Part 3: Case Studies from Napier

In this section you are invited to explore a sample of case studies from Napier Connects. They offer a taste of what is possible when you get positive people and practical planning together to make small but significant improvements in a community.

We hope these examples provide your organisation with some ideas, and we’re keen to hear about the initiatives you develop within your own communities.
Community Connectors Progress Update

UPDATE ON ACTIVITIES UNDERTAKEN SINCE “CONNECTORS” MEETING HELD 12 MARCH 2013

All activities and updates relate to the 11 key themes identified from the World Café Workshop held December 2012 that most of you attended. The key themes are:

- Promote positive stories
- Education opportunities
- Intergenerational opportunities
- Focus on neighbourhoods (neighbourhood connectors)
- Use existing resources etc – use existing databases etc to get information out or provide services (e.g. MSD database)
- Keep it simple, keep it fun and social
- Reduce barriers to attend services (transport, money, awareness)
- Use senior skills/experience
- Personal approaches needed
- Ask target groups what they want
- Ensure cultural appropriateness.

Issues identified and suggestions offered from Community Connectors meeting 12 March 2013 – UPDATE ON PROGRESS

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<tr>
<th>Issue/item</th>
<th>Suggestion offered</th>
<th>Action</th>
<th>Progress/outcome to date</th>
<th>Related to key theme....</th>
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<tr>
<td>1. Rotary pathway</td>
<td>Cyclists are not regarding the needs of pedestrians on the pathway. Limited access points along footpath to rotary pathway for wheelchairs and mobility scooter to access.</td>
<td>Could cycle shops and shops selling cycles provide their customers with a flyer or suchlike promoting consideration of walkers on the pathway? Could Rotary consider more connecting footpaths to main pathway?</td>
<td>No responsibility assigned.</td>
<td>An evaluation is being undertaken on the pathways lead by Disability Information Trust. Personal approaches needed. Education opportunities. Intergenerational opportunities.</td>
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<td><em>2. Transport issues to attend services and/or to volunteer</em></td>
<td>Red Cross have offered the use of their vans. The terms and availability need to be clearly defined. Talk with HBRC on public transport services for elderly. Identify current volunteer driver numbers in Napier and amount of vans, cars available for elderly people to access. Consider creating a central point for coordinating volunteer drivers and sharing these drivers among a variety of services providers.</td>
<td>SC to liaise with Red Cross</td>
<td>Visited with Red Cross 8/4/13. Red Cross waiting on new HBDHB contract details to decide if their vans may be available for other uses. No progress to date. HBRC considered a stakeholder if Elderly Transport project is planned. Initial meeting held in May 2013 with HB Trust for the Elderly about possible transport project. No progress to date but have received approval (May 2013) to undertake this elderly transport research if an interested community group will lead this project. No progress but this activity could align with project proposal above.</td>
<td>Reduce barriers to attend services. Use existing resources.</td>
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### Issue/item

**3. Untapped skills of older people**  
Provide opportunities for older people to share skills with the community.

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<td>Create a venue (like a Men’s Shed) for skill sharing. E.g. knitting, sewing, cooking, gardening, furniture restoration. Target under 65 year olds as well to utilise venue. How about asking older people what they would like to offer and contribute to others and the community? Schools could liaise with elderly services and visa versa.</td>
<td>SC, DR, JG &amp; KS to investigate this further.</td>
<td>Some of our Connectors visited with All Saints Church Men’s Playgroup 4 May 2013. This group have a facility and repair goods for sale at Church galas plus odd jobs in community. This is an excellent men’s shed model. KS met with Salvation Army in Faraday St April 2013. Alzheimer’s Napier are looking to develop a Men’s Shed at their facility in Marewa.</td>
<td>Use senior skills/experience. Personal approaches needed.</td>
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Many elderly lack confidence and undersell themselves

Some of these residents indicated interest in being knowing about other community activities they could participate in.

