measure safety, which means information is not directly comparable to previous years. Levels of overall safety remain high – 75% strongly or somewhat agree they feel safe in Napier. However, there is an apparent increase in the percentage feeling unsafe, increasing from 5% in 2014 to 13% in 2019 (most likely due to a decrease in those able to give a neutral rating).

4.4 Significance and Engagement

A distribution plan has been prepared.

The full report will be provided to other Council departments to inform development of the Annual Plan, Long Term Plan, and District Plan.

Key findings will be provided to:

- Council's Community Network, which includes a range of social service organisations and government agencies
- the Safer Napier Strategic Group, which includes representatives from agencies including Hawke's Bay District Health Board, Ministry of Social Development, New Zealand Police, Te Puni Kōkiri, Kāinga Ora, and a number of community organisations who have a focus on community safety.

As in previous years, the full report will also be available on Council's website (<https://www.napier.govt.nz/napier/community-development/social-monitor/>).

4.5 Implications

Financial

N/A

Social & Policy

Findings support the focus areas of the Safer Napier programme and service agreements held by Council with community organisations.

The survey findings provide important baseline information against which to track progress for key measures of wellbeing. They will also inform development of community plans and the monitoring of Council's programmes and strategies.

The survey will be repeated and reported annually to enable tracking of trends over time. The 2020 survey will be conducted in September.

Risk

N/A

4.6 Options

The options available to Council are as follows:

- a. Receive the Napier Social Monitor report 2019.

4.7 Attachments

- A NCC Social Monitor 2019 Questionnaire [↓](#)
- B NCC Social Monitor 2019 Report [↓](#)
- C HBRC Civil Defence and Emergency Management Napier Survey Results 2017-2019 [↓](#)

SOCIAL MONITOR 2019 QUESTIONNAIRE

Introduction

Thank you for your interest in our Social Monitor Survey.

This survey asks Napier citizens a series of questions to assess their current quality of life. The findings from this survey help to formulate policies and initiatives to enhance the social wellbeing of our community

The survey is anonymous, and you won't be personally identified in any feedback or results presented. SIL Research is a Napier based research company and member of the Research Association of New Zealand; we strictly adhere to industry privacy and confidentiality practices.

Safety

1. When thinking about your safety, how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I feel safe going out during the day in Napier	1	2	3	4	5	6
I feel safe going out at night in Napier	1	2	3	4	5	6
I feel safe in my home alone at night	1	2	3	4	5	6
I feel safe walking alone in my neighbourhood after dark	1	2	3	4	5	6
I feel safe using public transport	1	2	3	4	5	6
I feel safe when making online transactions	1	2	3	4	5	6
Overall, I feel safe in Napier	1	2	3	4	5	6

Quality of life

2. How much do you agree or disagree with the following?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
In the last three years, my overall quality of life has improved	1	2	3	4	5	6

3. Why did you give this rating? _____

4. **How often have you participated in unpaid (volunteer) activities in the last 12 months?** (please select your answer)
- ☐ Have not participated
 - ☐ Rarely participated
 - ☐ Sometimes participated
 - ☐ Regularly participated

Diversity

5. **Thinking about the community you live in, how much do you agree or disagree with the following?** (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
People in my community are tolerant of others	1	2	3	4	5	6
Our community is diverse and multi-cultural	1	2	3	4	5	6
People in my community take care of, or provide help for, one another	1	2	3	4	5	6

Social connections

6. **How much do you agree or disagree with the following?** (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I know my closest neighbours by their first name	1	2	3	4	5	6
I felt lonely at least some of the time in the past four weeks	1	2	3	4	5	6
I know I have friends or relatives I can count on in times of trouble	1	2	3	4	5	6

Neighbourhood

7. How much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I feel that I am accepted by the community in my neighbourhood	1	2	3	4	5	6
My neighbourhood has everything I need	1	2	3	4	5	6

8. How much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I am satisfied with councils' provision of Civil Defence delivery	1	2	3	4	5	6
Our community could cope after a major event or disaster	1	2	3	4	5	6

9. What one thing could improve your neighbourhood? _____

Health

10. How would you rate your personal health at the moment?

- ☐ Extremely poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good

11. In a typical week, how many hours do you do moderate-intensity sports, fitness or recreational (leisure) activities (e.g. walking, gardening, swimming) _____ (hours per week)

12. How much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I have felt down or depressed in the past 6 months	1	2	3	4	5	6
I have had little interest or pleasure in doing things in the past 6 months	1	2	3	4	5	6
I have worried a lot about everyday problems in the past 6 months	1	2	3	4	5	6

13. In the last 6 months, have you visited...

- ☐ A doctor or other health service provider (eg, dentist, optometrist, nurse practitioner, health and social care service providers etc)
- ☐ The Hawke's Bay Hospital
- ☐ Both
- ☐ None of the above
- ☐ Other _____

14. If YES, Thinking about your most recent visit, how much do you agree or disagree with the following.....
the service I received was good

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Neither agree nor disagree
- ☐ Somewhat agree
- ☐ Strongly agree

[Accessibility](#)

15. How much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
It is easy to get around Napier	1	2	3	4	5	6

16. Why did you give this rating? _____

17. How much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
Napier's facilities are easily accessible (eg, have an accessible route into the building from the car parking area and footpath, facilities are well signposted, etc)	1	2	3	4	5	6
Napier is a disability-friendly city (e.g. accessible buildings, public transport, even footpaths, etc.)	1	2	3	4	5	6

Housing

18. Thinking about the place you live, how much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
My house is suitable for my needs in terms of quality, size and comfort	1	2	3	4	5	6
My house is easily accessible to schools, health and other services	1	2	3	4	5	6

19. Are you worried about losing your house?

- ☐ Yes (why?) _____
- ☐ No (why?) _____
- ☐ Don't know or Not Applicable

General life

20. What do you like most about your life in Napier? _____

21. What one thing could improve your life in Napier? _____

22. On a scale from 1 ('Very poor') to 5 ('Very good'), how would you rate your overall life in Napier?

1-very poor	2-poor	3-in the middle	4-good	5-very good
-------------	--------	-----------------	--------	-------------

23. I see myself living in Napier for the next 5 years

- ☐ Strongly disagree
- ☐ Somewhat disagree
- ☐ Neither agree nor disagree
- ☐ Somewhat agree
- ☐ Strongly agree

Cyclical questions

24. What is your current employment situation?

- ☐ Full-time employee
- ☐ Part-time employee
- ☐ Business owner / director
- ☐ Casual
- ☐ Unemployed, actively looking for work
- ☐ Unemployed and not looking for work
- ☐ Parenting/retired
- ☐ Beneficiary
- ☐ Education and training
- ☐ Other _____

25. If Employed, In my current employment situation...

- ☐ I work less hours than I would like to
- ☐ My current work situation is about right for me
- ☐ I consistently work more hours than I would like to

26. How much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
If Employed, At my workplace, I use skills and knowledge I have been trained for	1	2	3	4	5	6
I have enough or more than enough money for a comfortable living	1	2	3	4	5	6

27. Which of the following best describes your highest academic qualification?

- ☐ Secondary school
- ☐ Post-secondary school certificate or diploma
- ☐ University Bachelor's degree
- ☐ Post-graduate degree
- ☐ Other _____

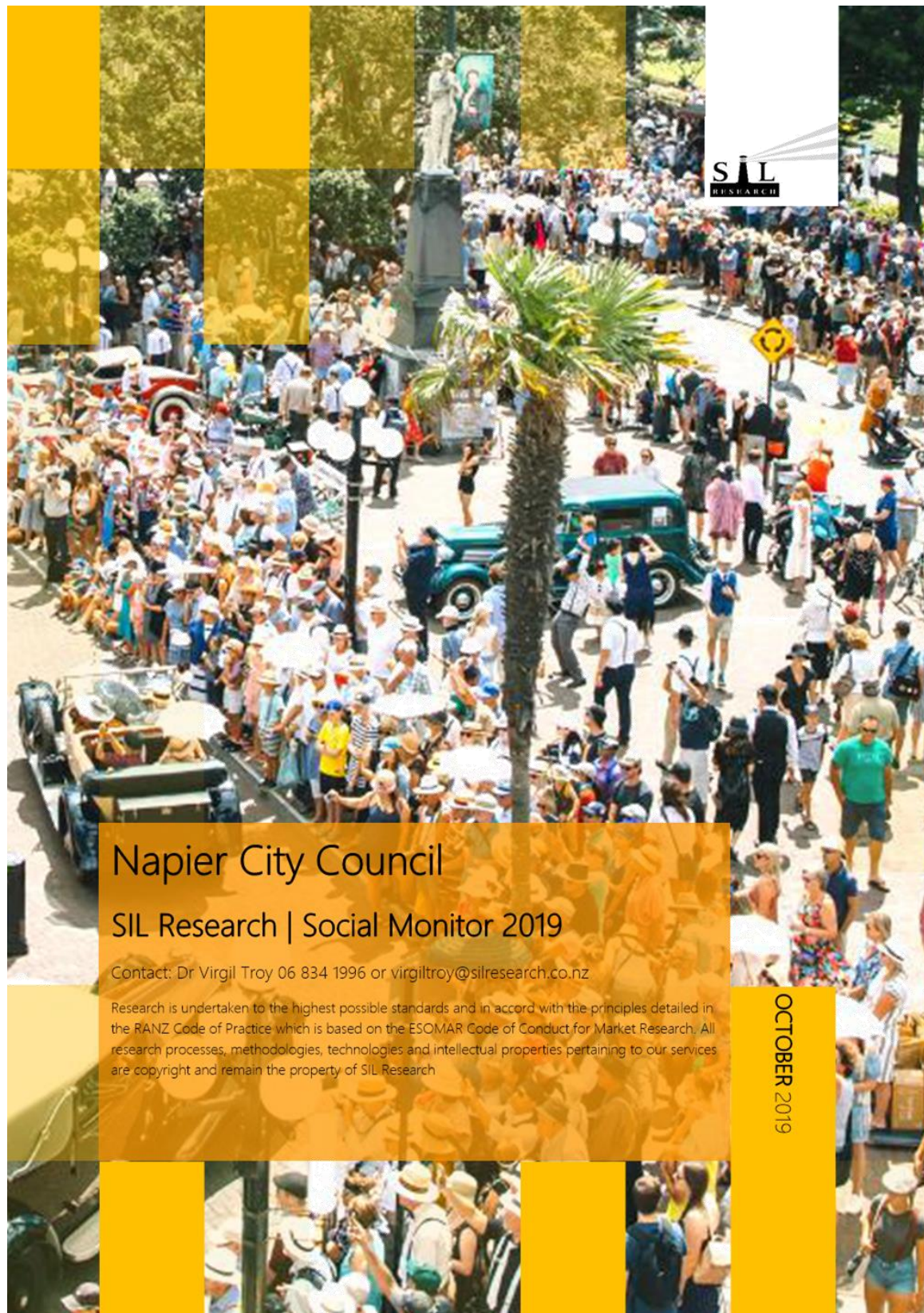
28. How much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I have the level of education I want	1	2	3	4	5	6
I have access to education opportunities	1	2	3	4	5	6

Thank you for completing the survey.

The survey is anonymous, and you won't be personally identified in any feedback or results presented. SIL Research is a Napier based research company and member of the Research Association of New Zealand; we strictly adhere to industry privacy and confidentiality practices.

If you would like to contact someone at Napier City Council regarding this survey, please contact Michele Grigg, Senior Advisor Policy, on 06 835 7579.



Napier City Council

SIL Research | Social Monitor 2019

Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

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OCTOBER 2019

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EXECUTIVE SUMMARY

The purpose of this research was to inform the Council process of formulating policies and initiatives to enhance the social wellbeing of Napier's community.

Research was conducted between 13 August 2019 and 23 September 2019. A total of n=450 surveys were used in the final analysis. In 2019, the survey methodology was revised and updated.

The main findings were as follows:

- The 2019 survey provided a good insight into important aspects of overall community life in Napier; most results were positive.
- A *Social Index* was derived by summing scores from all questions designed to evaluate residents' quality of life; in 2019, the overall *Social Index* was 68.8 (a good level). This result is associated with age, property type, income and time spent in Napier.

Overall life in Napier:

- 74% of residents rated their life in Napier from 'good' to 'very good', and 76% of residents saw themselves living in Napier in the next five years.
- Positive changes to improve housing (e.g. residents living in suitable houses) and quality of life have the potential to increase odds of residents staying in Napier.
- 42% of residents agreed their quality of life had improved in the last three years. The most cited reasons for this improvement were 'Work-related changes', 'Generally better/Satisfied with current life' and 'Changed social status'.
- Climate and natural resources were what residents liked the most about their lives in Napier. The Council can adopt these identified strengths as part of their promotion campaigns.
- More than half of residents (55%) agreed they had enough or more money for a comfortable living.

Safety:

- 86% of residents rated their feelings of safety as moderate or better; safety perception was higher during the day compared to night-time.
- There was a slight increase in residents who felt unsafe in Napier. This increase most likely resulted from a decrease in neutral ratings; the percentage of only positive ratings ('Somewhat' to 'Strongly agree') was higher in 2019 (75%).
- 9% of residents mentioned 'Safety concern/Crime level' as a reason for reduced quality of life. More residents from Nelson Park ward identified security as a potential area for improvement.

Health and community mental wellbeing:

- 58% of residents believed they were in good health. It was noted that younger residents were more likely to describe their health as poor.
- Napier residents showed a good level of moderate-intensity activity (7.7 hours on average per week); this result was higher compared to minimum recommendations outlined by World Health Organisation.
- The total level of indicative psychological distress was moderate (10.7, maximum score = 20). The most vulnerable groups were residents aged 18-39, Pacific and Māori, with lower income and living in a rented property.
- Loneliness was moderately associated with low overall life satisfaction.

Employment, volunteering and education:

- 60% of residents were employed at the time of the survey.

- 44% of residents stated they had sometimes or regularly participated in volunteering activities in the last 12 months.
- Participation in volunteering activities and active employment associated with better Social Index.
- Two-thirds of Napier residents agreed they had access to education opportunities (67%) and had the level of education they wanted (66%).

Other findings:

- Napier residents provided, on average, positive ratings in relation to *social connections and diversity* (69%), *housing and neighbourhood* (77%) and *accessibility* (63%).
- Less than 20% of residents mentioned they worried about losing their house.
- 45% of residents were satisfied with the Council's provision of Civil Defence delivery.

Areas of potential development:

- Six areas were found to be most influencing factors on the overall life in Napier, quality of life and the retention index: *suitable house, personal health, interest or pleasure in doing things, easy to get around, feeling safe at night* and for the neighbourhood to have *everything needed*.
- The top three areas associated with a decline in quality of life were '*health problems*', '*increased cost of living*' and '*water issues*'; water was also mentioned as a potential general improvement for Napier.



METHODOLOGY

BACKGROUND AND OBJECTIVES

As a part of their biennial consultation, Napier City Council (NCC) has commissioned a Social Monitor survey since 1998.

In 2019, the Social Monitor survey was conducted by SIL Research, an independent Market Research Company. This survey used a revised, up-to-date data collection approach and questionnaire.

The purpose of this research was to inform the Council process of formulating policies and initiatives to enhance the social wellbeing of Napier's community.

QUESTIONNAIRE AND PROJECT SPECIFICS

SIL Research, together with NCC, developed a revised Social Monitor questionnaire.

The questionnaire was tested prior to full-scale data collection to ensure the survey was fit for purpose.

SIL used a multi-layered sampling technique to ensure a proportional spread of respondents from each of four electoral wards, by age and gender distribution.

DATA COLLECTION

Research was conducted between 13 August 2019 and 23 September 2019. Multiple data collection methods were utilised to ensure residents were

represented. A mixed-methods approach included: (1) Telephone survey (CATI), (2) Social media (available via SIL Research social media platforms, such as Facebook for Napier residents), and (3) Postal flyers with survey links (over 1,500 flyers were delivered).

A total of n=450 surveys were used in the final analysis.

DATA ANALYSIS

Responses were statistically weighted to reflect the gender, age and ethnicity group proportions as determined by the Statistics New Zealand 2013 Census. The main analysis was conducted on age groups 18 years or older.

Before analysis, data underwent a quality control check, which included, but was not limited to, removal of incomplete responses and responses coming from outside of Napier.

The main resident groups analysed in this report were: ward, age, gender, ethnicity, home ownership and tenure. During the analysis stage of this report, Chi-square tests were used when comparing group results in tables. The threshold for reporting any statistically significant differences was a p-value of 0.05 (corresponding to a confidence level of 95%). Where differences were outside this threshold (less than 95%), no comments were made; where

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differences were within this threshold, comments have been made within the context of their practical relevance to NCC.

Using Statistics New Zealand population projections for the NCC catchment area, a sample size of n=450 across 44,376 residents aged 18 years and over allows for a 95% confidence level +/- 4.6% where residents are split 50/50 on any given issues, and a 95% confidence level +/- 3.7% where residents are split 80/20.

Where sample size is reduced due to 'No answers' (actual base number is reported on each page), the results are still reported with a 95% confidence level +/- 4-5%.

NOTES ON REPORTING

In 2019, the survey methodology was revised and updated.

2019 changes in questions, data collection methods and analysis should be taken into account when reading the results.

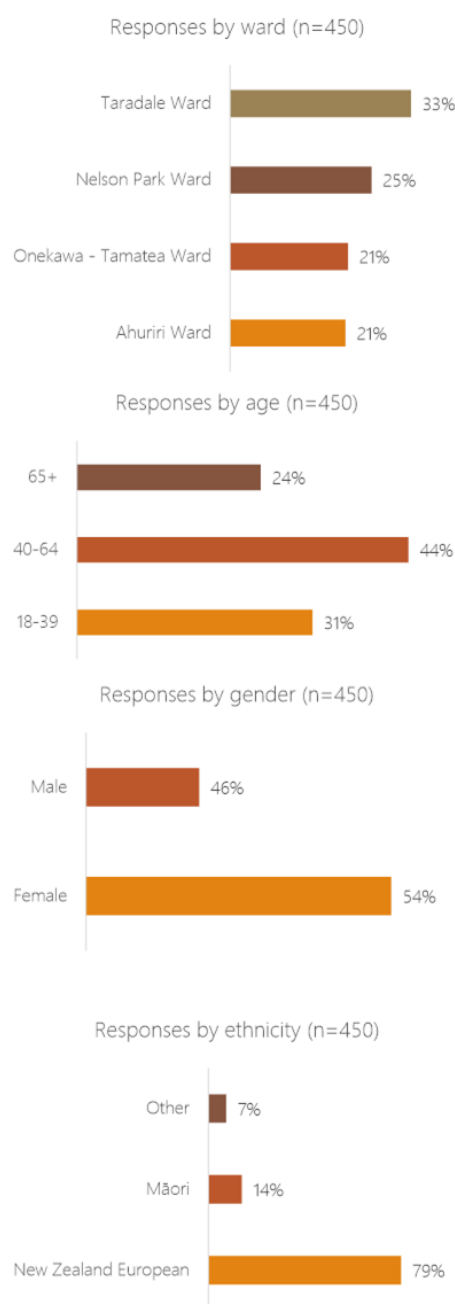
The survey included several question statements about life in Napier; each question was rated using a 1-5 Likert scale (e.g. 'Strongly disagree' to 'Strongly agree'). Respondents were provided with a 'Don't know' option as well. The wording of questions varied in 2019 compared to the 2017 survey.

'Agree' percentages represent positive responses (ratings of 4-5). Reported percentages for the 'Safety' measure are calculated differently (ratings of 3-5) to enable historical comparison.

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results, not rounded values.

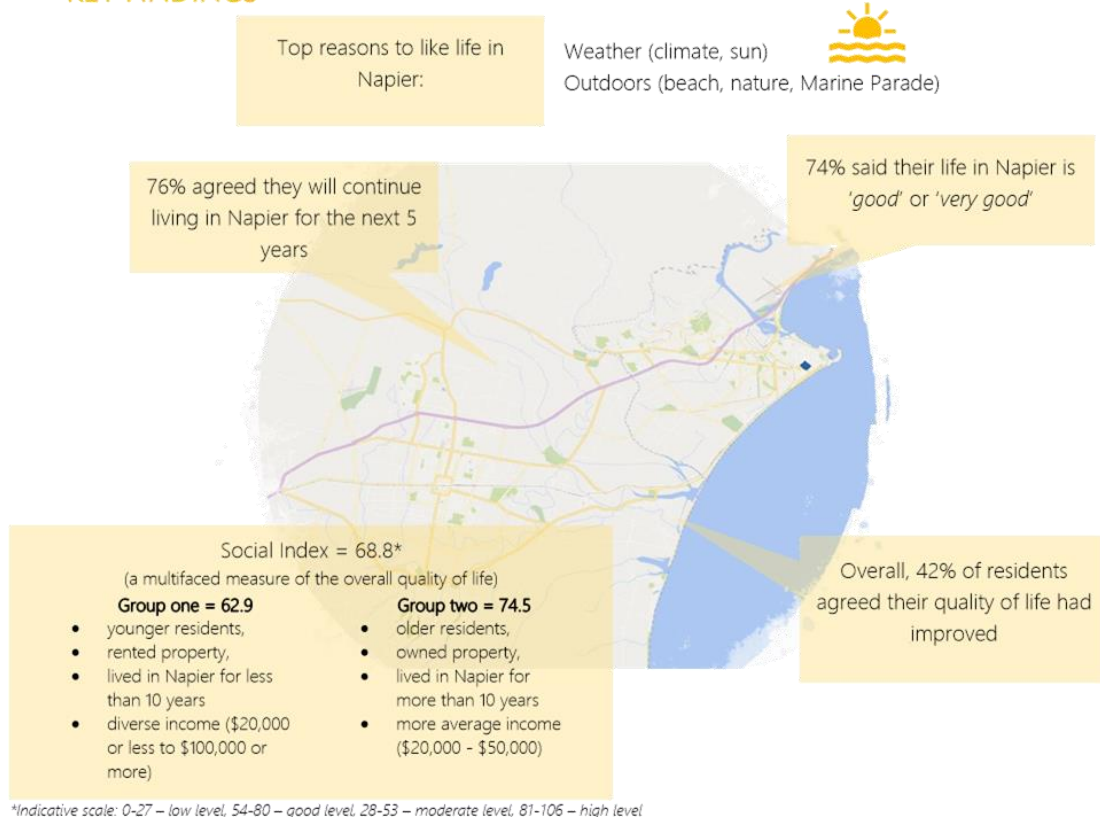
The term 'Resident' has been used to represent respondents who participated in the survey.

Where results are reported by groups, estimates of results may not be statistically reliable due to the high margins of error (small sample sizes).



Note: results are representative of key demographic group (age, gender, ethnicity and ward). The target was based on 2013 New Zealand Census information.