Use senior skills/experience. Personal approaches needed. Focus on Neighbourhoods.
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<td><strong>4. Community groups working closer together</strong></td>
<td>Promote elderly services on offer through Napier GP’s.</td>
<td>KS (VHB Trustee) looking into VHB website capacity.</td>
<td>VHB approved the use of the website and a link has been developed. Information about the Napier Connect activities is currently being placed in this link. <a href="http://www.volunteeringhb.org.nz">www.volunteeringhb.org.nz</a> Click on Napier Connect link</td>
<td>Reduce barriers to attend services. Use existing resources.</td>
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<td>Utilise local newspapers to promote services.</td>
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<td>More services combining newsletters/magazines.</td>
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<td>Hold community workshops with groups.</td>
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<td>Use CAB resources better.</td>
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<td>Utilise VHB website.</td>
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<td>Letter sent to all pensioners registered with Napier W&amp;I to promoting services available and asking them to offer their skills.</td>
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<td><strong>5. Neighbourhood Support (NS)</strong></td>
<td>How about creating “friendly” challenges between NS groups to increase memberships and promote sense of community.</td>
<td>No action on this idea. Napier City Council and NS currently working to update database all NS groups.</td>
<td>Promote positive stories Personal approached needed Focus on Neighbourhoods</td>
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Village Walkers

Every second Tuesday, a keen bunch of seniors set out for their regular walk. With at least eight people on every walk, they are hard to miss in their fluoro vests – they even stop traffic!

The group was set up at a focus group session where a group of seniors got together to talk about community safety with the Council. One of the members said that they didn’t like to walk out and about on their own. Other members of the group offered their company and pretty soon the idea of a walking group was formed.

The group has been going since September 2012, and as one member says:

“it’s much more than a walking group, it has a real family feeling – we learn so much about each other, sharing all our stories”.

The group has 13 members and is growing all the time as others in the neighbourhood hear about it. The walkers encourage people to join, putting invitations in letterboxes and inviting people they know. There people at all levels of fitness in the group, it is not a race – everyone goes at their own pace. It’s a social thing, as Maggie puts it:

“we talk the whole time and before you know it the hour is up”.

Because the group take off from their street, it is an easy thing to do. No transport or organising is needed, when everyone is ready, they just go. There is no pressure to attend the fortnightly walkers, although one member, Camp Mother Gwenda, rounds everyone up!

The group has gotten to know others in the wider neighbourhood, people on the walking route wave out or chat to the group as they go past.

Quick Profile:
What: Village Walkers
Where: Taradale/Greenmeadows
When: Every second Tuesday
Number: 13 and growing
Support: Encouragement / fluoro vests

Benefits:
• Social interaction
• Safety in numbers
• Improved neighbourhood atmosphere
• Connecting with wider neighbourhood
EIT Mentors

The basis of this programme is ‘knowledge sharing’. We have a wealth of talented and skilled seniors in our community, many of whom have retired from specialised professions. At the same time, we have a Polytechnic training our future professionals. One community connector and Napier Connects Steering Group member, Ron Rowe, saw a gap. How could we retain all those valuable skills that exist in our community while supporting our future workforce in developing the skills we are so short of here in Hawke’s Bay and in New Zealand? The idea of the mentoring programme was born.

He approached the Eastern Institute of Technology Hawke’s Bay (EIT HB) to see if they might be interested in a mentoring programme that could match older persons with students on their courses. EIT HB supported the idea from the outset, seeing the benefits this intergenerational exchange could have on both parties. A trial was conducted in Semester 1 of 2013. As a result of the trial, a full programme was rolled out in Semester 2 with upwards of 10 mentors registering their interest.

Prospective mentors attend a workshop and are then ‘matched’ to a student. The programme has been well supported by staff, who have been invaluable in both identifying potential mentees and in the matching process.

The main job of the mentor is to act as a ‘sounding board’ and to help students come up with their own solutions to the challenges they face. Mentoring is about developing self-belief and having someone in your corner. It’s not about teaching or counseling, EIT have skilled staff available for students who need this kind of support.

Mentors get a lot out of the programme too. They can take part in a vibrant, learning environment where their skills are valued. Jason, a mentee from the pilot, said:

“the help given me was great and I got a 74% PASS in my electrical certification”

Quick Profile:
What: EIT Mentors
Where: EIT Taradale Campus
Number: 10 mentors and
Support: Volunteer coordinator
Benefits:
• Skills sharing
• Intergenerational interaction
• Youth development
• Added value to education opportunities
In December 2012, five homes in Tamatea got a make-over. Napier City Council, Age Concern Napier and Neighbourhood Support coordinated the working bees. The idea was about getting neighbours together and at the same time to help out a senior homeowner.