KEY FINDINGS



**Indicative scale: 0-27 – low level, 54-80 – good level, 28-53 – moderate level, 81-106 – high level*



86% agreed they feel safe in Napier



58% believed they were in good health



Mental wellbeing index = 10.7*
(*moderate level of psychological distress, maximum score is 20)



House and neighbourhood average agreement score
77%



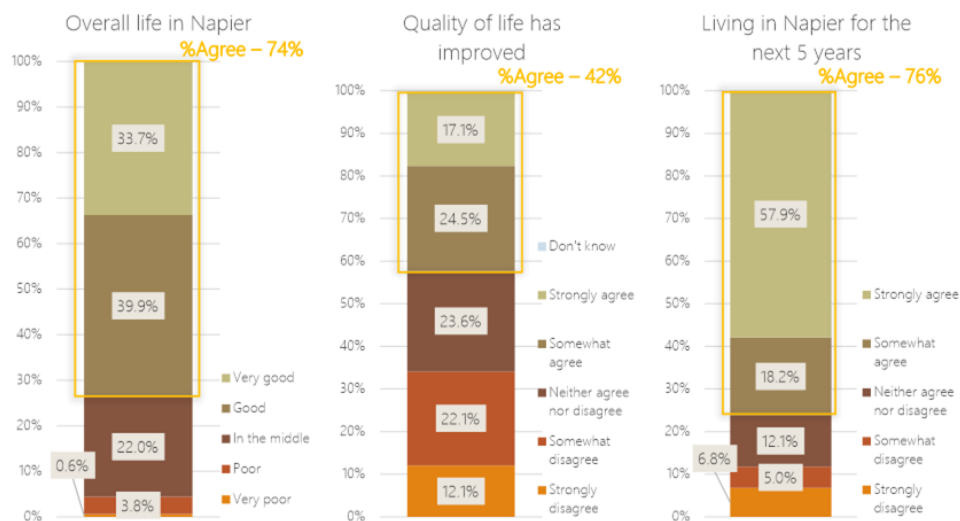
Social connections and diversity average agreement score
69%



Accessibility average agreement score
63%

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OVERALL LIFE IN NAPIER



- Overall, **74%** of residents rated their **life in Napier** from **'good' to 'very good'**. Older residents (aged 65+) and residents from Taradale were more likely to find their life in Napier was good.
- 42%** of residents agreed **the quality of their life** had **improved** in the last three years; a positive difference (of 7%) compared to residents who believed their quality of life had declined (34%). This positive difference potentially indicates a good living environment in the community.
- The **retention index** was high; **76%** of residents saw themselves still living in Napier in the next five years.
- Top three stated **reasons** for an **improved quality** of life were *'Work-related changes'*, *'Generally better/Satisfied with current life'* and *'Changed social status'*.
- Top three stated **reasons** for a perceived **decline** in life quality were *'Health issue'*, *'Cost of living'* and *'Water issue'*.

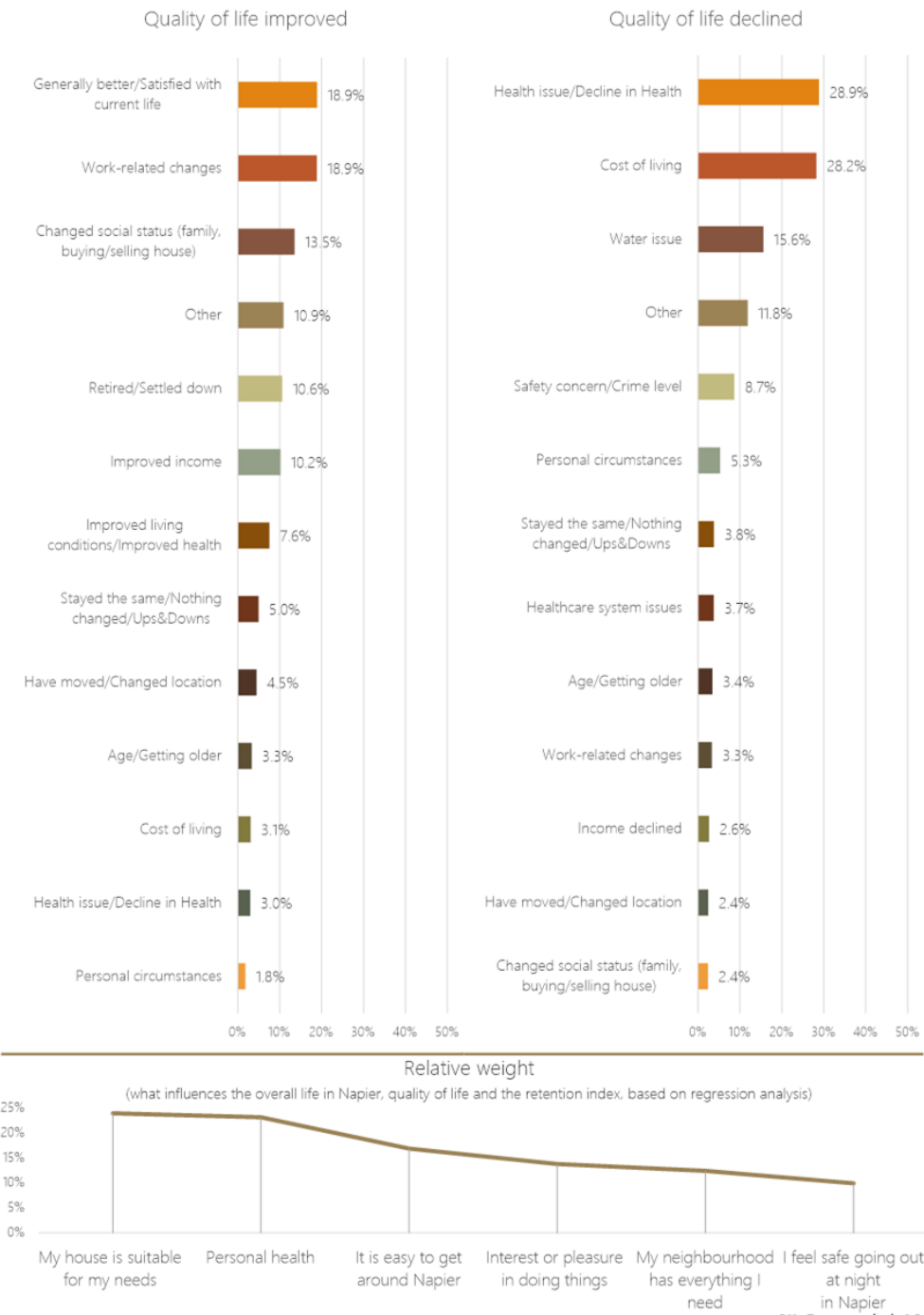
Table 1 % Agree results by ward

	Overall life in Napier*	Quality of life has improved	Living in Napier for the next 5 years
Ahuriri Ward	78%	49%	77%
Onekawa - Tamatea Ward	65%	34%	69%
Nelson Park Ward	68%	41%	78%
Taradale Ward	81%	42%	78%



Older residents are more likely to continue living in Napier.
House suitability in terms of quality, size and comfort, and improved quality of life increase odds of residents staying in Napier for the next 5 years. **

REASONS BEHIND THE CHANGE IN QUALITY OF LIFE



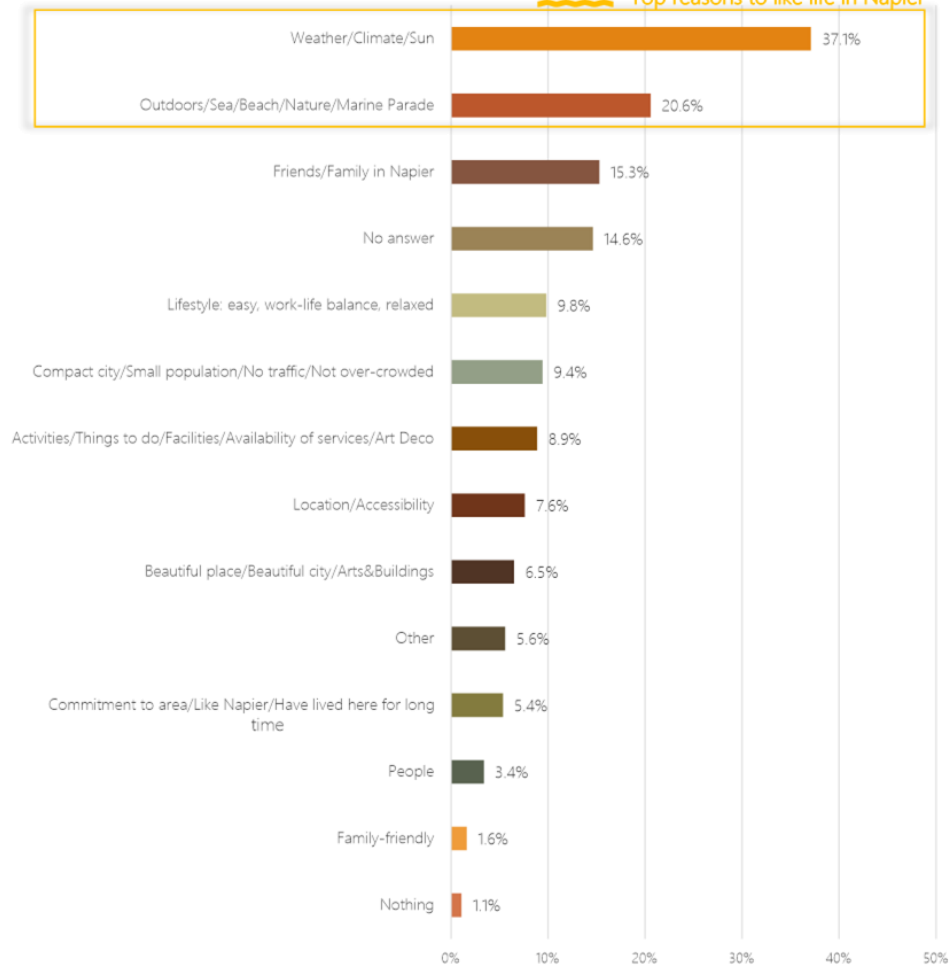
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N=450. 'NO ANSWER' (N=75) EXCLUDED FROM ANALYSIS. OPEN-ENDED COMMENTS SORTED INTO CATEGORIES. TOTALS MAY EXCEED 100% DUE TO MULTIPLE RESPONSES FOR EACH RESPONDENT.

LIKE LIVING IN NAPIER



Top reasons to like life in Napier



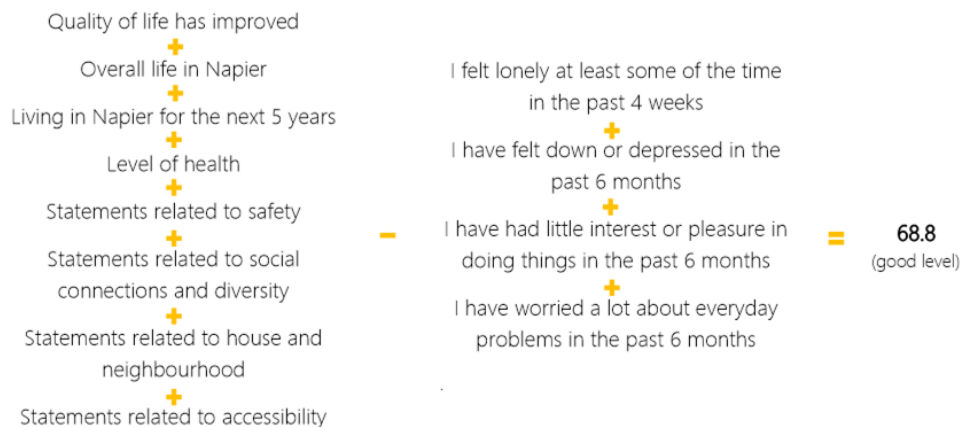
- Climate and natural resources ('*Outdoors/Sea/Beach/Nature/Marine Parade*') were what residents liked the most about their lives in Napier.