The majority of the 23 volunteers who registered were from the local neighbourhood support group. Volunteers also came from the organisations involved, the Napier Youth Council and two Napier City Councillors. Volunteers spent two hours weeding, painting, water-blasting and planting and then shared a cuppa and some morning tea with the homeowner.

The homeowners were rapt with the results, one homeowner said she was:

“thrilled to bits”

to have been selected. Following the working bee, Age Concern was able to organise one of their volunteers to visit one of the houses on a monthly basis so the garden could be kept nice. Neighbourhood Support facilitated a new group to start in one of the streets that did not have one when the working bees took place.

The project is now being expanded to include a home safety checklist and will be supported by the Police, the Fire Service and ACC, and will be offered to a whole street at a time.

Quick Profile:
What: Street Working Bee
Where: Tamatea
When: December 2013
Number: 5 homes-23 volunteers
Support: Staff time, materials
Benefits:
• Neighbourhood connection
• Intergenerational interaction
• Improved street look
Expo - Retirement Living: Retirement Planning

Napier Age Concern responded to the frequent requests it receives for information about retirement planning by getting everyone in one room. The full day Expo held in May 2013 at Napier’s War Memorial Conference Centre hosted providers offering a huge range of services. The Expo was not just for people who were already retired, but also those who were coming up for retirement. The Expo also provided a great networking opportunity for community organisations, business and agencies working within the ‘retirement industry’.

Over 200 people visited the 43 stalls. They accessed a raft of information on a huge range of services including legal advice, housing needs, recreational opportunities, financial planning, care options and health services. The local Volunteer Centre was kept busy with prospective volunteers.

Feedback about the event was excellent. Most people left with a better understanding on what is available for them and how to access what they need. The stallholders also found the event a great opportunity to engage with current and future clients and customers as well as other providers.

Sarah Potter from Age Concern said:

“the event was so successful and because of the support we got from the Ministry of Health and local sponsors, it was really cost effective too”.

She says that the Expo has generated a lot of interest in the services available for seniors.

Quick Profile:
What: Retirement Expo
Where: Marine Parade, Napier
When: May 2013
Number: Over 200
Support: Funding and sponsorship
Cost: $4000

Benefits:
- Social interaction
- Increased awareness of services available
- Greater preparedness amongst seniors
- Networking for providers
- Positive focus on ageing
Digital Seniors

Digital Seniors was a collaborative project between Napier City Council, Age Concern Napier and the Community Conduit Group. It was also part of the Napier Connects programme that aims to reduce social isolation amongst seniors by assisting them to strengthen their connection and participation in their community.

A community hub was established at the Age Concern Napier office as a base for Digital Seniors. The project was a pilot running for eight months from July 2013 to March 2014.

“The most terrible poverty is loneliness and the feeling of being unloved.”
– Mother Theresa.

A New Zealand general social survey (NZGSS) carried out in 2010 by Statistics NZ indicated that social isolation and loneliness was becoming a social and health issue especially for the ageing population and for people living alone.

Research shows this is linked with health issues such as increased mortality, depression, high blood pressure and dementia. Social isolation describes the absence of social contact i.e. contact with family or friends or community involvement. Loneliness is the difference between desired and achieved levels in the quality and quantity of social contact.

Quick Profile:

What: January 2014
Where: Age Concern Napier
When: Training - Monday, Wednesday, Thursday - open suite weekly
Numbers: 10 (plus casuals) – waitlist of 25 and growing
Support: Refurbished computers (donated), software, venue

Benefits:
• Access to technology
• Connection to family / whanau
• Intergenerational skills sharing
• Social interaction
• Volunteer opportunities
International Day of the Older Person - Flash Mob

Watch the video here: www.youtube.com/watch?v=S-XEoqTzGDw

Quick Profile:
Started: October 2014
Where: Napier Library
When: 1 October 2014
Numbers: 90 approx + onlookers
Support: Event management

Benefits:
• Positive perception of Seniors
• Intergenerational connection
• Social interaction
• Fun for all!