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N=450. OPEN-ENDED COMMENTS SORTED INTO CATEGORIES. TOTALS MAY EXCEED 100% OWING TO MULTIPLE RESPONSES FOR EACH RESPONDENT

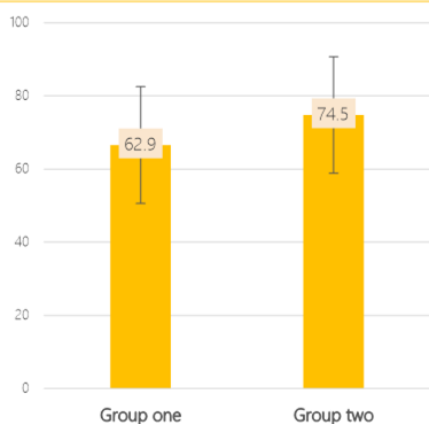
SOCIAL INDEX

Social Index was derived by summing scores from all questions designed to evaluate residents' quality of life. Note: mental wellbeing questions were deducted from the total score (negative scale type of questions), and 'Don't know' scored zero.



Indicative scale: 0-27 – low level, 54-80 – good level, 28-53 – moderate level, 81-106 – high level

The Social Index varied from the minimum of 26 to the maximum of 101 and depended on social demographics (age, home ownership, income and time spent in Napier). As a result, two main groups were identified.

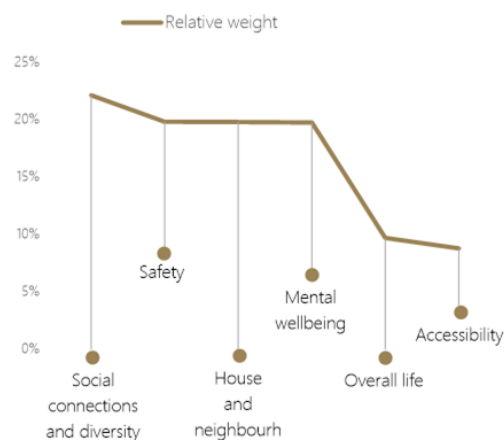


Larger proportion of:

- younger residents,
- rented property,
- lived in Napier for less than 10 years
- diverse income (\$20,000 or less to \$100,000 or more)

Larger proportion of:

- older residents,
- owned property,
- lived in Napier for more than 10 years
- more average income (\$20,000 - \$50,000)

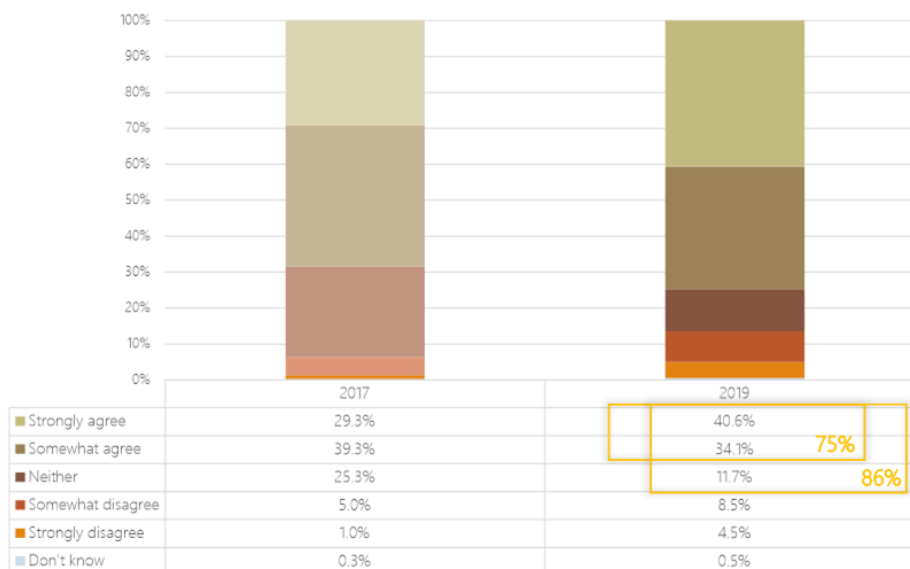


Social connections and diversity contributed the most towards Social Index, followed by safety, house and neighbourhood, and mental wellbeing. The least contributing factors were overall life and accessibility.

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SAFETY

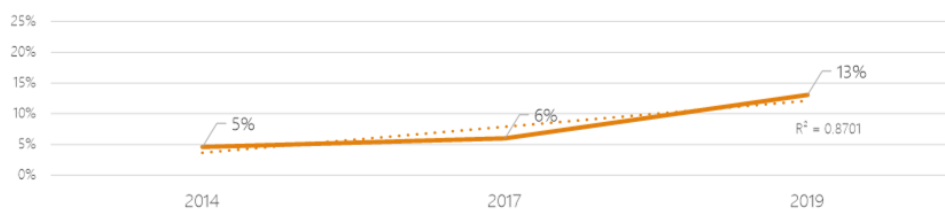
Overall feel safe in Napier



This question was re-worded in 2019; differences in questions between years should be taken into account when reading results.

- Overall, **86%** of residents rated their **feelings of safety** as moderate ('Neither agree nor disagree') or better ('Somewhat' to 'Strongly agree').
- There has been an apparent increase in residents who felt unsafe in Napier since 2014. This increase most likely resulted from a decrease in neutral ratings ('Neither agree nor disagree', a 14% decline).
- At the same time, the percentage of only positive ratings ('Somewhat' to 'Strongly agree') was higher in 2019.
- In 2019, the proportion of residents who felt safe was larger in Taradale and Ahuriri wards.
- Perception of safety when going out was much higher during the **day (89%)** compared to **night-time (52%)**.
- 77%** of residents felt safe **at home** during the **night**.
- Just under half of residents (**46%**) felt themselves **safe walking alone** in their neighbourhood **after dark**. Onekawa-Tamatea and Nelson Park wards were considered less safe to walk after dark.
- Female residents felt less secure after dark and in night hours.
- Half of the residents (**48%**) felt **safe using public transport** in Napier; however, almost one-third (30%) could not provide a rating.
- 69%** of residents felt **safe making online transactions**. Fewer residents aged 65 years and above felt safe about this.

Feeling unsafe in Napier (historical trend)



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N=441. TO ENABLE HISTORICAL COMPARISON, REPORTED PERCENTAGES FOR OVERALL SAFETY ARE AGGREGATED (NEITHER AGREE NOR DISAGREE) TO 'STRONGLY AGREE' RATINGS.

SAFETY BY TYPE OF ACTIVITY

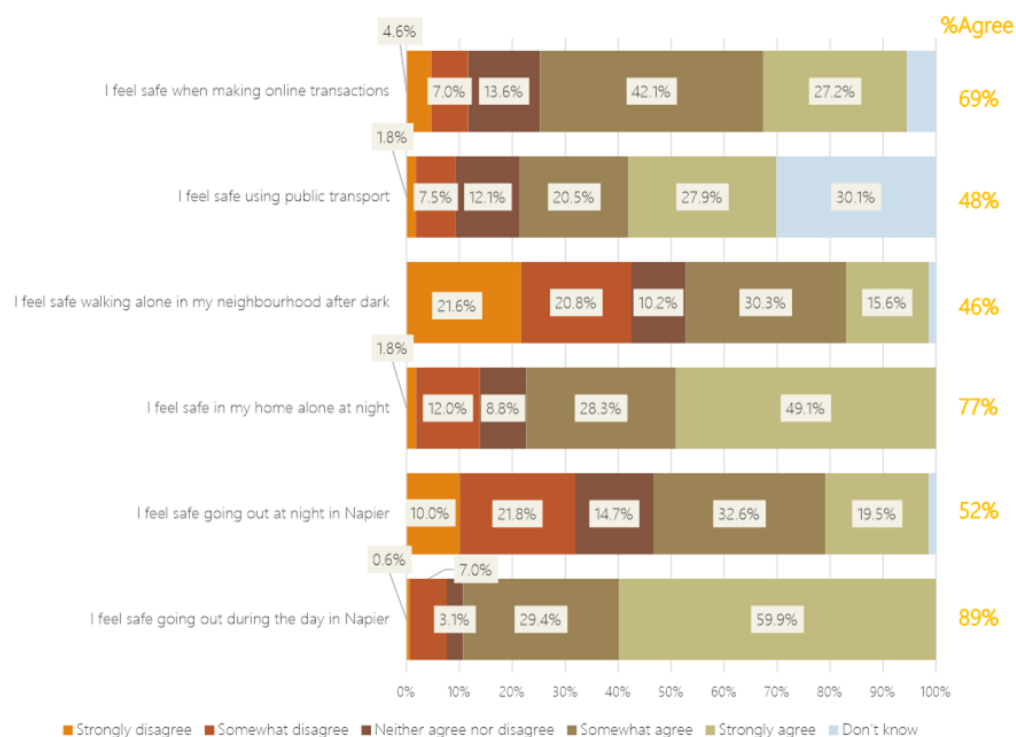
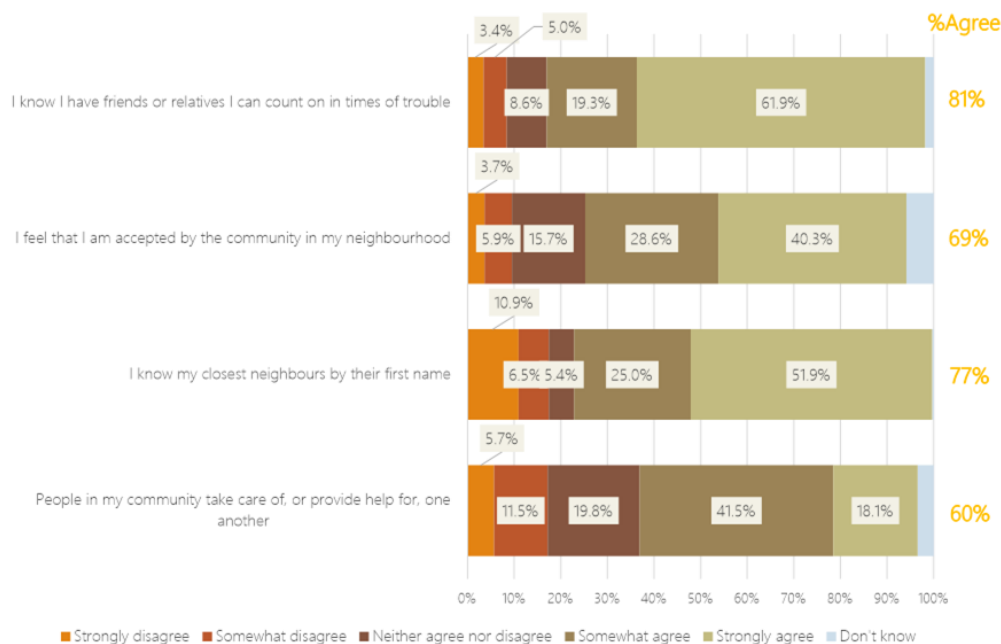


Table 2 % Agree results by ward

	I feel safe going out during the day in Napier	I feel safe going out at night in Napier	I feel safe in my home alone at night*	I feel safe walking alone in my neighbourhood after dark*	I feel safe using public transport	I feel safe when making online transactions
Ahuriri Ward	88%	56%	85%	61%	47%	75%
Onekawa - Tamatea Ward	90%	50%	75%	36%	49%	68%
Nelson Park Ward	85%	48%	64%	39%	52%	66%
Taradale Ward	93%	54%	85%	48%	46%	69%

SOCIAL CONNECTIONS



- Overall, Napier residents provided positive ratings in relation to **social connections and diversity** (on average, **69%**).
- 81%** of residents knew they **have friends or relatives** they **can count on** in times of trouble.
- Two-thirds of residents (**69%**) **felt accepted** by their community, and (**69%**) believed their **community is diverse** and **multi-cultured**.
- Slightly fewer residents believed people in their community **take care**, or **provide help** for one another (**60%**), and that they are **tolerant** of others (**56%**).
- Fewer residents from Onekawa-Tamatea ward believed people in their community take care/help one another.
- 77%** of residents stated they **know their closest neighbour** by their first name.
- The level of this social knowledge was in linear relationship with age; the older respondents were, the more likely they knew their neighbours. Likewise, residents who had spent more time in Napier (more than 10 years) were more likely to know their neighbours.
- Residents who attributed themselves to Asian and Pacific ethnicity, and also residents with rented property, were less likely to state they know their neighbours.



Social connections and diversity
average agreement score
69%

DIVERSITY

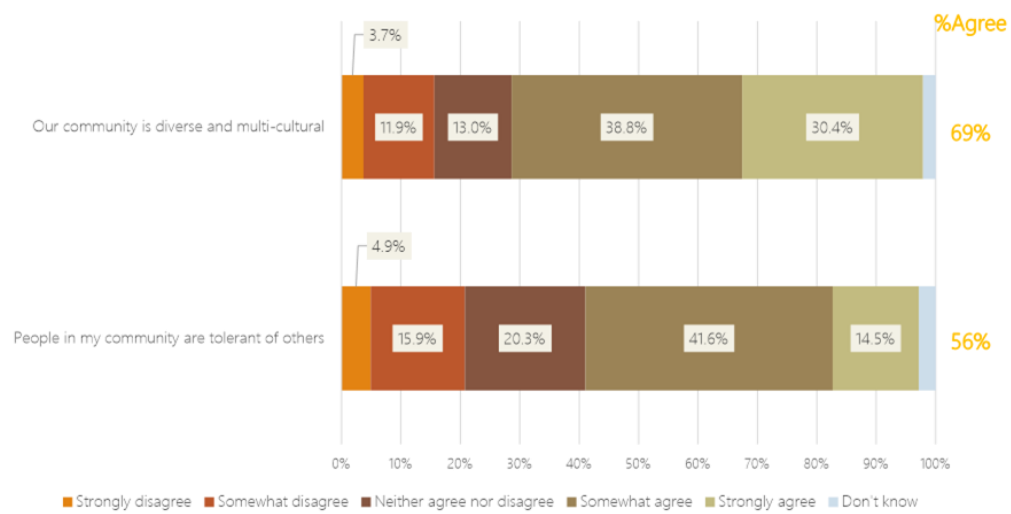
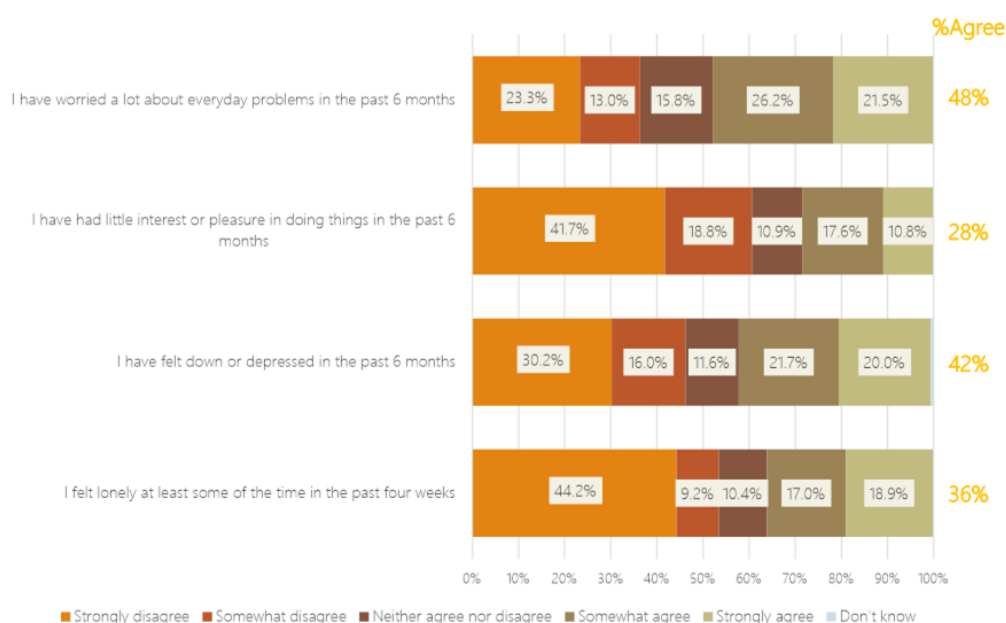


Table 3 % Agree results by ward

	People in my community are tolerant of others	People in my community take care of, or provide help for, one another*	I know my closest neighbours by their first name	I feel that I am accepted by the community	I know I have friends or relatives I can count on in times of trouble	Our community is diverse and multi-cultural
Ahuriri Ward	60%	60%	76%	69%	76%	63%
Onekawa - Tamatea Ward	55%	48%	75%	59%	85%	79%
Nelson Park Ward	52%	58%	74%	70%	80%	70%
Taradale Ward	58%	69%	81%	74%	83%	67%

COMMUNITY MENTAL WELLBEING



- Around half of residents indicated they had **worried a lot about everyday problems** in the past 6 months (**48%**).
- Fewer residents stated they have **felt down or depressed** (42%).
- About one-third of residents indicated they **felt lonely** (36%), and **28%** had **little interest** or pleasure in doing things.
- A total level of indicative psychological distress (**Mental wellbeing index**) was moderate (10.7, maximum score = 20) - this level varied by age, ethnicity, income, and whether respondent's home was owned or rented.
- According to survey results, the most vulnerable groups were residents aged 18-39, Pacific and Māori, with lower income and living in a rented property.
- Loneliness was moderately associated with low overall life satisfaction.

Mental wellbeing index:

The survey asked four questions related to community level of psychological distress. Each question was scored from 1 = 'Strongly disagree' to 5 = 'Strongly agree'. Scores of the four questions were then summed, yielding a maximum score of 20 ('Don't know' scored zero).

Overall, low scores (0-8) indicated low levels of psychological distress and high scores indicated higher levels of psychological distress (16-20). Note: these results are indicative only and do not replace a Mental Health assessment.

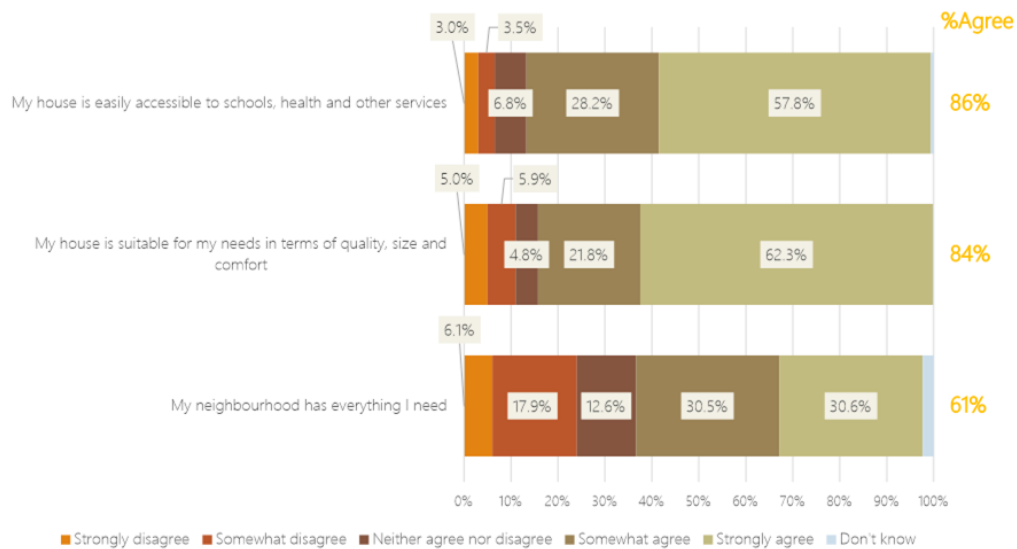
**Note: small sample sizes within groups, estimates of results may not be statistically reliable due to the high margins of error*

TOTAL AVERAGE SCORE*		10.7
AGE	18-39	13.4
	40-64	10.2
	65+	8.1
ETHNICITY	New Zealand European	10.3
	Māori	13.1
	Pacific	15.7
	Asian	9.8
	Other	10.3
HOME OWNERSHIP INCOME	Owned	9.9
	Rented	13.8
	\$20,000 or less	15.0
	\$20,001-\$30,000	10.6
	\$30,001-\$50,000	11.0
	\$50,001-\$70,000	11.9
	\$70,001-\$100,000	10.2
	\$100,001 or more	9.1

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N=441-450. NOTE: REVERSE SCALE. SMALL SAMPLE SIZES WITHIN GROUPS, ESTIMATES OF RESULTS MAY NOT BE STATISTICALLY RELIABLE DUE TO THE HIGH MARGINS OF ERROR. WARD WAS NOT A SIGNIFICANT FACTOR

HOUSE AND NEIGHBOURHOOD

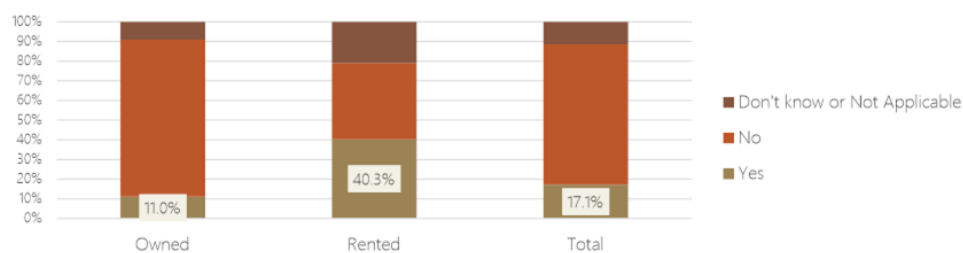


- 84% of residents agreed their **house was suitable** for their needs in terms of quality, size and comfort, and **86%** of residents agreed it was **easily accessible** to schools, health and other services.
- Fewer residents agreed their **neighbourhood had everything they need (61%)**. More younger residents disagreed with this statement.
- Only under **20%** of residents mentioned they **worried about losing their house**. This proportion was larger (40%) amongst residents with a rented property.

Table 4 %Agree results by ward

	My neighbourhood has everything I need	My house is suitable for my needs in terms of quality, size and comfort	My house is easily accessible to schools, health and other services
Ahuriri Ward	61%	86%	80%
Onekawa - Tamatea Ward	62%	80%	86%
Nelson Park Ward	53%	80%	87%
Taradale Ward	66%	88%	89%

Worried about losing the house

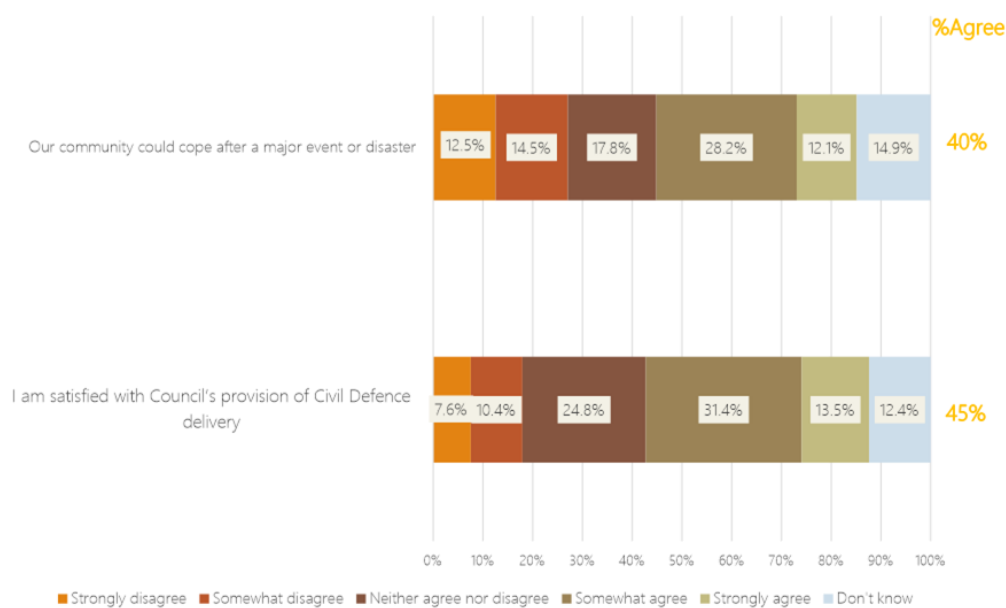
House and neighbourhood
average agreement score

77%

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N=428-450. WARD WAS NOT A SIGNIFICANT FACTOR.

EMERGENCY MANAGEMENT



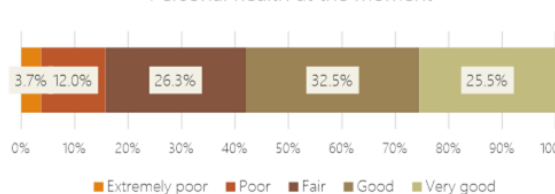
- Overall, **45%** of residents were satisfied with the Council's provision of **Civil Defence** delivery.
- 40%** of residents believed their community could **cope after a major event or disaster**.
- Fewer residents from Onekawa-Tamatea and Nelson Park wards agreed with this statement.

Table 5 % Agree results by ward

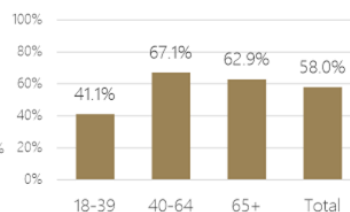
	I am satisfied with Councils' provision of Civil Defence delivery	Our community could cope after a major event or disaster*
Ahuriri Ward	44%	49%
Onekawa - Tamatea Ward	41%	34%
Nelson Park Ward	39%	31%
Taradale Ward	53%	45%

COMMUNITY HEALTH

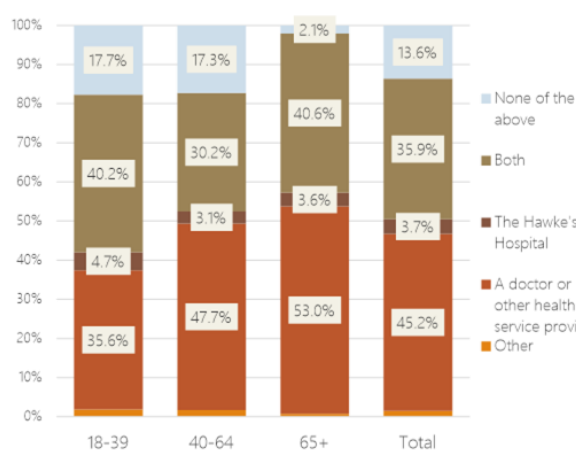
Personal health at the moment



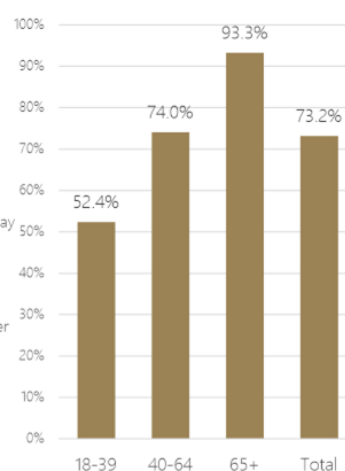
%Good + %Very good health by age



In the last 6 months have visited

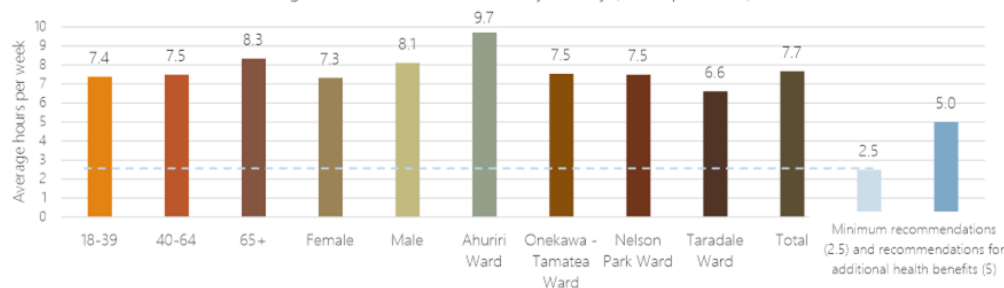


Found the service good



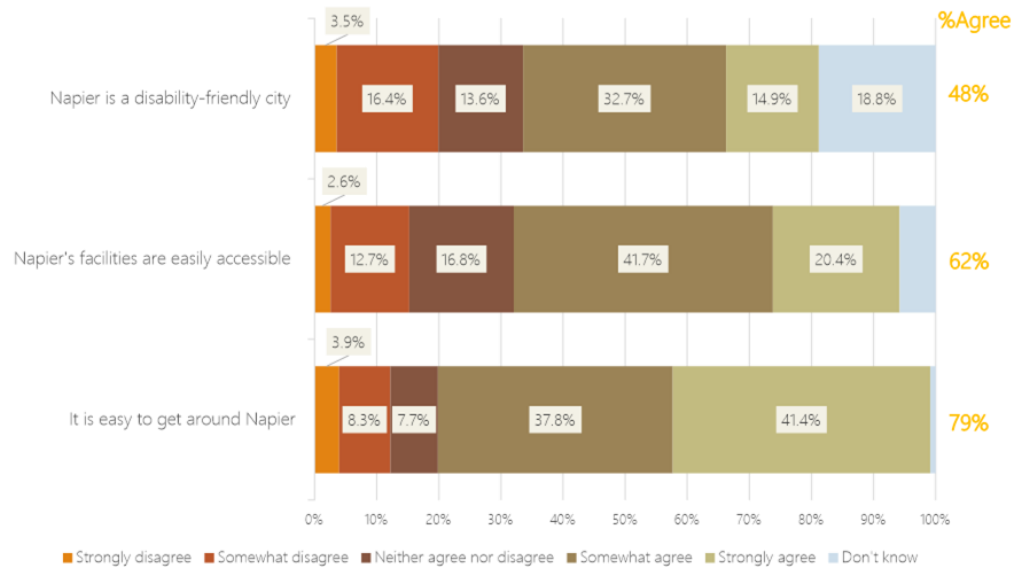
- More than half of residents (**58%**) believed they were in **good health**. More younger residents described their health as poor.
- At the same time, older residents were more likely to visit a health service provider, and the majority of them (93%) rated the services they had received well.
- The survey showed a **good level of moderate-intensity activity (7.7 hours on average per week)** in the community; 29% of residents stated they were active for 4-6 hours a week, 21% for 7 to 10 hours and 16% for more than 10 hours. This result exceeds the global recommendations on physical activity published by WHO.

Average levels of moderate-intensity activity (hours per week)*



N=441. *REPORTED RESULTS ARE BASED ON OPEN-ENDED COMMENTS (N=410 PROVIDED A CLEAR RESPONSE). IF A RANGE OF HOURS WAS PROVIDED, THE MINIMUM NUMBER WAS USED IN THE ANALYSIS. GLOBAL RECOMMENDATIONS SOURCE: WORLD HEALTH ORGANIZATION. 2010. *GLOBAL RECOMMENDATIONS ON PHYSICAL ACTIVITY FOR HEALTH*. WARD WAS NOT A SIGNIFICANT FACTOR. LARGE VARIATION IN

ACCESSIBILITY



- **79%** of residents found it **easy to get around** Napier.
- Car availability and city features (size, layout, good roads, convenience) were the main reasons for positive ratings.
- Residents who provided negative ratings ('*Strongly*' and '*Somewhat disagree*') stated bus service needs improvement.
- **62%** of residents stated that Napier's **facilities are easily accessible**
- Fewer residents found Napier a disability-friendly city, although the proportion of '*Don't know*' responses was high (18.8%).



Accessibility
average agreement score
63%

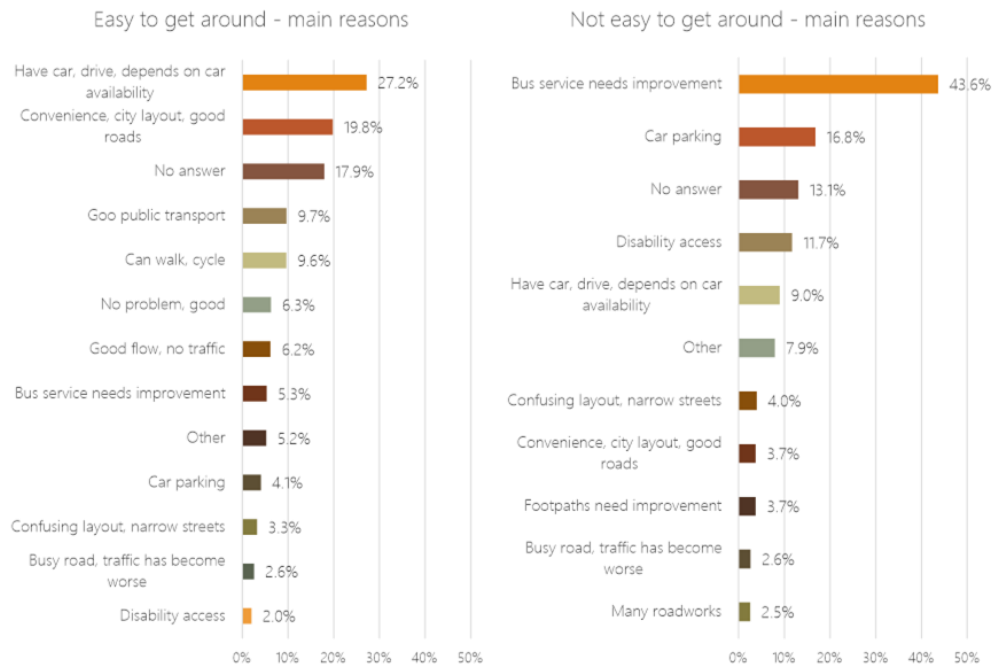
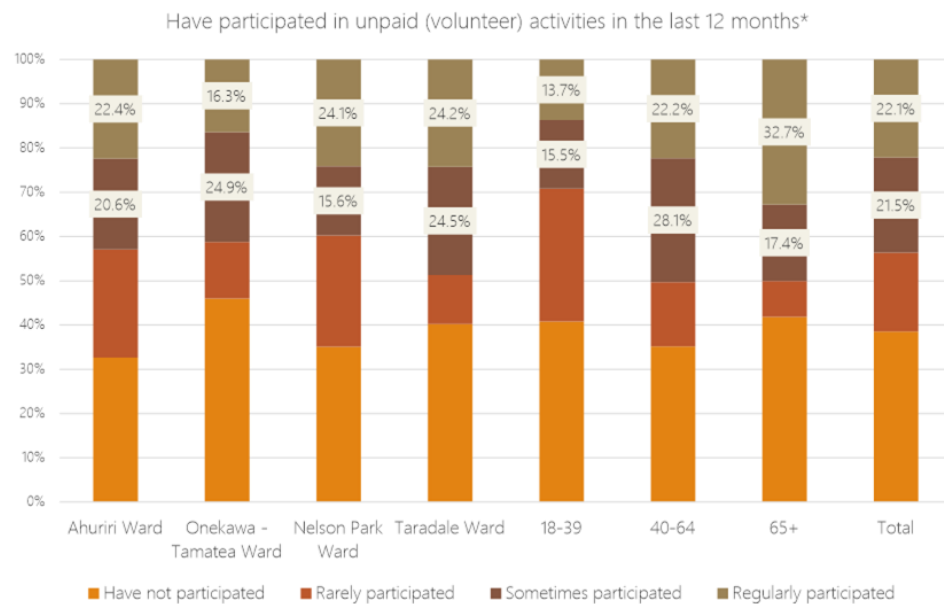


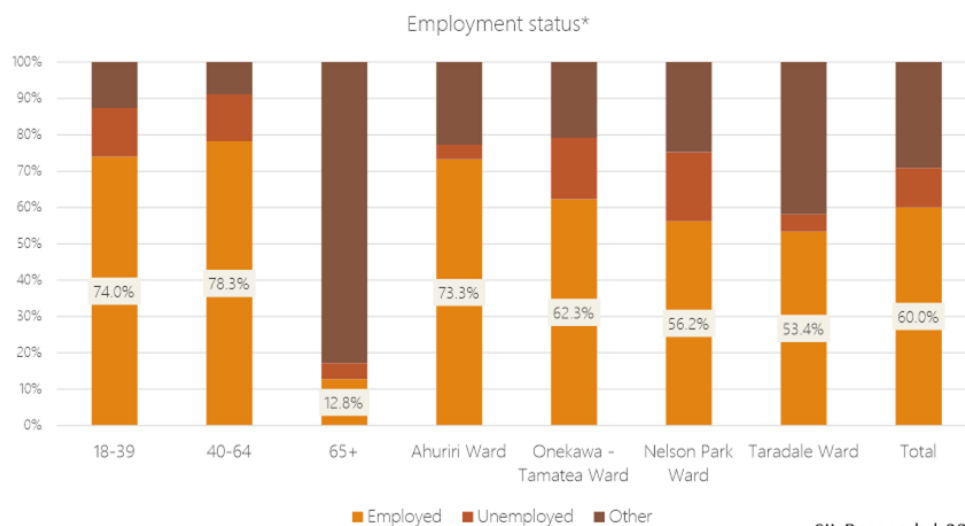
Table 6 % Agree results by ward

	It is easy to get around Napier	Napier's facilities are easily accessible (e.g. have an accessible route into the building from the car parking area and footpath, facilities are well-signed, etc.)	Napier is a disability-friendly city (e.g. accessible buildings, public transport, even footpaths, etc.)
Ahuriri Ward	84%	63%	52%
Onekawa - Tamatea Ward	78%	64%	49%
Nelson Park Ward	77%	57%	46%
Taradale Ward	78%	64%	46%

VOLUNTEERING ACTIVITY AND EMPLOYMENT STATUS



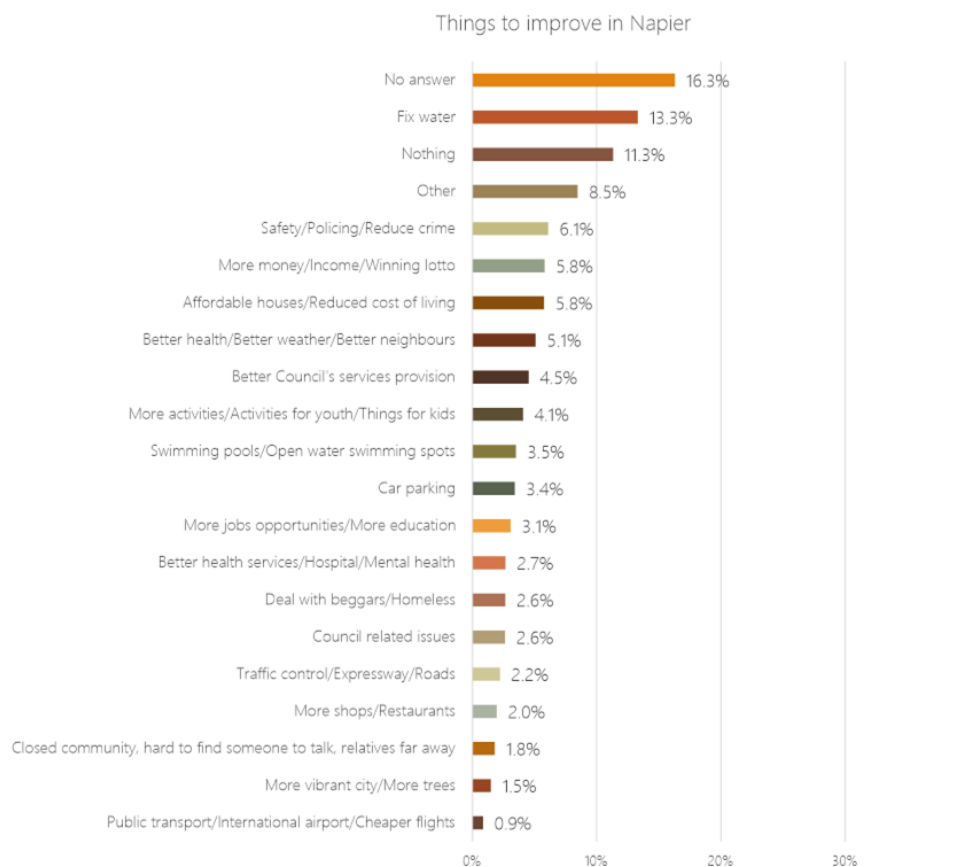
- Overall, **44%** of residents stated they had sometimes or regularly **participated in volunteering activities** in the last 12 months.
- Younger residents aged between 18-39 years were less likely to participate in these activities.
- Just under two thirds of residents (**60%**) were **employed** at the time of the survey (n=248 out of 413 who provided a response).
- Participation in volunteering activities and active employment associated with better quality of life (measured by Social Index score).



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N=413-450. *DIFFERENCES WERE FOUND TO BE SIGNIFICANT BY WARD AND AGE. OTHER INCLUDES STUDENTS, PARENTING AND RETIRED.

SUGGESTED IMPROVEMENTS

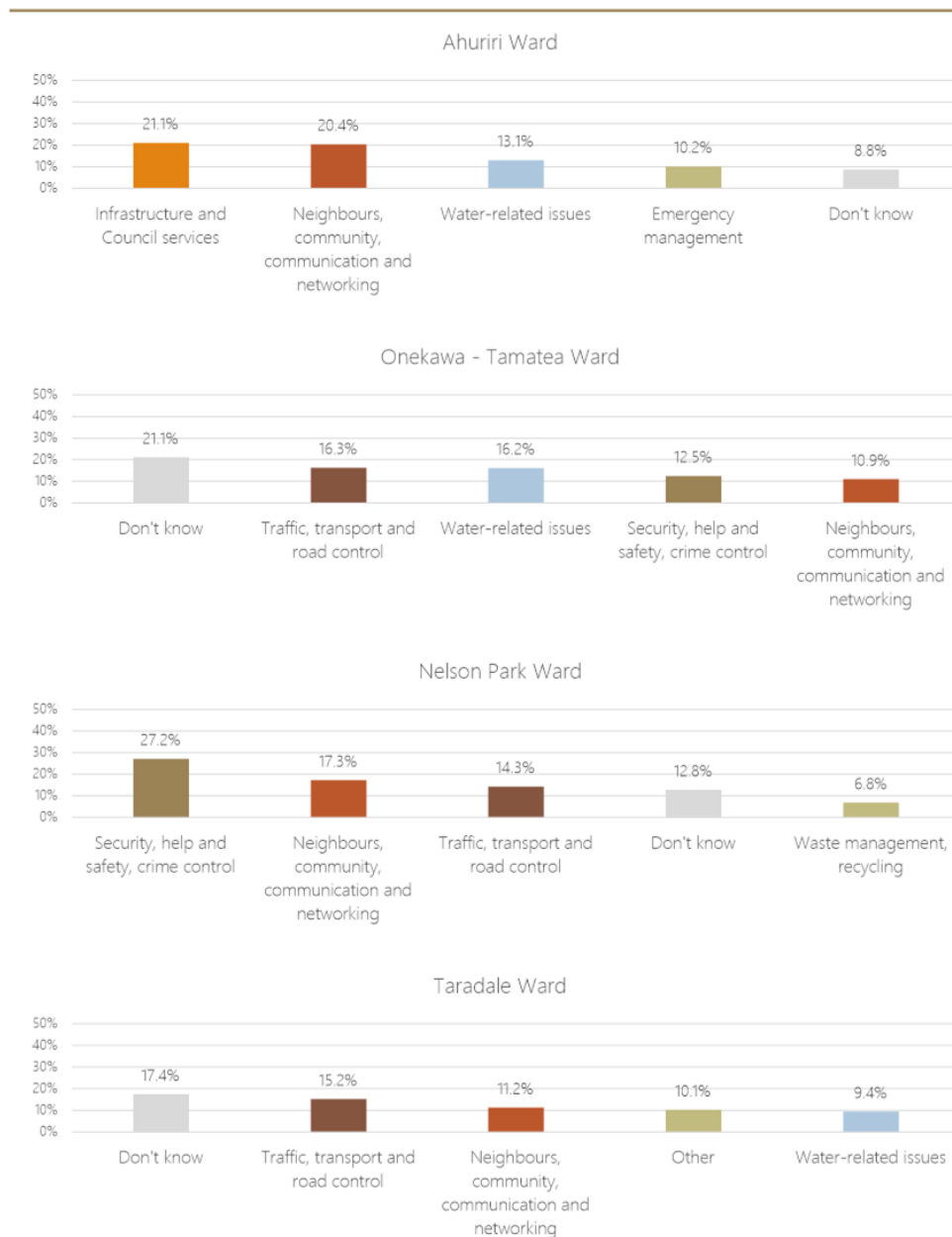


- Although this survey did not ask about Council's services, water quality was still mentioned on an unprompted basis.
- The most cited improvement was 'Fix water'.
- 16% of residents did not provide an answer to this question, and 11% stated that nothing needs improvement.
- When residents were asked what could be improved in their neighbourhood, their answers varied by ward:
 - Top cited improvements in Ahuriri: 'Infrastructure and Council services',
 - Top cited improvements in Onekawa-Tamatea: 'Traffic, transport and road control' and 'Water-related issues' (after 21% of 'Don't know'),
 - Top cited improvements in Nelson Park: 'Security, help and safety and crime control',
 - Top cited improvements in Taradale: 'Traffic, transport and road control' (after 17% of 'Don't know').

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N=450. OPEN-ENDED COMMENTS SORTED INTO CATEGORIES. TOTALS MAY EXCEED 100% OWING TO MULTIPLE RESPONSES FOR EACH RESPONDENT.

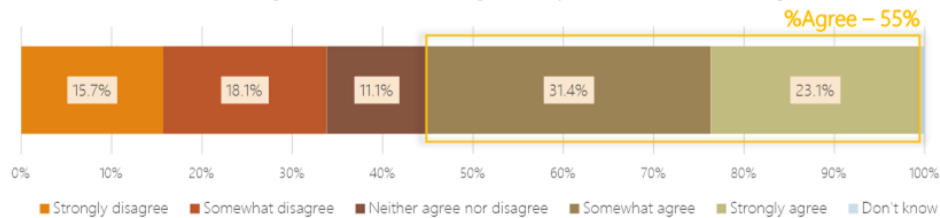
Top 5 suggested improvements for neighbourhood by ward*



*Note: open-ended comments sorted into categories (top 5 categories are presented by ward). Totals may exceed 100% owing to multiple responses for each respondent.

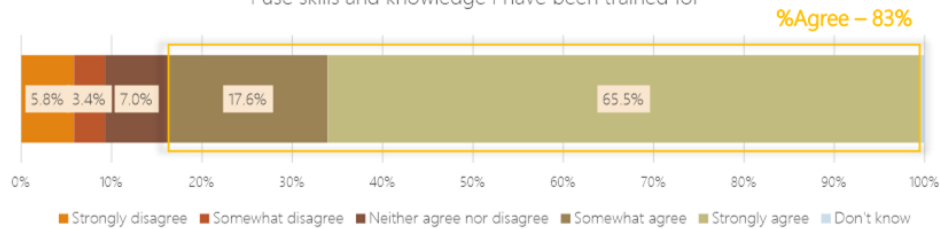
EMPLOYMENT

I have enough or more than enough money for a comfortable living



n=402

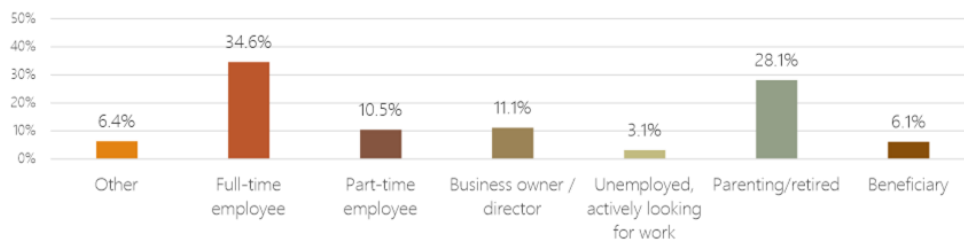
I use skills and knowledge I have been trained for



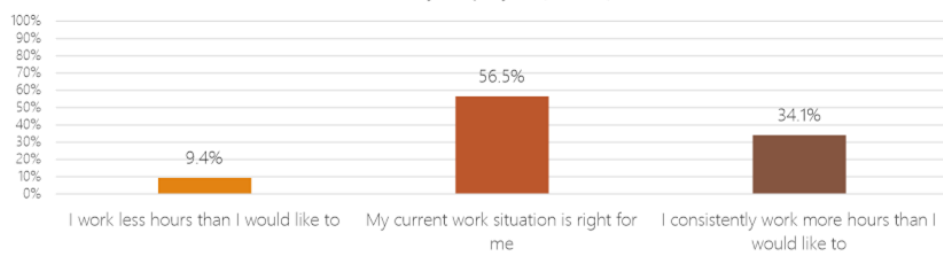
n=248 (currently employed only)

- Overall, **55%** of residents agreed they had **enough or more money** for a **comfortable living**. This result increased with income and age.
- 16% of residents strongly disagreed they had enough money.
- 83%** of employed residents **used their skills and knowledge** they had been trained for.
- One-third of the residents were employed full-time (35%). More than half of employed residents (57%) agreed their current work situation is right for them.

Employment status (aggregated, n=413)

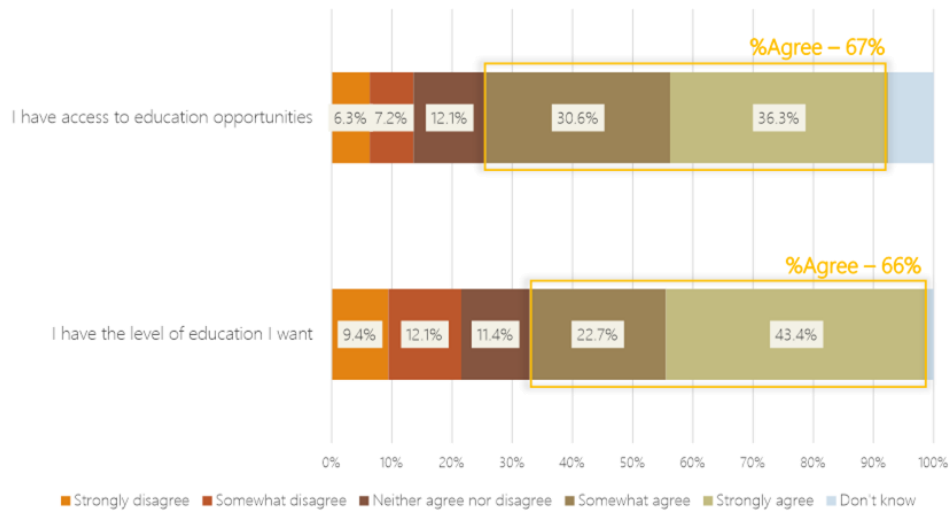


Currently employed (n=248)

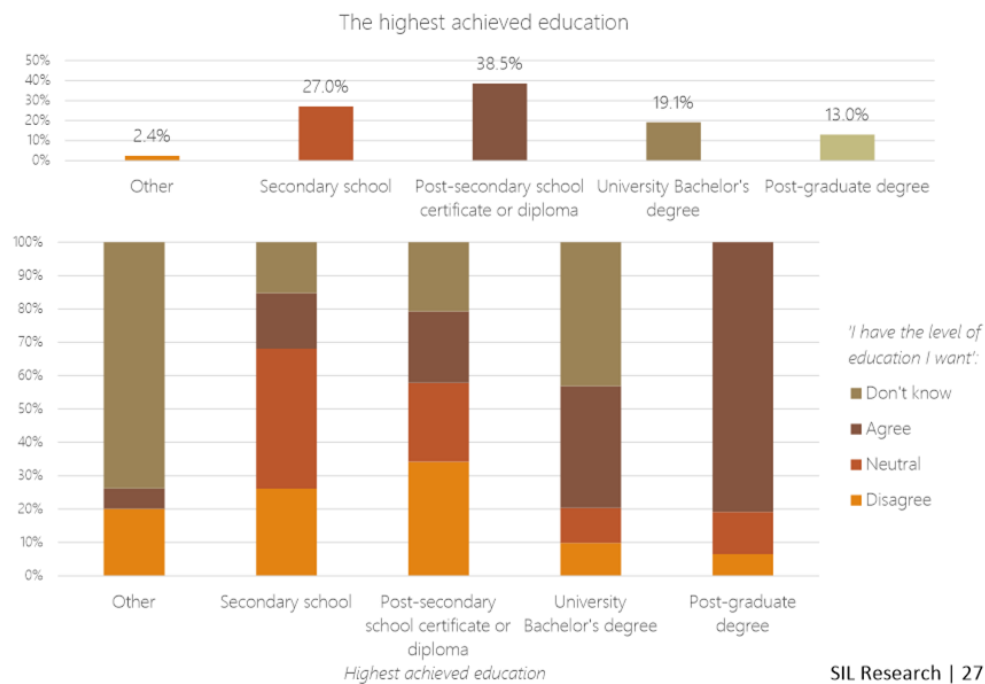


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EDUCATION



- Two-thirds of Napier residents agreed they **had access to education opportunities (67%)** and had the **level of education they wanted (66%)**.
- More residents with higher level of education agreed they had achieved the level they wanted.
- The match between education expectations and actual level of education was greater with age.
- Certificate or diploma was the most mentioned highest achieved qualification (39%).



N=406-411.

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2019 RESULTS

Emergency preparedness - Napier residents

		2019 results by age			
		2019 total	18-39	40-64	65+
<i>Have a household emergency plan</i>	%	58%	39%	61%	72%
	count	174	31	87	55
	Total sample	300	79	144	77
<i>Enough food stored for 3 days</i>	%	85%	78%	85%	91%
	count	254	62	122	70
	Total sample	300	79	144	77
<i>Enough water stored for 3 days</i>	%	61%	47%	64%	70%
	count	183	37	92	54
	Total sample	300	79	144	77
<i>Some way of cooking without electricity</i>	%	85%	83%	88%	80%
	count	254	66	127	61
	Total sample	300	79	144	77
<i>Have a plan to get away if there's a long strong earthquake</i>	%	69%	59%	70%	76%
	count	207	47	101	58
	Total sample	300	79	144	77

- Research was conducted between 29 April 2019 and 14 June 2019. A total number of respondents from Napier is n=300.
- Responses were statistically weighted to reflect the gender and age group proportions as determined by the Statistics New Zealand 2013 Census. Results reported as rounded values. Calculations done with rounding should be close to those done without rounding but not exact.

2017 RESULTS

Emergency preparedness - Napier residents

		2017 results by age			
		2017 total	18-39	40-64	65+
<i>Have a household emergency plan</i>	%	56%	44%	56%	71%
	count	129	32	54	44
	Total sample	230	73	95	62
<i>Enough food stored for 3 days</i>	%	82%	60%	90%	97%
	count	190	44	85	61
	Total sample	231	73	95	63
<i>Enough water stored for 3 days</i>	%	61%	41%	68%	75%
	count	142	30	65	47
	Total sample	231	73	95	63
<i>Some way of cooking without electricity</i>	%	85%	83%	89%	83%
	count	197	60	85	52
	Total sample	231	73	95	63
<i>Have a plan to get away if there's a long strong earthquake</i>	%	61%	68%	58%	60%
	count	136	46	53	36
	Total sample	221	68	92	61

- Responses were collected during a seven-week period beginning at the start of April 2017. A total number of respondents from Napier is n=221-231.
- Responses were statistically weighted to reflect the gender and age group proportions as determined by the Statistics New Zealand 2013 Census. Results reported as rounded values. Calculations done with rounding should be close to those done without rounding but not exact.

5. LEASE OF RESERVE - HAWKE'S BAY VOLUNTEER COASTGUARD CHARITABLE TRUST

<i>Type of Report:</i>	Legal
<i>Legal Reference:</i>	Reserves Act 1977
<i>Document ID:</i>	890479
<i>Reporting Officer/s & Unit:</i>	Bryan Faulknor, Manager Property Jenny Martin, Property and Facilities Officer

5.1 Purpose of Report

To obtain Council approval to enter into a new ground lease with the Trustees of the Hawke's Bay Volunteer Coastguard Charitable Trust at Meeanee Quay for ten years with one right of renewal.

Officer's Recommendation

The Napier People and Places Committee:

- a. Recommend Council agree to enter into a ground lease pursuant to Section 61(2A) of the Reserves Act 1977 with the Trustees of the Hawke's Bay Volunteer Coastguard Charitable Trust for the land on Meeanee Quay, Westshore, with a legal description of Section 4 SO Plan 10927. The lease term to be ten years with one right of renewal and based on Council's standard format for ground leases to community groups.

Chairperson's Recommendation

That the Council resolve that the officer's recommendation be adopted.

5.2 Background Summary

In 2009 the Trust purchased the building at 704 Meeanee Quay which is situated on land vested in the Council as a Local Purpose (Maritime) reserve subject to the Reserves Act 1977. The land was subject to a commercial registered lease which was assigned by Council from the previous lessee to the Trust. The lease expired on 1 September 2019.

The registered lease was a commercial lease put in place for the owner who operated a commercial business. This ground lease provided for ground rent to be determined at full market value.

At the commencement of the lease renewal process, the Trustees approached Council officers to replace the commercial registered lease with a Deed of Lease of Reserve similar to those granted by Council to other community groups. The reason behind the request was the financial difference in the ground rent of the two lease types as the Coastguard has limited funds being a charitable trust. The estimated registered lease could have been in the region of \$25,000 to \$30,000 based on recent rent reviews and the rental based on a lease of Reserve to a community group would initially be just under \$1,000 per annum.

Under the Reserves Act Council can, and does, enter into ground leases with sports and community groups to occupy areas of Reserve land. The occupation of the Maritime Reserve by the Hawke's Bay Volunteer Coastguard is an appropriate use of the land.

As the registered lease has now expired, a new lease needs to be entered into to provide certainty and clarity for both Council and the Trust.

5.3 Issues

There are no issues.

5.4 Significance and Engagement

Not applicable.

5.5 Implications

Financial

The annual ground rent will be calculated in accordance with the standard formula used by Council to calculate ground rent to community groups.

Social & Policy

The Coastguard provide an essential community service.

Risk

There is no risk to Council.

5.6 Options

The options available to Council are as follows:

- a. To enter into a new ground lease with the Trustees of the Hawke's Bay Volunteer Coastguard Charitable Trust at Meeanee Quay for ten years with one right of renewal.
- b. To not enter into a new ground lease with the Trustees of the Hawke's Bay Volunteer Coastguard Charitable Trust at Meeanee Quay for ten years with one right of renewal.

5.7 Development of Preferred Option

Option (a) is preferable to provide certainty for Council and the Trust.

5.8 Attachments

Nil